March 20, 2020

RE: COVID-19 – Governor Newsom’s Executive Order to Stay at Home

Dear City of San Bernardino Community:

In effort to slow the spread of COVID-19 (Coronavirus) across the State of California, on Thursday, March 19, 2020, Governor Gavin Newsom issued an executive order (“Order”) directing all residents in the State to stay at their place of residence unless they are conducting business to support the operation of the State's critical infrastructure sectors. Many of the services we provide serve as part of our City’s critical infrastructure. During this unprecedented time I want you to know that we are committed to keeping you informed and are our best to continue providing essential public services.

The purpose of this memo is to provide you with information regarding the measures the City is taking to provide services while we temporarily suspend non-essential services. It is important to remember that changes may occur as more information becomes available.

All City offices and public counters are closed. However, essential services such as Public Safety, Public Works and Water operations will continue. As the City works through staffing needs and accommodations to safely provide non-essential (yet important) services we will keep you updated on our website.

The SB Direct Call Center will continue to be minimally staffed to take calls during business hours Monday – Friday 8:00AM to 4:30PM. If you have questions or need to leave a message for a particular department, please call 909 384-7272 during business hours. Continue to call 911 for emergencies.

Please continue to educate yourself with credible information on COVID-19. You can access information from the Centers for Disease Control (CDC) and the State of California from the City’s website at www.sbcity.org/covid19. As we receive more information from San Bernardino County Health concerning testing of this virus, we will be sure to update the webpage accordingly.

I truly appreciate your patience and understanding during this challenging time. San Bernardino is strong and resilient and I assure you that we will continue to do our best to serve the needs of our community.

Sincerely,

Teri Ledoux
City Manager

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