

## Memorandum

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To: Members of the City Council & Residents of Troy  
Cc: City Clerk Andrea Lambert, City Treasurer David Roady; City Administrator Doug Partney;  
Chief of Police Brad Parsons; City Attorney Fred Keck  
From: Mayor Allen Adomite  
Date: March 16, 2020  
Re: COVID-19 Response

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As our community deals with the restrictions, changes and likely future exposure of the COVID-19 virus, the City of Troy will continue to make the health and safety of residents our highest priority. We encourage residents to do everything they can to stay healthy, including following the advice of the Centers for Disease Control, the Illinois Department of Public Health and the Madison County Health Department. Links to those organizations are available at the bottom of this document.

Our City of Troy organization is working to transition some areas of constituent service to be ready for the potential spread of the COVID-19 virus locally. As we caution everyone to follow the important public health guidelines, we are concurrently preparing to limit the in-person interaction between City employees and members of the public in sensible ways, for the safety and well-being of both the public and our employees, while also providing exceptional customer service through phone and electronic communications over the next few weeks.

These sensible measures include the following:

- Starting (tomorrow) Tuesday, March 17, 2020, city water/sewer customers are asked to conduct their usual business of paying their water bills by paying online (look for the “pay online” button at [www.troyil.us](http://www.troyil.us)), paying through the mail (to City of Troy, Attn: Water Department, 116 East Market Street, Troy, IL 62294), or paying through the outside dropbox to the left of the east outside double doors at City Hall.
- **The customer service counter within City Hall will be temporarily closed to provide safety for both our customers and staff.** As the next water bills are not due until April 15, 2020, we urge customers to prepare for this change for the month of April. Additionally, water clerk staff will be available by phone at 667-9924 x2, to provide help to any customer with water service and billing questions or any other public works matter. **The City will not be performing any disconnections or shutoffs for delinquent water/sewer payments until further notice.**
- Temporary occupancy permits will be issued for new renters, however the City will only issue a full occupancy permit after receipt of a renter application and water deposit to be collected at a future date.
- **Residential and commercial construction inspections and rental inspections will continue as regularly conducted** by the Building & Zoning Office, but we encourage landlords, renters, contractors and builders to utilize the phone for questions and scheduling appointments by calling the Building & Zoning Office at 667-9924 x4.
- Our police department is adhering to advice of local public health and law enforcement agencies and will work within those guidelines to continue providing law enforcement to the community. If you have any questions or concerns regarding that activity, please contact Chief Parsons at the Police non-emergency number at 667-6731.
- **Issuance of door-to-door solicitor permits are immediately halted to May 1, 2020**, at which time the new permit issuance will be reassessed. Deliveries to doorsteps by local businesses is highly encouraged.

- General questions regarding any other aspect of City operations can be directed to City Administrator Doug Partney at 667-9924 x1 and questions regarding City governance can be directed to Mayor Allen Adomite or City Clerk Andrea Lambert at 667-9924 x3.

**The City Council will regularly meet in person at 7:30pm, Monday, March 16, 2020, in the Training Room of City Hall.** After that meeting, all Council committee meetings will be held online via Zoom technology and will not include any voting on issues, until the regular City Council meeting on Monday, April 20, 2020. Constituents will have the ability to join and participate in those Committee meetings through Zoom either through their computer or through their phone, with information that will be provided with the future required Committee meeting notices. Again, no legislative final actions will be taken, and only information will be provided during those Committee meetings.

The regularly scheduled Council meeting for 7:30pm, Monday, April 6, 2020, is tentatively scheduled to continue, but additional notice will be provided about the format of that legislative meeting over the next two weeks. As public safety is our priority for all City business, we will continue to respond to directives from the State of Illinois and local public health agencies, as we prepare to conduct City business during the months of March and April 2020.

All Council notices and meeting packets are provided online via the City's website at [www.troyil.us/agendacenter](http://www.troyil.us/agendacenter), and our BoardDocs site at <http://go.boarddocs.com/il/troyil/Board.nsf/>.

Troy residents are encouraged to click on the following links for information and are reminded of the Illinois Department of Public Health COVID-19 Hotline at 1-800-889-3931. Residents are reminded that all bars, restaurants and gaming establishments have been mandated by the State of Illinois to close at 9pm, Monday, March 16, 2020. Additionally, Madison County has joined several other counties in the metro St. Louis region to ban gatherings of 50 or more people. Voting for the local precincts (Jarvis 1 and 10) will continue as scheduled at City Hall from 6am to 7pm on Tuesday, March 17, 2020. Additionally, we strongly encourage residents to participate in the upcoming US Census on April 1, 2020.

The Troy-Maryville-St. Jacob-Marine Chamber of Commerce will be posting information about local restaurants and businesses that are providing drive-thru and delivery services on both their website ([www.troymaryvillecoc.com](http://www.troymaryvillecoc.com)) and on the local social media groups. As always, the Troy Police Department Facebook page is an excellent resource for timely information about the Troy community. Thank you for your attention to this matter.

Madison County Health Department:  
<https://www.co.madison.il.us/departments/health/index.php>

Illinois Department of Public Health:  
[www.dph.illinois.gov/topics-services/diseases-and-conditions/diseases-a-z-list/coronavirus](http://www.dph.illinois.gov/topics-services/diseases-and-conditions/diseases-a-z-list/coronavirus)

Centers for Disease Control and Prevention:  
<https://www.cdc.gov/coronavirus/2019-nCoV/summary.html#situation-summary>

Troy Police Department Facebook site:  
<https://www.facebook.com/Troy-Police-Department-257738987768900/>

Troy City Council BoardDocs site: <http://go.boarddocs.com/il/troyil/Board.nsf/>