



Coronavirus Disease 2019 (COVID-19)

F.A.Q.

General

The City of Pomona understands that residents and stakeholders have questions regarding how to continue to conduct business with the City during City facility closures to the public. We hope the following FAQs will help you navigate those questions. If you have any further questions or concerns, please call City Hall at (909) 620-2311 during normal business hours, Monday through Thursday, 7:30 a.m. to 6 p.m. For after-hours assistance, please call Pomona PD's Non-Emergency Dispatch at (909) 622-1241. As always, **for emergency assistance, please call 911.**

How do I receive City updates regarding the COVID-19 pandemic:

This website will be frequently update. You can also obtain updates via Social Media by following us at the following links

Facebook Twitter Instagram Nixle

What is Coronavirus (COVID-19)? Where can I learn more?

COVID-19 is a new illness that can affect your lungs and airways. It's caused by a virus called Coronavirus.

The appropriate authorities on this ongoing outbreak are Public Health Agencies such as the Center for Disease Control and Prevention (CDC) at the national level, the California Department of Public Health (CDPH) at the state level, and the County of Los Angeles Public Health Department at the County level. These sources provide credible and up to date information about the ongoing status of the virus, how to prevent its spread, what to do if you feel sick or need medical attention, and how this outbreak is affecting our daily lives with respect to social distancing, businesses closures, etc.

Eviction and Foreclosure Moratorium

Who does the eviction moratorium apply to?

The City's Order applies to all residential and commercial rentals in the City of Pomona, including apartments, duplexes, condominiums and single-family dwellings. The moratorium applies to all renters, regardless of immigration status. The Order also suspends foreclosures (see below for more information).

Does this mean tenants do not have to pay their rent?

Both the City's Order and the Governor's related Order (N-28-20) emphasize that tenants are still obligated to pay lawfully charged rent. However, during the emergency period, tenants may not be evicted for failure to pay rent due to the financial impacts related to COVID-19. Tenants will have up to 6 months following the expiration of the local emergency to repay any back rent due. Landlords and tenants may mutually work out a payment schedule or arrangements for repayment of rent.

What should I do if I cannot pay the rent or if my landlord tries to evict me?

If you are unable to pay your full rent between March 19, 2020 and May 31, 2020, because of circumstances related to the COVID-19 pandemic, here is what you should do:

- Do not leave your home.
- Let your landlord know that you cannot pay full rent because of circumstances related to COVID-19 and try to arrange a payment plan.
- It is best to alert your landlord before you miss a rental payment.
- If you miss a rental payment or do not pay your full rent when it is due, your landlord may provide a "Notice to Pay Rent or Quit."
- If you receive this notice, it is important to inform your landlord that the reason you were not able to pay full rent is because of circumstances related to COVID-19 before the expiration date or deadline listed on the "Notice to Pay Rent or Quit."

What should I do if I receive a notice of an Unlawful Detainer?

If you reach the expiration date listed on the "Notice to Pay Rent or Quit" and are unable to work out a payment plan with your landlord, you may receive a formal eviction or "Unlawful Detainer." This means you may have to go to court to fight the eviction.

It is important to seek legal assistance in responding to any eviction or "Unlawful Detainer" action filed by your landlord. If a tenant is served with Court papers or an Unlawful Detainer action, they should immediately seek legal counsel and assistance in responding to the Unlawful Detainer.

Do not ignore a notice from the Court or Unlawful Detainer notification!

Tenants do not have to leave their units unless they are served with a Sheriff's Order, which happens after the case is heard in Court.

What happens after the emergency moratorium is over?

Under the City's Order, tenants have up to 6 months following the expiration of the local emergency to repay any back rent due. The tenant and landlord may mutually work out a payment schedule or arrangements for repayment of the rent.

The City understands that paying the back rent will still be challenging for many residents and this moratorium is the City's initial step to provide relief to our residents. The City will continue to explore and advocate for rent relief from the State and Federal government.

For questions about the temporary eviction moratorium, you may contact:

Housing Rights Center

Phone - (800) 477-5977

Email - info@housingrightscenter.org

Inland Fair Housing and Mediation Board

Phone – (909) 984-2254

Email – info@ifhmb.com or fairhousing@ifhmb.com

Businesses

Business License

How can I make a cash payment for my City of Pomona Business License if City Hall is not open to the public?

Payments for business license can be made by using one of the following methods:

- Mail to City of Pomona, PO Box 660 Pomona, CA 91769
- Place in drop box in the east parking lot of City Hall; Please only submit check or money order payments
- Pay online at <https://pomona.hdlgov.com/Home/Index/BusinessLicense>
- Call 909 620 2343 for any business license payment related questions

My business license renewal is expired or will be expiring on March 31, 2020, how can I ask for assistance with the payment that is due?

The City of Pomona understands that businesses may be struggling during the Covid-19 crisis. Businesses that are currently in default or feel that they may not be able to satisfy their upcoming March 31, 2020 renewal payment are still required to submit the renewal form and any required documentation by the required due

dates. If the payment cannot be included due to a financial hardship resulting from Covid-19, a letter stating the hardship and request for accommodations must be included with the renewal which will be reviewed on a case by case basis.

Who do businesses call to determine if they should close or reduce services/hours/accessibility to their business?

Please contact LA Public Health Website: <http://www.publichealth.lacounty.gov/media/Coronavirus/>

Information regarding the order can be found at the "*Health Officer Order*" tab. There is an FAQ section on which businesses can remain open or call 213-240-8144

My business is experiencing financial difficulties during the COVID-19 Pandemic. Is there financial assistance?

Yes, effective immediately, the SBA is offering Economic Injury Loan advance of up to \$10,000. Funds are made available within 3 days of successful application, and the loan advance will not have to be repaid.

For more details and how to apply: <https://www.sba.gov/page/disaster-loan-applications>

Fairplex

<https://fairplex.com/aboutus/coronavirus-quarantine-center-information>

Who will be allowed to stay at the Fairplex Sheraton medical shelter?

The Department of Public Health will arrange temporary quarantine housing and aims to keep individuals close to their communities. The only individuals who are permitted to reside in these locations are:

- Individuals who have tested positive for COVID-19; or
 - Individuals who show symptoms of COVID-19 (for example have a fever, cough, or difficulty breathing) and are waiting for their test results.
- Members of the public, including first responders and emergency workers, will be able to stay here.

What is the process to get into the Sheraton Fairplex Hotel medical shelter?

A healthcare provider, law enforcement or service agency first notifies DPH when they encounter an individual who is showing serious symptoms. Next, DPH'S health professionals confirm which individuals qualify for medical sheltering and then coordinate where they will be placed. DPH looks at important factors, such as site availability and then uses a system to assign individuals.

How does Coronavirus spread? Does it travel through the air?

Public health officials have confirmed that Coronavirus can be spread in several ways:

- Through the air in droplets produced by coughing and sneezing;
- Close personal contact (contact with a sick person); or
- Touching a surface with the virus on it, then touching your mouth, nose, or eyes before washing your hands.

For more information about how Coronavirus in spread and how to stay safe, visit <http://covid19.lacounty.gov> or dial 2-1-1.

Can coronavirus live in air ducts like Legionnaires?

No, coronavirus (COVID-19) cannot live in air ducts like Legionnaires disease. Legionella grows in a building water system and the gets spread in droplets in the air through that system. COVID-19 is spread via direct contact through droplets (sneeze or cough) or objects that have the virus.

How is the Sheraton Fairplex Hotel being secured during its use as a medical shelter?

A security company has been hired to secure the area.

Can people staying in the Sheraton Fairplex Hotel medical shelter come and go?

No, the individuals assigned to medical sheltering are under a Public Health Order that directs them to be quarantined or are self-isolated. People in the facility have either tested positive for COVID-19 or are awaiting test results and currently exhibiting symptoms – but their symptoms are still mild enough not to merit hospitalization.

The main goal of COVID-19 medical shelters is to provide a safe place where individuals can both recover from symptoms and also isolate themselves so that they do not spread the coronavirus to others. All residents will not be allowed to leave the area until after their quarantine period ends.

Are more medical shelters, similar to the Fairplex Sheraton Hotel, being set up throughout the County?

Yes, and the County of Los Angeles is actively searching for more facilities that can help individuals who need to follow quarantine orders. For example, we arranged to use Dockweiler Beach to support people who need help complying with quarantine orders. County officials are working on developing more partnerships like this to slow the spread of Coronavirus.

All locations set up by the County will have security on-site to ensure the health and safety of both the individuals residing at the facilities and local residents.

It is important to note that the County's effort is part of a greater response to COVID-19 that is being completed in partnership with the State of California. We are making every effort to respond to a national public health emergency. These facilities allow the County to slow the spread of COVID-19.

Did the City of Pomona authorize the use of the Fairplex Sheraton Hotel as a medical shelter?

The Fairplex Sheraton Hotel is a privately-owned business that entered into a direct agreement with the County of Los Angeles. The partnership will retain local jobs and generate tax revenues for the City of Pomona. The Fairplex Sheraton Hotel has always played a critical role in the economy of the City of Pomona and this temporary, short-term use of the Fairplex Sheraton Hotel allows that to continue.

Additionally, as stated above, this partnership supports first responders – including firefighters and police officers in the City of Pomona, by offering a Child Development Center for those individuals protecting our community from the pandemic.

Will any support be provided to the broader community or Pomona?

Yes. A drive-thru food pantry operated by Sowing Seeds for Life will be located and open to any Los Angeles County resident with identification. The drive-thru will be located at the Fairplex Gate 15, on the La Verne side of the campus. Los Angeles County residents are welcome from 9:00 a.m. – 1:00 p.m. every first and third Wednesday of the month, starting April 1, 2020.

Also, the Fairplex Child Development Center has opened its doors to the children of healthcare workers, first responders and law enforcement. This is an important community support service during the COVID-19 crisis.

Library

I have Library books that are past due, what should I do to avoid fine or fees for keeping them past the due date?

The Library is not currently charging late fees for outstanding books or materials. Patrons may return materials to the drop box south of the Library – located on 7th Street, just west of Garey. (Due to the elimination of public service hours at City Hall, the City is temporarily using the Library Book Drop on Garey Ave. for physical submittals to the Development Services and Neighborhood Services Departments)

Staff will check in the materials and override any late fees indicated within the cataloguing system. Patrons can also hold on to materials until normal Library operations are restored. There will be a grace period for in-person return of late materials, without penalty when Library public service hours resume.

Neighborhood Services Department

COMMUNITY SERVICES

Where and when can you pick up senior meals?

Location 1: Palomares Park Senior Center, 499 E. Arrow Hwy, Pomona 91767

Meals available for pick up Monday through Friday, 11am to 1pm
Location 2: Washington Park Senior Center, 865 E. Grand Ave, Pomona 91766
Meals available for pick up Monday through Friday, 11:30am to 1:30pm

Is Delivery Available?

Delivery is currently not available

Who is eligible?

Individuals who are 60 or older

Who can pick up meals for seniors?

We encourage a relative, neighbor or friend (under 65) to pick up meals for seniors

Do they have to be part of the program prior to COVID-19 circumstances to receive meals?

No. We are able to provide meals to individuals who are 60+ upon eligibility/age verification. This can be verified with an ID card.

Can I still visit City Parks during the COVID-19 pandemic?

Yes, but some amenities are closed until further notice. Parks in the City of Pomona remain open, but keeping our Community's public health and safety in mind, the City is closing the playgrounds, the Skate and Dog Park, park restrooms, and all sports courts. Please remember to practice social distancing at all times by maintaining at least a 6 feet distance between you/your family and other visitors at all times. If you are feeling sick, PLEASE STAY HOME.

HOUSING DIVISION – 909-620-2368**How do I make a housing rehabilitation loan payment?**

The City Housing Rehabilitation Loan is a deferred payment loan program. No payment is required unless the borrower sells, transfers title, refinances the loan with cash out, or no longer occupies the home.

Nevertheless, should the borrower desire to make a partial payment, the check must be made payable to "The City of Pomona – Housing Division" and sent via mail to: City of Pomona- Housing Division, 505 S. Garey Avenue, Pomona CA 91766. You may also drop-off the check at the Utility Payment Drop Box, located in the East Lot at City Hall, at S/W corner of Garey Ave. and Mission Blvd. Please make sure to indicate "Housing Division" on the envelope.

How do I drop off additional documentation requested by the City regarding my Housing Program Application?

Please mail the requested documentation to, City of Pomona-Housing Division, 505 S. Garey Avenue, Pomona, CA 91766. You may also drop-off the documentation at the drop box located on Garey Avenue in front of the City of Pomona Public Library located at 625 Garey Avenue, Pomona, CA 91766 City of Pomona Garey Avenue Library Drop Box. Please make sure to indicate "Housing Division" on the envelope.

What is happening to my Housing Rehabilitation Loan/Grant Application and/or Housing Inspection?

The City Housing staff continues to process loan/grant applications. Please call Housing Division at (909) 620-2368 for any question regarding your application. However, in our effort to prevent the spread of the COVID-19 disease, we have made the necessary decision to suspend housing inspections, contract, grant and loan document signing until further notice. We shall provide updates as they become available when these activities will be resumed.

HOUSING AUTHORITY – 909-620-2368**The Housing Authority is requesting that I submit paperwork via e-mail, fax or mail in order to determine my eligibility for the rental assistance program.****Is there an alternative method to deliver the documents?**

Voucher holders and property owners participating in the program may use the drop box located on Garey Avenue in front of the City of Pomona Public Library located at 625 Garey Avenue, Pomona, CA 91766. Prior to dropping-off documents, please contact the Housing Authority first to ensure that the documents are required and to notify your worker. To ensure and to protect your privacy, please enclose all documents in a sealed envelope and address it to the HOUSING AUTHORITY.

During business hours, Housing Authority staff will collect documents placed in the drop-box several times per day for processing. If you have any questions please contact the Housing Authority at 909-620-2368.

My Annual Recertification is coming up soon. Will my Annual Recertification for the Rental Assistance Program be processed?

The Housing Authority continues to process Annual recertifications. If you have an upcoming Recertification, a packet was/will be mailed requesting that you submit the paperwork via e-mail, fax, regular U.S. mail or dropped off at the drop box in front of the Library. Please contact your assigned Housing Specialist or contact the Housing Authority main line at 909-620-2368 if you have any questions regarding recertification of your continued eligibility.

I recently lost my job, which will affect my ability to pay my portion of the rent. How do I report the change so that an adjustment to my rental portion is processed?

Please report the change in writing and send it via e-mail, fax, U.S. Mail or drop it off at the drop box and address it to your assigned Housing Specialist. To expedite the processing of an adjustment please attach documentation verifying the change (i.e. letter from employer stating that you are no longer employed).

What is happening to my Annual Housing Quality Standard (HQS) Inspection?

In an effort to prevent the spread of COVID-19, the Housing Authority made the necessary decision to cancel all Annual Housing Quality Standards Inspections until further notice. You will receive a letter in the mail once activities resume. Only Initial and life threatening/emergency Inspections will be conducted. If you have any questions regarding the inspection process please contact your Inspector or call the main line at 909-620-2368.

I am moving and found a new unit, what should I do with the Request for Tenancy Approval (RFTA) packet?

Please mail, e-mail, fax, or drop off the packet in the drop box in front of the Library. Housing Authority staff will review the packet to ensure the packet is complete and unit is eligible. Once it is determined that the unit is eligible, the Housing Inspector will schedule an inspection to determine if the unit meets HQS.

I am an owner on the program; will I continue to receive my Housing Assistance Payments on time?

Housing Assistance Payments will continue to go out as scheduled and without interruption.

HOMELESS SERVICES**Who can I contact to receive services for homeless families?**

Please call 2-1-1. 211 is the central source for providing information and referrals for all health and human services. The 211 line is open 24 hours, 7 days a week, with trained Community Resource Advisors prepared to offer help with any situation, any time.

Who can I contact to receive services for homeless adults?

Please contact Volunteers of America of Greater Los Angeles at 909-593-4796 for services.

How can I report someone experiencing homelessness?

Please visit www.LA-HOP.org to submit a request and outreach team will follow up. LA-HOP is designed to assist people experiencing homelessness in LA County with outreach services.

How can I access housing and services at Hope for Home Homeless Services Center?

Please contact Volunteers of America of Greater Los Angeles at 909-593-4796 to be placed on a waiting list.

Planning**Can I apply for a planning or building permit during City Hall closure?**

Yes, we have set up a digital submission process as well a physical drop off location for plans and payments. See the step-by-step guide on the Planning webpage: <http://ci.pomona.ca.us/index.php/development-services-home/planning/planningdocuments>

City Clerk Department

How do we submit claims or serve subpoenas, summons and lawsuits?

Submit claims to the City Clerk's Office by mail (City of Pomona – City Clerk, 505 S. Garey Ave., Pomona, CA 91766); via email to cityclerk@ci.pomona.ca.us AND chris_millard@ci.pomona.ca; via fax to (909) 620-3710; or by delivery to the front doors of City Hall. If you plan to deliver in-person, please call the City Clerk's office at 909-620-2341 so they may meet you there.

For subpoenas, summons and lawsuits, please fax them to (909) 620-3710 or via delivery to the front doors of City Hall. Again, if you plan to deliver in-person, please call the City Clerk's office at 909-620-2341 so they may meet you there.

Water

Can I flush wipes?

NO, not even the ones labeled "flushable." Remember the 3 P's - only flush *Pee, Poop, and toilet Paper*.

The California Water Board is advising, "Flushing wipes, paper towels and similar products down toilets will clog sewers and cause backups and overflows at wastewater treatment facilities, creating an additional public health risk in the midst of the corona-virus pandemic."

Is my tap water safe to drink?

Yes. City staff continue to monitor the circumstances surrounding the COVID-19 and want to ensure our customers the drinking water we provide remains safe for use and consumption. Your water is treated using a multi-step process that includes filtration and disinfection. Coronavirus, which causes COVID-19, is a type of virus that is particularly susceptible to disinfection and standard treatment and disinfectant processes used by the City.

Pomona Police Department/ Public Safety

Are Pomona Police officers still working? When will the Police Station re-open?

Emergency response services remain fully staffed and operational. Like with other City facilities, we closed the Pomona Police Station lobby to the public, until further notice. Please see a Message from Interim Chief Michael Ellis in Response to COVID-19 in full, [here](#).

Are Pomona Patrol services affected?

We have not changed our current deployment of officers and our entire staff will continue to carry out the law enforcement mission. We have made some modifications with regard to our Civilian Report Writers, who are no longer in the field taking reports but are instead taking reports over the phone. Our officers are equipped with additional personal protective equipment such as masks, sanitizers, and gloves. If you see them wearing these items in the field, just know they are wearing them to prevent any possible viral transmission.

How do I file a Police Report?

If you need to file a report and have internet access, you can do so online at: <http://ci.pomona.ca.us/index.php/police-department-home/online-citizen-reporting>. Report types being directed to online service include: Child Custody, Harassing Phone Calls, Lost Property, Theft, Vandalism and Vehicle Burglary/Tampering. If you need to file a report and do not have internet access, our Civilian Report Writers and Dispatchers are ready to assist at 909-622-1241.

What else can the non-emergency dispatch assist me with?

Please call our dispatch if you need a police report (and cannot access the internet), need a vehicle released, or are in need of other types of services. For emergencies, dial 9-1-1.

Will I receive a ticket if I don't move my car on street sweeping day?

Parking enforcement related to street sweeping is suspended until further notice. Parking Enforcement will continue with regard to issues that prioritize health, safety, and emergency access — including colored curbs, peak-hour restrictions, etc. We will also continue enforcement at metered spaces to ensure parking turnover for businesses and restaurants relying on take-out and deliveries.

Where can I report violations at restaurants or bars?

Residents are urged to report businesses seen in violation of Public Health Orders to the County Department of Health at (213) 240-7821 or online at: <https://admin.publichealth.lacounty.gov/phcommon/complaints/phcomp.cfm>.

Where can I get updated information from Police Department?

Information regarding COVID-19 continues to evolve and we continue to monitor and work with the Los Angeles County Department of Public Health. The City and Police Department will continue to share guidance on best practices for individuals, and for our entire community, through our various social media pages and platforms.

To stay connected with us, and for updated Pomona Police Department information, please continue to follow us on Facebook, Twitter, and Instagram, @PomonaPD. In addition to social media, we highly encourage our residents to subscribe to Nixle by texting your zip code to 888777. Nixle keeps you up-to-date with relevant information pertaining to our department. We will continue to work alongside our community to get through this.

Purchasing

Can I still do business with the City?

Yes, the City is continuing operations and suppliers can register on the City's website. Go to <http://www.ci.pomona.ca.us/index.php/businesses>

Can I still participate in the bidding process?

Yes, any potential bidders must be registered with Planet Bids to participate. Go to <https://www.planetbids.com/portal/portal.cfm?CompanyID=24662>

Will a bid be postponed or cancelled?

Please refer to each individual bid for addenda related to status and due dates.

How do I deliver to City Hall?

The City of Pomona is still receiving deliveries. Upon arrival, call 909-620-2354

Accounts Payable

Will I receive payments for any outstanding invoices?

Yes, the City is continuing operations and payments will continue to go out on weekly basis.

Who shall I contact if I have questions or concerns regarding an outstanding invoice?

Please contact the respective City Department staff for questions regarding the invoice. You can find the respective Department here: <http://www.ci.pomona.ca.us/index.php/government/city-departments>

Who shall I contact if I have questions or concerns regarding a payment I received?

Please contact City's Accounts Payable Division at either 909-620-3622 or 909-620-2405

Will the closure of the City Hall impact my Section 8 related payments?

No, the City is continuing operation. All section 8 related payments will continue to be process as usual.

Utility Services

How can I make a cash payment for my City of Pomona Utility Bill if City Hall is not open to the public?

Cash payments are not accepted at this time. Payments for utility bills can be made using one of the following options:

- Place in drop box in the east parking lot of City Hall; Please only submit check or money order payments;
- Mail to City of Pomona, PO Box 51481, Ontario, CA 9176; or
- Pay online at <http://www.ci.pomona.ca.us/index.php/revenue/utility-billing/pay-utility-bill> or by calling (800)556-4919 to pay by debit/credit card

Will I receive a final notice before disconnection and could my Water be shut off?

The City has suspended issuance of final notices for non-payment until further notice. The City has temporarily suspended customer shutoff for delinquent accounts and/or nonpayment. We will continue to work with individual customers and those facing financial hardships to establish payment arrangements and provide services. Please make a payment using one of the previous listed options or call Customer Service at (909) 620-2241 to set up a payment arrangement during office hours; Monday – Thursday, 7:30am through 6:00pm.

I am a new resident to the City and I need to establish new service? How do I open an account?

- To establish service, please visit the city's website at http://www.ci.pomona.ca.us/mm/NEW_SERVICE_APPLICATION_AND_TERMS.pdf
- Download the application, fill out, and submit the completed application via email to customer_service@ci.pomona.ca.us along with the required documentation.
- To close your account, please contact customer service at (909)620-2241 to schedule a closing.

Public Works

How can I pay for my Public Works Permits?

While our PW Counter is closed to the public, you can pay by check or money order. The check can be mailed to City of Pomona –Public Works, 505 S. Garey Ave., Pomona, CA 91766, or deposited at the drop box in the East parking lot. You can also pay by means of credit card. I have attached the credit card authorization for your convenience, we will need to have a copy of the front of the credit card and identification.

What if I have a city tree maintenance request, who do I call?

Currently, Parks and Facilities staff still remain on the job to address City tree issues. Hours of operation are Monday through Thursday, 7:00 a.m. to 5:30 p.m. Staff can be reached at (909) 620-2223 or (909) 620-3759.

What if I have an after-hour city tree emergency, should I use the PomonaGo App?

NO. The PomonaGo feature is not set up for emergencies. If you experience an emergency where someone has been injured, there is significant property damage, there are downed power lines, or there is some other emergency, **call 911**.

If a large limb falls on your property, City sidewalk or street but causes no significant damage or does not require an urgent response, please contact the Pomona Police Department's Non-Emergency number at (909) 622-1241 and they will contact the after-hours stand-by crew.

What if a large limb/branch from my private tree should fall, blocking the sidewalk or street, do I call Parks and Facilities?

If a large limb or branch from your private tree should fall, blocking the sidewalk or street, contact the Pomona Police Department non-emergency number (909) 622-1241, and they will contact the after-hours stand-by crew to clear and remove the hazard from the sidewalk or public right-of-way. The crew will not remove private tree materials from your private property. Maintenance and removal of a private tree is the responsibility of the property owner. If the City removes the hazard, the owner will be responsible for all fees charged by the contractor.

Vehicle Parking District

Can I reserve VPD parking for a special event?

VPD is not issuing any reserved special event parking at this time.

How can we purchase our next quarter's (April 1, 2020 to June 30, 2020) Vehicle Parking District (VPD) parking permits?

We are suspending parking enforcement in Downtown parking areas that require a permit, until City Hall re-opens. Once the public is allowed to enter City Hall, parking permit holders will be given a two (2) weeks grace period to come and purchase their parking permits. Parking enforcement will continue after the two week grace period.

How do I purchase a parking permit for VPD lots?

For renewals:

1. Complete the renewal form e-mailed to you attached to your notice.
2. Submit payment in the form of a personal check or cashier check.
3. Drop off your check and renewal form either in front of City Hall in the drop box (Make sure to address your envelop to the Vehicle Parking District).
4. We will send your permit via US Mail or you can indicate that you will like to pick up (by appointment only).

For new applicants, email Joaquin_wong@ci.pomona.ca.us and luma_fakhoury@ci.pomona.ca.us and we will email you an application.

New applicants must submit the following documents (by email to the above addresses):

1. Completed application (two pages).
2. Scanned current legal photo Identification Document (example: Driver's License, Passport or Naturalization Card).
3. Scanned copy of current lease (must include the name of the applicant, date and signature) or copy of your business license or proof of employment (for non-residential applicants).
4. Scanned copy of a utility and/or phone bill as proof of occupancy at your current location (The does not apply for commercial or commuter applicants)

The parking permit cost will remain the same. All three months will be charged at the time of purchase.

Inland Valley Humane Society & SPCA Update

Inland Valley Humane Society & SPCA is temporarily adjusting its operations for the health and safety of the public. The following information is subject to change. Please stay up-to-date on our operational adjustments should we need to make further necessary changes by calling (909) 623-9777 and visiting www.ivhsspc.org.

Can I still adopt a pet?

Adoptions will be conducted by appointment only. All of our shelter animals are posted on our website at www.ivhsspc.org/animals. If you are interested in adopting an animal on our website, please fill out and submit an application on www.ivhsspc.org/adoptions. An Adoption Counselor will reach out to you to schedule an appointment.

What can I do if my pet is lost?

If you are looking for a lost pet, please visit www.ivhsspc.org/animals as all shelter animals are posted to our website. Redemptions will be conducted on an appointment-only basis. Please contact our Adoptions Department to set up an appointment to redeem your animal if you see him/her on our website.

Please make sure your pets have identification. We will contact you immediately should we find your pet. If your pet does not have a registered microchip or updated

tag information write a current phone number on their collar with permanent marker.

How can I process my pet license?

Dog and cat owners can submit new and renewal licenses online at www.ivhssPCA.org/licensing, by mail or via phone by calling (909) 623-9777. We will be waiving late penalties and those experiencing financial difficulty can contact Customer Service to make payment arrangements.

Can have my pet vaccinated and/or spayed/neutered or relinquish an animal?

All vaccination clinics and outside appointments for vaccinations and spay/neuter have been cancelled until further notice, and only adoption follow up care appointments will be scheduled at this time.

We will not be accepting any animal relinquishment by pet owners until further notice.

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City of Pomona Press Releases	Other Agencies/Partners Press Releases
<p>3.26.20 Pomona's Eviction and Foreclosure Moratorium</p> <p>3.16.20 Cancellation of Future Commissions/ Committee Meetings</p> <p>3.14.20 Update on Closure of City Facilities</p> <p>3.13.20 Closure of City Facilities</p> <p>3.13.20 Notice and Call of Special Emergency Meeting</p> <p>3.12.20 COVID-19 3.16.20 City Council Meeting Update</p>	<p><u>Office of Governor Gavin Newsom</u></p> <p>3.16.20 Executive Order to Protect Renters and Homeowners</p> <p><u>County of Los Angeles Public Health</u></p> <p>3.16.20 Health Officer Order for the Control of COVID-19</p> <p>3.16.20 Order to Prohibit Group Events and Gathering, Require Social Distancing and Closure of Certain Businesses</p> <p>Learn More About Novel COVID-19</p> <p>DPH Resource List</p> <p><u>California Department of Public Health</u></p> <p>Website COVID-19 Updates</p> <p>CA Roadmap to Modify the Stay-at-Home Order</p> <p><u>U.S. Small Business Administration</u></p> <p>Disaster Loan Assistance</p> <p><u>County of Los Angeles</u></p> <p>3.25.20 New Orders Directing Self-Quarantine & Self-Isolation</p> <p>Confronting COVID-19 News for Seniors (Senior Nutrition)</p> <p>Consumer & Business Affairs (Price Gouging, Business Resources, Travel)</p> <p><u>PUSD</u></p> <p>COVID-19 Safety Update</p> <p><u>Cal Poly Pomona</u></p> <p>Safety and Emergency Information</p> <p><u>Western University of Health Sciences</u></p> <p>Health News Update</p> <p>Message from President Daniel R. Wilson, MD, PHD</p> <p><u>SoCalGas</u></p> <p>Customer Information</p>