

# PRESS RELEASE

## COVID-19 INFORMATION



**FOR IMMEDIATE RELEASE**  
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### **City of Menifee Enhances Virtual Online Services for Residents/Businesses**

MENIFEE, CA– In light of the recent news from the Governor’s office regarding the new onset of recent closures due to the rising number of COVID-19 cases, Menifee City Hall has enhanced and converted public in-person meetings to “virtual in-person” front counter meetings, as a way to continue the high level of customer service our community has come to expect, and can easily be accomplished from a customer’s home or office.

Enhanced Virtual City Hall permit counter services began on Monday July 13, and will be incrementally evaluated depending on the Governor’s guidelines and pandemic environment. Additionally, City staff has made premier customer service a top priority ensuring that customers and businesses are able to safely and securely access and make appointments beginning July 16 Monday-Friday 8am-5pm. Virtual permit counter appointments can be made by visiting the City’s website, or by calling City Hall at (951) 672-6777. As part of the City’s overall Streamline Initiative featuring the “zero stop shop” permit counter, virtual meetings can be made with multiple departments such as planning, code enforcement, business license, engineering, and building and safety.

Additionally, the Menifee Police Department public lobby, beginning July 16, will be transitioned from open to the public to by appointment only operations, with the following enhancements:

- Police Records Requests can be made by calling (951) 723-1500, Monday through Friday, 8:00 AM to 5:00 PM, excluding holidays.
- Criminal and Traffic Report requests can be made by appointment only by calling (951) 723-1500.
- Subpoenas will be accepted; please call (951) 723-1500 to arrange service.
- Vehicle Releases: Towed and/or repossessed vehicle releases will be done by appointment by calling (951) 723-1500, Monday through Friday, 8:00 AM to 5:00 PM, excluding holidays.
- Property Releases will be done by appointment, by calling (951)723-1526, Tuesdays 1:00 PM to 5:00 PM and Thursdays 9:00 AM to 1:00 PM.
- The Police Department substation will be temporarily closed until normal lobby office operations resume..
- No ticket signs offs will occur until normal lobby office operations resume, but an officer in the field may be utilized.
- No public requests for Live Scan services will be granted until normal lobby office operations resume.

The City would like to remind its residents and customers, to visit the city’s VIRTUAL CITY HALL webpage, which includes virtual permit resources, and information on project processes for all stages of

development, as well as information on Community Services virtual programming during the COVID-19 crisis. (<http://www.cityofmenifee.us/612/Virtual-City-Hall-Permit-Center> ) Public access in city facilities will be re-evaluated incrementally in relation to the pandemic and state guidelines as they become available.

For more information on Menifee's Virtual City Hall services, please visit [www.cityofmenifee.us](http://www.cityofmenifee.us), for COVID-19 information, please visit [www.cityofmenifee.us/coronavirus](http://www.cityofmenifee.us/coronavirus) or please call (951)672-6777 for more information. #StayHealthyMenifee

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**ABOUT MENIFEE:** *Situated in the heart of southern Riverside County along Interstate 215, Menifee is a vibrant, new city of more than 95,000 residents who enjoy a pleasant year-round climate, abundant recreational offerings, reasonably priced housing and convenient proximity to some of Southern California's premiere attractions and employment centers. Within its 50 square miles, Menifee's business, retail and entertainment outlets are starting to shape the community's character and this growing economic base is also contributing favorably to the city's strong financial position. Menifee's growing family-oriented population values the city's ongoing commitment to public safety, community events and smart growth for the future. All of these elements are working together to support the city's strategic vision to make Menifee one of the state's most promising new cities.*