



City of Grain Valley Facility Closures

In response to COVID-19 concerns, the City of Grain Valley is expanding steps to ensure the health of our community, staff and making sure we have a plan for continuity of City services in place. Beginning Wednesday, March 18, 2020 all City facilities will be closed to the public through April 3, 2020 at which time the situation will be reassessed. City staff will continue to conduct City business and provide services to residents; business hours will remain 8:00AM-5:00PM. City phones will still be active and those needing to reach an employee are encouraged to call 816-847-6200 or use our website www.cityofgrainvalley.org to determine the appropriate email or phone number to contact each department directly.

City staff have made provisional measures for City business to be conducted in a manner that is as seamless as possible during this unprecedented time:

Police Department Matters:

The Police Department will continue to provide high quality services to ensure the safety and well-being of the community. While officers will still be patrolling the City, modifications are being made from an operational response perspective. Any non-emergency issues will be handled over the phone whenever possible. **In an emergency, please dial 9-1-1.** For those who need to reach an officer for **crime related issues**, please call 816-795-1960. For all other needs, please refer to the Police Department website for contact information.

Utility Billing Matters:

Utility billing customers are asked to pay their water bills online, over the phone or by submitting payment to the drop box on the north side of City Hall. Service fees will not be charged for residents paying their bill online.

Additionally, the City of Grain Valley will not disconnect water service for non-payment as residents may be facing potential hardships from COVID-19. Late payment notices will continue to be distributed to accounts who have fallen behind in payments and those accounts will be considered in deferment; however, City water and sewer services will continue as normal with the City carrying the balance until it is determined that the COVID-19 response period has ceased or for a period of 3 months (June 30, 2020), whichever is shorter. At the time it is determined that the impact of the virus has waned, the City will expect customers who are behind in their payments to pay the balance due within 30 days or contact City Hall to arrange a repayment plan.

Applications for Licenses, Permits, Etc.:

- Operating Licenses & Permits (Business, Liquor, Fireworks): Those needing a license or operating permit issued by the City should reach out to the City Clerk. Licenses and permits will still follow standard issuance processes and will be received through mail, email or fax. Payment can be



made over the phone or with a check. For questions, please reach out to cityclerk@cityofgrainvalley.org or call the City Clerk at 816-847-6211.

- Community Development Applications (Building, Planning and Zoning, Fences, Signs, Variance, etc.): Those needing a permit normally issued by the Community Development Department should reach out to the Permit Technician. Applications will be received and processed as normal, at this time, and will be received through mail, email, or fax. When necessary, large plans and addendums to applications can be received at City Hall through a dropbox located between the outside and lobby doors. For questions, please reach out to jselck@cityofgrainvalley.org or call 816-847-6220.
- Animal Control and Animal Licenses: Animal license applications will be received via mail, email or fax and will still require proof of rabies vaccinations. Applications can be sent to gvmopd@cityofgrainvalley.org. For questions, please call 816-847-6250. Animal Control will continue normal operations and can be reached by calling 816-847-6250 during business hours or through our dispatch service 816-795-1960 after hours.

Municipal Courts:

The Grain Valley Municipal Court docket set for March 24, 2020 has been postponed. All cases set for March 24, 2020 have been continued to April 28, 2020 unless other arrangements are made with your attorney. Please visit www.cityofgrainvalley.org to search the docket and the ability to pay tickets out of court at the link attached. You may also pay over the phone by calling 816-847-6240.

Parks & Recreation:

The Grain Valley Community Center is also closed to the general public and shall remain in effect until April 3, 2020. Those patrons with memberships to the fitness facility will be credited with one additional month on their membership. All parks and recreation programs/classes have been cancelled during this timeframe. Those that have private rentals during this timeframe, please contact community center staff for rescheduling options or refund (816-847-6230).

Public Works:

Public Works can be contacted by calling 816-847-0091 during business hours and 816-990-1990 after hours.

Community Meetings:

Decisions regarding the holding of community meetings will be made individually based on the purpose of the specific meeting. City officials are currently looking into the safest options to hold these meetings while still conducting vital City business. Please continue to refer to the City's website and social media for announcements on individual meetings.