Wixom City Services
During Coronavirus 2019 Disease
(COVID-19) Pandemic

Effective August 19, 2020, City Hall is open. Please call (248)624-4552 for more information. You will be required to wear a mask and maintain social distancing.

STATUS OF SERVICES DURING COVID-19 CRISIS BY DEPARTMENT

The following pages detail the impacts of the COVID-19 crisis by providing a departmental listing of:

- Services MAINTAINED currently
- Services DISCONTINUED until further notice
- Contact Information

Departmental Links:

- Mayor and City Council
- City Clerk
- Construction and Development Services
- Finance
- Police Department
- City Manager’s Office
- Community Services
- Department of Public Works
- Fire Department

Mayor and City Council (regular website page click HERE or return to Departmental Links)

- Public Meetings will be impacted
  - All meetings held via Zoom Meetings until further notice
    - Agendas will have the information for how to participate, as will the City website, email blasts and Facebook
- Contact Information
  - Contact City Manager’s Office to leave messages by telephone (248-624-0894), staff available M-Th during normal working hours
  - Email contacts for individual Council Members, click HERE

City Manager’s Office (regular website page click HERE or return to Departmental Links)

- Services MAINTAINED currently
  - Coordinating emergency response (City, other agencies, etc.)
  - Friday email notifications, website updates, Facebook posts and other communications
  - Maintaining continuity of administrative functions
  - Answering telephones and providing assistance
  - Notary services
• Services DISCONTINUED until further notice
  o Senior Center is closed
• Contact Information
  o Telephone (248-624-0894) – limited staff available M-Th during normal working hours
  o Email CityManager@wixomgov.org

City Clerk (regular website page click HERE or return to Departmental Links)

• Services MAINTAINED currently
  • Participation with emergency response
  • Voter registration activity – maintenance of Qualified Voter File and mail activity
  • Answering telephones and providing associated assistance
  • Freedom of Information Act requests/responses
  • Dog licenses
  • Notary services
• Services DISCONTINUED until further notice
  • Passports – contact the United States Department of State at travel.state.gov for more information
• Contact Information
  • Telephone (248-624-0865) – staff available by appointment only M-Th during normal working hours
  • Email ClerkAdmin@wixomgov.org

Community Services (regular website page click HERE or return to Departmental Links)

• Services MAINTAINED currently
  • Participation with emergency response
  • Responding to emails
  • Updating website with cancellations and information
  • Processing submitted bills through accounts payable
  • Proceeding with future project planning
  • Park rentals and ball field leagues
  • Playgrounds are open
• Services DISCONTINUED until further notice
  • Community Center closed to public
  • All indoor classes cancelled until further notice
  • All indoor rentals cancelled until further notice
  • Large outdoor events cancelled until further notice
  • Other in-person interactions
• Contact Information
  • Telephone (248-624-2850) - staff available by appointment only M-Th during normal working hours
  • Email CS@wixomgov.org
Construction and Development Services (regular website page click HERE or return to Departmental Links)

- Services MAINTAINED currently
  - Participation with emergency response
  - Inspections
    - Applications for inspections can be
      - dropped off in Police Department Drop Box
      - emailed to the Department
      - mailed to the Department
    - Inspections are being done on a normal basis M-Th
      - inspectors remoting into the City’s system to get their list of inspections
      - entering results of the inspections into the City’s system
      - sending e-mails to the contractor with the inspection results
  - Plan Review
    - Plans provided to the Department
      - via Police Department Drop Box
      - by email
      - by U.S. Mail
      - by appointment
    - After plan review and approval, plans are sent back to the contractor via
      - U.S. mail
      - contractor pick-up outside city hall
      - by appointment
  - Payment for permits or plan review by
    - cash or check in the drop box
    - by check in the US mail
    - by appointment

- Contact Information
  - Telephone (248-624-0880) – staff available by appointment M-Th during normal working hours
  - Email BuildingAdmin@wixomgov.org

Department of Public Works (regular website page click HERE or return to Departmental Links)

- Services MAINTAINED currently
  - Participation with emergency response
  - Traffic safety signage
  - Trash pick-up in parks
  - Assist other departments as necessary for support
  - Utility information
• Request for proposal work
• Trash and recycling pickup through Waste Management
• Services DISCONTINUED until further notice
  • All services are being performed by appointment only; please call for more information
• Contact Information
  • Telephone (248-624-0141) – staff available by appointment M-Th during normal working hours
  • Email DpwAdmin@wixomgov.org

Finance (regular website page click HERE or return to Departmental Links)

• Service MAINTAINED currently
  • Participation with emergency response
  • Access to tax information via the City’s website or emailing Finance@wixomgov.org which is monitored by Finance Department staff
  • Receipt of water & sewer payments through the green payment drop box located inside the Police Department entrance, access online payment options on the City’s website, U.S. Mail
  • Payroll and vendor payment processing
  • Maintaining weekly deposits of incoming payments from all City departments
• Contact Information
  • Telephone (248-624-0885) – staff available by appointment M-Th during normal working hours
  • Email Finance@wixomgov.org

Public Safety (Public Safety Director Ron Moore see Police Department below)

Fire Department (regular website page click HERE or return to Departmental Links)

• Services MAINTAINED currently
  • Currently responding to all calls for emergency services
  • Providing coordinated updates to the public via phone and Facebook
  • Monitoring vital information from Health and Human Services as it relates to EMS service personnel, as well as the public
  • Diligently maintaining a clean & safe environment within the department

• Services DISCONTINUED until further notice
  • Camp 9-1-1 was cancelled for 2020
  • Annual Life Safety Inspections
  • Other in-person interactions

• Contact Information
  • 9-1-1 for emergencies
  • Telephone (248-624-1055)
- Email FireAdmin@wixomgov.org

**Police Department** (regular website page click HERE or return to Departmental Links)

- Services MAINTAINED currently
  - In-person responses to all immediate threats to life and property
  - In-person responses to all motor vehicle collisions
  - In-person responses to all serious crimes where a non-response would harm or hamper a successful investigation
  - Investigative and detective services
  - Front desk and front lobby service requests that can be handled from behind the protective glass
  - Calls for service that can be handled via telephone (248) 624-6114
  - Calls for service that can be handled via the online reporting portal
    - [https://www.wixomgov.org/government/police-department](https://www.wixomgov.org/government/police-department)
    - Go to “e-Reporting” on the left side of the page
    - Click the green link called “here” under the heading “e-Reporting”
  - Services DISCONTINUED until further notice
    - Front desk and front lobby service requests that cannot be handled from behind the protective glass
      - For example, a preliminary breath test and employment fingerprinting services
  - Other in-person interactions
- Contact Information
  - 9-1-1 for emergencies
  - (248) 624-1111 – to request a police officer come to your location
  - (248) 624-6114 – Wixom Police Department administrative offices
  - Email PoliceAdmin@wixomgov.org
  - COVID-19 related social media updates
    - [www.facebook.com/PublicSafetyRon](http://www.facebook.com/PublicSafetyRon)
    - [www.instagram.com/PublicSafetyRon](http://www.instagram.com/PublicSafetyRon)

**Water and Sewer** (regular website page click HERE)

- Essential Staffing:
  - *Full Contractual Staff as provided by FVOP*

- Services MAINTAINED currently:
  - Participation with emergency response
  - Full water and wastewater operations and maintenance
  - Water monitoring and sampling
  - Water installations in new homes
  - Water meter reading
  - Billing response to questions
• Services DISCONTINUED until further notice:
  • In house meter maintenance and repairs
  • At home service calls

• Contact Information
  • Telephone (248-960-0870) - staff available M-F during normal working hours
  • Email Water@wixomgov.org; UtilityBilling@wixomgov.org