MEMORANDUM

To:  Town Officials (Chairs, Clerks, Building Inspectors & Other Town Staff)
     Development Community (Plumbers, Engineers, Surveyors, Builders & Developers)

From: Kara Homan, AICP, DLS Director (kara.homan@outagamie.org)

Date: March 15, 2020

RE: Interim DLS Operations in response to COVID-19

Out of an abundance of caution to mitigate COVID-19 (aka Coronavirus), the Outagamie County Development & Land Services (DLS) department has taken the following measures:

Effective Monday, March 16 our physical office and customer service counter will be closed.

Staff who are able to work remotely will be doing so beginning tomorrow, Monday 3/16 until further notice.

What does this mean for you?

1. **Submitting Applications.** To submit permits (POWTS, Erosion Control/Stormwater), land divisions (CSMs & Plats), address requests and other approval requests (Rezonings, Conditional Uses, Special Exceptions, etc), continue to do so through our online CityView Portal: [https://cityview.outagamie.org/](https://cityview.outagamie.org/)

   PAYMENT THROUGH PORTAL IS ADVISED – options to pay by credit card or e-check are available. Check or cash payments received by mail will delay processing of your requests for an indefinite period of time.

   As has been past practice, we will not be accepting any submittals by paper.

   If you are new to the CityView application, training and tutorials can be found by clicking [here](https://cityview.outagamie.org/). Please e-mail hilary.pattermann@outagamie.org with any questions on registering or applying.

2. **Communicating with staff.** At present, communication with our team members should be directed by email only. A staff directory can be viewed [here](https://cityview.outagamie.org/).

3. **Previously scheduled meetings, inspections & hearings.** We are working through how best to accommodate previously scheduled meetings, inspections, Zoning Committee/County Board review and hearings.

   Those with items in this category will receive individual communication from our team as soon as we have greater clarity on how these items will be handled. Thank you for your patience; we will be in touch as soon as possible.
4. **Signatures for CSMs and Plats**
   Until further notice, in person signatures for CSMs and Plats are suspended. We will be coordinating with other county departments involved in this process (Treasurer & Register of Deeds) to determine if and how the land division processes can continue. When a decision has been made, it will be communicated. CSM questions can be e-mail to CSM.Final@outagamie.org

The situation around Coronavirus is evolving rapidly. As we have more information or change to how our department will be operating, we will provide you with direct updates and also post to our [departmental web page](#).

Please forward this communication to anyone within or outside your organization (builders, contractors and developers) who may need this information.

We encourage you to stay up-to-date on the local, state and national response to COVID – 19 at the following sources:

- [Outagamie County Public Health](#)
- [Wisconsin Department of Health Services](#)
- [US Centers for Disease Control](#)

Any immediate questions or concerns not addressed in this communication can be directed to me at kara.homan@outagamie.org.