

**FOR IMMEDIATE
RELEASE**
March 24, 2020



City of Indianapolis Announces Service Modifications in Response to COVID-19 Outbreak

Indianapolis – The City of Indianapolis announced the following changes in service in response to state and local “stay at home” orders, which will remain in effect through at least April 6, 2020. City employees who can work from home have been instructed to do so. Residents should expect that services not listed below will continue on their normal schedules, including trash pickup.

Indy Parks and Recreation:

- Parks programming is suspended, with the exception of programming related to food access/delivery.
- Parks’ program and rental registrations are suspended.
- Parks’ facilities will remain closed to the public, including family centers and aquatics facilities.
- The sale of dog park passes is suspended.
- Playgrounds are closed.
- Municipal golf courses will operate with modified hours and operations.
- For media questions, please contact Chief Communications Officer, Ronnetta Spalding at Ronnetta.Spalding@Indy.Gov or 317-447-8022.
- Residents with questions about Indy Parks activities or facilities can contact the Customer Service Center at (317) 327-PARK or email IndyParksCS@indy.gov.

Business and Neighborhood Services:

- Although complaints will still be taken, non-emergency inspection and investigation of civil violations will be suspended.
- Non-emergency enforcement related to civil violations will be suspended, including towing of vehicles reported as abandoned.
- The lobby at 1200 Madison Avenue will remain closed. Permit applications can be submitted online, or by drop-off.
- Special event permits will not be issued until further notice.
- Adoptions and animal intake at IACS will be by appointment only.
- Investigation of non-emergency animal-related complaints will be suspended.
- For media questions, please contact Chief Communications Officer, Brandi Pahl at brandi.pahl@indy.gov or 317-519-1208.



- For a complete summary of services currently available through the Department of Business and Neighborhood Services, visit www.indy.gov/bns.
- For a complete summary of services currently available through Indianapolis Animal Care Services, visit www.indy.gov/acs.

Department of Public Works:

- DPW saw a 30% increase in solid waste pick-up last week. As a result, DPW will be suspending Heavy Trash Pick-Up for the next two weeks (3/30 - 4/10) to offset additional disposal volume. The Citizens' Transfer Station will continue to operate on Saturdays, allowing necessary drop-off of heavy trash items. More information can be viewed here: <https://www.indy.gov/activity/citizens-transfer-station>.
- Household Hazardous Waste drop-off events via the ToxDrop program will be suspended until at least April 11.
- For media questions, please contact Chief Communications Officer, Ben Easley at ben.easley@indy.gov or at 317-850-5190.

Department of Metropolitan Development:

- DMD has temporarily suspended any showings of houses in the Renew Indianapolis inventory. Residents should expect delays or postponements in the sale of landbank properties.
- DMD has postponed any board/commission hearings for the week of 3/23 and is working toward a digital solution in accordance with Governor Holcomb's executive order and guidance from the State's Public Access Counselor.
- DMD staff will be implementing new digital tools for public comment relative to Planning and Historic Preservation zoning and architectural review cases.
- For media questions, please contact Chief Communications Officer, Andrea Watts at andrea.watts@indy.gov or 317-496-9739.

Residents and affected workers impacted by COVID-19 restrictions should visit the city's resource guide, which can be viewed at indy.gov/covid. Spanish speaking residents can view the Resource Guide [here](#). Individuals who are unable to navigate the city's website can call 317-327-4MAC between the hours of 8:00 a.m. and 5:00 p.m. to talk to a customer service representative.

###