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Contact: Sonia Lee, Public Information Officer
Phone: (650) 947-2611
Email: slee@losaltosca.gov

CITY FACILITIES REOPENING TO THE PUBLIC SEPTEMBER 7

Los Altos, Calif. — August 17, 2021 — The City will begin opening public facilities for in-person service starting September 7, 2021.

Shortly following Santa Clara County’s initial health order, Los Altos closed all City facilities to the public, transitioning its services to being offered online or over-the-phone. The ‘Return to In-Person Plan’, going into effect Tuesday, September 7, welcomes the community back for in-person service with adjusted facility hours and new safety protocols.

The new City facility hours are as follows:

- **City Hall** | 1 North San Antonio Road | Tuesday-Thursday | 7:30AM-12PM, 1-4:30PM
- **Police Department** | 1 North San Antonio Road | Monday-Friday | 8AM-5PM
- **Maintenance Service Center** | 707 Fremont Avenue | Monday-Friday (closed alternate Fri.) | 7AM-4PM

“We recognize the pandemic is not over and have taken the appropriate steps to reopen our facilities,” said City Manager Gabriel Engeland. “We are eager to serve the community in-person again, and welcome residents back to our facilities safely.”

Air purifiers and plexiglass dividers have been installed at City Hall and other front counter spaces to ensure the safety of staff and visitors. Visitors are asked to wait outside until called by staff to reduce crowding within the lobby. The regular cleaning and sanitization of high-touch surfaces will continue, alongside the presence of hand sanitizer and physical distancing signage.

Prior to the reopening, staff will be equipped with extensive training, resources, and support to maintain a high level of safety in their service. Many of the practices implemented during the pandemic will remain for added flexibility and accessibility of City services, including filing permits, applications, plans, and other documents online as well as meeting with staff virtually.

City Manager Engeland emphasized Santa Clara County Public Health’s increasing concern over the growing number of COVID-19 Delta variant cases and Los Altos’ role in helping decrease the spread. “It is a requirement inside City facilities that all employees and visitors wear masks and practice physical distancing. We will also continue offering online services and virtual appointments to lessen the number of visitors to our facilities.”

Vaccinations continue to be the most effective way of preventing the spread of COVID-19. The September opening date will allow unvaccinated staff adequate time to consider receiving the vaccine.

The City continues to monitor the current situation and will re-evaluate the newly implemented measures after 30 days. For more information on adjusted facility hours and services, visit [losaltosca.gov/cityservices](https://www.losaltosca.gov/cityservices).

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