



OFFICE OF MAYOR JIM FERRELL
33325 8th Avenue South
Federal Way, WA 98003-6325
253 835-2402
www.cityoffederalway.com

FOR IMMEDIATE RELEASE

March 19, 2020

Contact: Tyler Hemstreet, Communications Coordinator

Desk: (253) 835-2411

Tyler.hemstreet@cityoffederalway.com

Limited service for walk-in customers takes effect at City Hall

The City of Federal Way continues to take actions to prevent the spread of COVID-19 both in the community and among City staff members.

Starting Friday, March 20, there will be limited service for walk-in customers at City Hall.

For the health and safety of City employees and their families during this time of social distancing due to the regional COVID-19 outbreak, City officials are asking customers seeking walk-in service at City Hall to utilize other means of conducting business. Signage will be clearly posted on the main doors to City Hall with the appropriate phone numbers and email addresses for all of the City's departments.

Staff is available during normal business hours, 8 a.m. to 5 p.m., to serve customers electronically, by email, electronic submittal or phone.

The Community Development Department's Permit Center closed its doors for in-person business on Wednesday, but continues to serve customers electronically. Additional staff are available to handle phone calls, emails, and electronic submittals.

City staff are still providing inspections and code enforcement services.

"In this time of social distancing measures at the City, I'm proud of all the hard work City staff is doing to maintain a high level of customer service despite the limitation of face-to-face contact," Mayor Jim Ferrell said. "We will continue to do what it takes in order to get through this challenging time."

To stay updated on any changes, cancellations or services during the City's COVID-19 response, <https://www.cityoffederalway.com/page/coronaviruscovid-19-information>.

###