

232 NORTH QUEEN STREET  
P.O. BOX 828  
MARTINSBURG, WV 25402  
P: (304) 264-2131  
F: (304) 264-2136



CITY OF MARTINSBURG  
WEST VIRGINIA

[www.cityofmartinsburg.org](http://www.cityofmartinsburg.org)

### Press Release

Over the last 7 days the number of active COVID-19 cases in West Virginia has increased by over 3,000 cases. The number of daily cases has broken a record and hospitalizations in West Virginia are at all time high and increasing. In response to the unsustainable rate of COVID-19 infections in West Virginia and the Eastern Panhandle and the impact on our health system, the City of Martinsburg provides the following public information in an attempt to protect the public health, safety and welfare of the City's employees and the public:

1. CITY OF MARTINSBURG CITY HALL AND ALL CITY DEPARTMENTAL FACILITIES ARE CLOSED TO THE PUBLIC WITHOUT A PRIOR APPOINTMENT UNTIL FURTHER NOTICE EFFECTIVE MONDAY, NOVEMBER 23, 2020 (see below for additional details). If it is deemed necessary or urgent to meet with a specific department or staff member in person, you are requested to schedule an appointment. Public meetings will still be open to the public but limited to a total of 25 people – inclusive of Council and staff. Face coverings or masks are mandatory when entering public facilities and when meeting with City staff.
2. The Municipal Court of the City of Martinsburg will cease in-person hearings until December 9, 2020. You will receive a new "Notice of Hearing" for a future date if you have a hearing scheduled between November 23, 2020 and December 9, 2020. If you have received a citation or have a matter pending, you may call 304-264-2131, Ext. 242 to enter a plea or set the matter for hearing.
3. To make City services as accessible as possible due to City Hall and other City Departmental Facilities being closed to the public, the City of Martinsburg offers online services including: access to employment applications, downloadable building permit applications, City meeting agendas and live meeting streaming and on-line bill payments for water, sewer and fire and garbage. For the safety of the public and City staff, we strongly encourage you to use these on-line services.
4. Utility payments for the City of Martinsburg can be mailed, paid on-line, or dropped off at City Hall by utilizing the Payment Box located on the exterior of City Hall entrance at 232 N. Queen Street.
5. The City of Martinsburg Fire Department has developed an informational "Community Guide to Understanding Coronavirus (COVID-19)". This information is available at [www.cityofmartinsburg.org](http://www.cityofmartinsburg.org) and on the City of Martinsburg Police Department Facebook site. Note that for additional information or questions, the State of West Virginia's 24/7 hotline number is 1-800-887-4304 and the official website for COVID-19 updates is [coronavirus.wv.gov](http://coronavirus.wv.gov).

6. The City of Martinsburg Fire Department continues to provide 24/7 Fire/EMS Services. However, the Fire Department will only meet with the public by appointment or unless an emergency. The Fire Department has suspended all non-essential services like public education and car seat installation, etc.

7. Martinsburg Police Department, now located at 125 W. Race Street, will continue to provide 24/7 response to citizen calls for Police service. Citizen “walk-ins” with non-emergency records requests will be handled on an “appointment-only basis”.

8. Please schedule appointments with City of Martinsburg Planning Department to discuss all planning and/or building permit applications or other information that needs to be dropped off and/or picked up. Contact the Planning Department at 304-264-2131, Ext. 267. Video conferencing is also available, by request.

9. The City encourages the public to reach City departments by appointment as needed via telephone call at, 304-264-2131 or by emailing to a specific department. A directory of phone numbers and email addresses can be found at [www.cityofmartinsburg.org](http://www.cityofmartinsburg.org)

10. MEETINGS: The City of Martinsburg City Council, Planning Commission, Board of Zoning Appeals (BZA) and Historic Preservation Review Commission (HPRC) meetings remain on schedule at this time. The City will accept written comments or emails from the public pertaining to agenda items of Council or Boards and Commissions in order to alleviate gathering of more than 25 people, per Governor’s Executive Order No. 51-20 issued July 13, 2020. Please submit any comments via email to [glong@cityofmartinsburg.org](mailto:glong@cityofmartinsburg.org)

11. At this time, the Caperton Train Station located at 225 E. Martin Street, will remain open for MARC Train and Amtrak Services. Please note that face coverings are required to ride on MARC and Amtrak.

12. The City of Martinsburg’s live-streamed and archived meetings can be found at <http://cityofmartinsburg.org/minutes-agendas/>. Furthermore, the City has a website and has created a Facebook page and YouTube channel to keep citizens informed. No comments on Facebook or other social media will be incorporated into the formal record.

The City of Martinsburg appreciates the cooperation from our community. Please continue to follow the recommended CDC guidelines and the Governor’s Executive Orders pertaining to COVID-19. Once again, we encourage the public to utilize these alternative means of communication with the City during this period. This action is currently necessary for the safety of the public as well as our staff.