



## **NOTICE OF OFFICE CLOSURE AND LIMITED SERVICES**

In order to comply with the State issued “stay in home” order ([Executive Order N-33-20](#)) to slow the spread of COVID-19 throughout the State of California, the Madera County Public Works department has closed its offices to the Public effective March 23, 2020 and has reduced staffing levels to handle essential services only.

Please see below for Public Works Department services that will remain at a limited level and information on how to access these services.

### **PUBLIC WORKS PERMITS:**

All Transportation permits (Single and Annual), Encroachment permits, and Grading permits will be processed online via the “PERMITS” link on the Public Works Department webpage at [www.maderacounty.com/government/public-works](http://www.maderacounty.com/government/public-works) .

Questions or submittals of permits can be emailed to [mcpwpermits@maderacounty.com](mailto:mcpwpermits@maderacounty.com)

In-person appointments regarding permits will be allowed on a limited basis as determined by the Department. Please contact the Department in advance.

### **ENGINEERING & DEVELOPMENT REVIEW SERVICES:**

Engineering and development review services will remain in a limited capacity. Public who have active development and/or engineering construction projects in process are encouraged to contact the Department by email at [mcpwpublicworks@maderacounty.com](mailto:mcpwpublicworks@maderacounty.com) or by phone at (559) 675-7811 to discuss the status of their project and how the Department will be handling their project.

Public who have new projects to submit should contact the department by email or phone to discuss the submittal process.

### **UTILITY PAYMENTS (Water & Sewer):**

For customers who need to make utility bill payments, this can be done using your checking account information by calling (559) 479-5846 or online at <https://madera.afts.com/>.

Utility payments with check or money order only (no cash) can also be dropped in the Elections and Clerk-Recorder dropbox in the lobby of the Government Center.

### **SERVICE REQUESTS (Water, Sewer, Roads):**

Operations & Maintenance for water, sewer, and roads will remain with a focus on emergency issues.

Service requests for water, sewer, and roads can be submitted electronically through the Public Works Department website at [www.maderacounty.com/government/public-works](http://www.maderacounty.com/government/public-works) by selecting the “Service Request” link or by using the MadCoServices mobile app, which can be downloaded from the app store or Google play store.

The following numbers can be contacted for emergencies related to water or sewer services:

Valley Area Standby: (559) 676-0269

Mountain Area Standby: (559) 676-0268

If the numbers listed above cannot be reached and it is an emergency situation, please call the Sheriff’s office at (559) 675-7769.



**SOLID WASTE (Landfill, Transfer Station, Trash Pickup):**

Solid Waste services will remain open and operational as normal unless determined otherwise. For questions regarding these services, the Public should use the following contact info:

Fairmead Landfill: (559) 665-1310  
North Fork Transfer Station: (559) 877-4226

For questions or assistance with trash pick-up services, please contact the following service providers:

Valley Services (Red Rock): (559) 675-7300 or [www.cagliaenvironmental.com/redrock.html](http://www.cagliaenvironmental.com/redrock.html)  
Mountain Services (EMADCO): (559) 683-4680 or [www.emadcodisposal.com](http://www.emadcodisposal.com)

**PUBLIC TRANSIT (Madera County Connection, Demand-Response, Senior Bus):**

Public Transit services will continue, but may be modified and/or reduced subject to orders or directives related to COVID-19. For questions or information regarding these services, the Public should use the following contact info:

Madera County Connection: (559) 263-8081 or [www.mcctransit.com](http://www.mcctransit.com)

For general questions or assistance related to the Public Works Department services, the following contact information can be used:

Main Line: (559) 675-7811  
Email: [mcpublicworks@maderacounty.com](mailto:mcpublicworks@maderacounty.com)  
Website: [www.maderacounty.com/government/public-works](http://www.maderacounty.com/government/public-works)  
County Call Center: 311 (from anywhere in Madera County)

Please be advised that due to limited staffing, responses by the department may be longer than normal.

We appreciate the Public's understanding and patience during these unprecedented times and encourage all to [Stay Home. Stay Well. Stay Connected.](#)

For specific information, resources, and guidance regarding COVID-19 in Madera County, please visit [www.maderacounty.com/covid19](http://www.maderacounty.com/covid19).