

COVID-19 Resources & Frequently Asked Questions for the Camarillo Community March 20, 2020

Are City Buildings Closed?

Yes, Camarillo City Hall, Public Works Corporate Yard, and Sanitary District Offices are closed to the public, beginning Thursday, March 19, 2020.

Will there be any interruption in City services?

No interruption of police, fire, water, sewer, or trash services, during this time. City services will be available online, over the phone, and some planning and permitting services will be available by appointment only. For more information, [click here](#).

Will City water/sewer service be discontinued for delinquent accounts?

The City's Water Division will waive penalties and will not discontinue service for delinquent accounts for those who are affected by the COVID-19 emergency.

Will trash service be interrupted?

Trash and Recycling service will continue with no interruption. To obtain a copy of the trash/recycling schedule [click here](#).

Is City of Camarillo Water safe for drinking & washing?

Yes, the City's water is safe to drink and meeting federal and state regulatory standards for drinking water. Current treatment methods protect against covid-19 and other viruses.

Where can I get the most up-to-date information on this public health emergency?

Current Ventura County Public Health News: www.vcemergency.com

Coronavirus hotline: 805-465-6650

[City of Camarillo Hot Topics Webpage](#)

BUSINESS | Employee & Employer Resources

- COVID-19 Hotline for Employers and Employees: (805) 388-5351
- [Resources Webpage](#)

Does the Ventura County Public Health business closure apply to my business?

- Please call the Ventura County Public Health Department: (805) 981-5201.

How can I make a payment to the City of Camarillo?

- Checks can be mailed or hand-delivered to the payment drop box in the front parking lot of City Hall. Check payments deposited in this box are collected every morning, Monday through Friday. No credit card or cash payments accepted in this box.
- Credit card payments (Visa and Mastercard only) may be made over the phone. Please call (805) 388-5325, and select option 1 for an automated payment system, available 24/7. Visa, Mastercard or E-Check payments may also be made on our [City of Camarillo website](#) 24/7.
- For cash payments, please call (805) 388-5325, and select option 2 to speak to a customer service representative, available Monday through Friday, from 8:00 a.m. until 5:00 p.m.

What services are available online and by phone?

Business Tax & Customer Service: (<https://camarillo.hdlgov.com/>)

- Apply for a Business Tax certificate (business license)
- Renew existing Business Tax certificate account
- Make a payment using Master Card, Visa or E-Check
- Close an existing account
- Search the Businesses Database
- Request account information update

Building & Safety Permits and Inspections: ([Building & Safety Webpage](#))

- For questions, please email: bldgsafe@cityofcamarillo.org.
- To schedule a building & safety inspection, please [submit your request online](#) or call the Inspection Request Line at (805) 388-5383.

Can I make an appointment to meet with City Hall staff?

- For information about planning permits, please visit the [Community Development Department webpage](#). To make an appointment to submit an application, please call Community Development at (805) 388-5360 or email: planning@cityofcamarillo.org.
- For public works/land development permits, please visit the [Public Works Department webpage](#). To make an appointment to submit an application, please call Public Works at (805) 388-5340 or email: PWPermits@cityofcamarillo.org.
- For building permits, please visit the [Building & Safety Webpage](#). For questions about building & safety permits, please email: bldgsafe@cityofcamarillo.org. To schedule a building & safety inspection, please [submit your request online](#) or call the Inspection Request Line at (805) 388-5383.

SENIORS: Where can I find information for Seniors?

Senior Support Line (Camarillo Health Care District) is available for those needing social contact: 1-800-235-9980.

SENIOR NUTRITION Congregate is cancelled. Pick up option is being provided. Home delivery continues as scheduled. Produce Day is suspended.

Are grocery stores changing their hours of operations?

Certain grocery altered store hours until further notice to allow staff time to clean, rest, and to get new products in and on the shelves. This is what we know (subject to change, please call the store to confirm):

- Vons 7 a.m. to 9 p.m. (805) 482-8802
- Ralphs 8 a.m. to 8 p.m. (805) 388-1781
- Trader Joe's 9 a.m. to 7 p.m. (805) 388-1925
- Walmart 6 a.m. to 11 p.m. (805) 233-3378
- Sprouts 7 a.m. to 10 p.m. (805) 233-3755

SPECIAL GROCERY SERVICE HOURS FOR SENIORS:

- Smart & Final 7:30 a.m. - 8:00 a.m. 7 days a week
- Walmart 6:00 a.m. to 7:00 a.m. Tuesdays only

TRASH SERVICE | Who do I call if I need:

Additional residential trash service? [EJ Harrison and Sons](#) (805) 647-1414.

Additional trash, recycling, or yard waste barrel(s)? City's Utility Division (805)388-5325.

To schedule a bulky item pick up? [EJ Harrison and Sons](#) (805) 647-1414.

A copy of the recycling schedule? Download the recycling schedule [online](#) or call customer service at (805) 388-5325 to have one mailed to you.

To schedule a Household Hazardous Waste appointment? Schedule it online at www.cityofcamarillo.org or call (805) 914-1468.

To start residential trash service? City's Utility Division (805)388-5325.

To start commercial trash service? [EJ Harrison and Sons](#) (805) 647-1414.

How do I get a dog license or renew a dog license?

You can obtain a new dog license or renew your license online at www.vcas.us/pets. License related documents can be sent via FAX to (805) 388-4393 or email at vcas_pet_license@ventura.org.

How do I pay a parking citation or animal citation?

Citations can be paid online at www.citationprocessingcenter.com.

CLOSURES AND CANCELLATIONS

Pleasant Valley Recreation & Park District

Boys & Girls Club

Pleasant Valley School District

Summer Concerts – Expected to be cancelled. City Council will take action on 3/25.

Fourth of July Fireworks – Expected to be cancelled. City Council will take action on 3/25.

Is the Camarillo Public Library closed?

Yes, the library is closed until the health emergency is declared over by the Ventura County Public Health Officer. The Friends of the Library Bookstore and the on-site Giant Steps Café will also be closed during this time. All events and meetings in the Community Room are cancelled.

Materials can be returned in the drop box outside of the Camarillo Library. No fines and fees will be assessed during this time period. [Online materials are available](#).

Is Farmer's Market still open?

Farmer's Market will re-open beginning March 21 with food vendors only. Craft vendors are not permitted. Livingston Memorial will implement several social distancing measures, including positioning staff at entrances, instructing customers about social distancing, distributing flyers with best health practices, and making hand sanitizer readily available.

Is the Camarillo Ranch open for tours and events?

No, all school tours, house tours and public events are cancelled until further notice. All weddings and private events have been postponed or cancelled.

Are the Camarillo Premium Outlets open?

No, all stores at the Camarillo Premium Outlets are closed until further notice.