

City of Biddeford's COVID-19 Procedures

View the menu on the left side of the page (or the bottom of the page on mobile devices) for detailed information on programs and resources in place in response to the ongoing COVID-19 public health crisis.

Reporting Non-Compliance

The Maine Department of Economic and Community Development has made [this tool](#) available to report a potential situation of non-compliance to the state health guidance relating to COVID-19. The information will be reviewed by appropriate agency or agencies and responded to as needed.

City Clerk's Office and Code Enforcement Open for all Walk-in Services

City Clerk's Office and Code Enforcement Walk-In Hours: Monday - Friday, 8 AM - 4 PM

All Other Offices Open by Appointment Only

Hours for All Other Departments: Monday – Friday, 8 AM – 4 PM

Service Hotline: 207-284-9020

We encourage you to continue to take advantage of our online services whenever possible. Visit www.biddefordmaine.org/online-services for more information.

Clerk's Office

The City Clerk's Office will be open to the public for all services from 8 AM – 4 PM. You must be in line by 4 PM in order to be assisted. Online services will continue to be available for your convenience and we encourage you to use them whenever possible. Please enter the City Clerk's Office from the Main Street side of the building only.

We expect that long lines in the Clerk's Office will continue throughout the month of June. We ask that you please be patient with staff as they assist other residents. Please keep in mind that you may be asked to line up outside of the building along Adams Street in order to keep a six-foot distance from the person in front of you.

Code Enforcement

Code Enforcement is also open for walk-in service from 8 AM – 4 PM. This department has its own separate entrance on Main Street, which is marked by a green awning reading "Code Enforcement". Due to the size of the Code Enforcement Office lobby, only one person will be allowed in the lobby area at a time.

For building, plumbing, electrical, and special event permit applications, you may continue to collect paper copies of application forms outside of the office and submit them by using the drop box. Permit applications can also be downloaded from the [Code Enforcement webpage](#).

All Other Offices

If you need to visit an office other than the City Clerk's Office or Code Enforcement, we are asking you to make an appointment with the department you need to meet with. Use the [staff directory](#) to reach out to the appropriate department. If you are unsure who you need to speak with, please call our service hotline number at 207-284-9020 and we can direct you to the correct department.

Please go to the back doors on the South Street side of City Hall when you arrive for your appointment and a member of our staff will let you in the building. You will be asked a set of screening questions before you are permitted to enter the building.

Accommodations for At-Risk Individuals

Individuals who are at a high risk for severe illness and may be in need of special accommodations to safely complete business in City Hall may call 207-284-9020 for assistance.

Health Measures

The health and safety of our community members and our staff is our highest priority during this transitional period.

- Please do not enter the building if you are feeling sick or are experiencing symptoms of COVID-19.
- To keep your neighbors healthy, we request that you please wear a face covering inside City Hall unless you have a medical condition that prevents you from doing so.
- You will also be asked to practice social distancing while you wait in line in the City Clerk's Office. There will be markings on the floor indicating where you should stand in order to keep six feet of distance from the person in front of you.
- At this time, there will be no access to a public restroom in the building.

Online Meetings Continuing

The City Council, Planning Board, and other boards, committees, and commissions will continue to meet virtually using Zoom throughout this time. Please [click here](#) for more information on how to participate in online meetings.

Other Information on the City of Biddeford's COVID-19 Response

- Our COVID-19 service hotline will remain in effect for those who need assistance. The phone number is [207-284-9020](tel:207-284-9020), and the line will be monitored between 8 AM to 4 PM. If it goes to voicemail, a member of our staff will respond to your message as soon as possible.
- The registration deadline for all vehicles with expired registrations owned by residents of Biddeford was June 30, 2020. [More info...](#)
- The City Council approved a 60-day deferment of interest for property taxes and personal property taxes. Interest began accruing as of June 8, 2020.
- The City of Biddeford has announced a temporary ordinance allowing public space to be used for outdoor operations of retail businesses and restaurants. [Learn more...](#)
- Parking permit fees for existing permit holders were waived for the months of May and June. All parking costs and restrictions are back in effect at this time.
- The Recycling Center is open for regular services. [See a list of hours and accepted items.](#)

Statewide Directives

- **The State of Maine will enter the fourth stage of a four-stage gradual reopening of the state beginning on October 13, 2020.** With cold weather months approaching, Stage 4 increases limits on indoor seating to 50% capacity of permitted occupancy, or 100 people – whichever is less – and maintains the critical public health measures outlined in COVID-19 Prevention Checklists, such as enhanced cleaning practices and physical distancing. Detailed information on Maine's four-stage reopening plan can be found on the [State of Maine website](#). Information and safety checklists for business owners seeking to reopen is available from the [Maine Department of Economic and Community Development](#).
- Check [this Q&A](#) (Updated as of September 23, 2020) for answers to frequently asked questions about the COVID-19 situation in Maine.
- By Executive Order of the Governor, visitors from Maine, New Hampshire, Massachusetts, Vermont, Connecticut, New York and New Jersey may freely enter the state. All other visitors to Maine and individuals who return to the state from other locations are required to obtain a negative COVID-19 test or quarantine for 14 days. [Learn more...](#)
- Governor Mills issued an Executive Order on July 8, 2020 requiring Maine's large retail stores with 50,000 or more of shopping floor area, lodging establishments, restaurants, and outdoor bars and tasting rooms in York County to enforce the State's face covering requirement. [Learn more...](#)
- The Maine Department of Economic and Community Development has made [this tool](#) available to report a potential situation of non-compliance to the state health guidance relating to COVID-19. The information will be reviewed by appropriate agency or agencies and responded to as needed.

Departmental Changes in Operations Due to COVID-19

Police Department

- While the Police Department lobby will remain open, please pick up the phone in the lobby to report a non-emergency complaint, or call our non-emergency number (207-282-5127). **We will be limiting face-to-face contact with the public.** You will be asked for your name and phone number so that an officer can reach out to you and determine whether an in-person response is necessary.
- All vehicles in Biddeford with expired registrations must be registered by June 30, 2020.
- All posted parking restrictions are in effect as of June 18, 2020.

Fire Department

- If you call the Fire Department for service, **you will be asked a set of screening questions** so that first responders know whether they should wear protective equipment while assisting you. When responders first arrive on the scene, they will maintain social distancing and ask the questions again in order to confirm your answers before providing further assistance.

- If you need to be transported to the hospital, **you will be transported to the facility where you will be able to get the best care.** This will depend on availability and the type of illness that you have.
- Our lobby has reopened to the public, but we ask that you please wear a mask in order to protect our first responders.

Public Works

- If you call for service at your home for sewer backups, staff will be wearing protective equipment, including eye protection, face masks, and rubber gloves.
- As a reminder during a time where paper products have been difficult to access, **please do not flush anything other than toilet paper.** Even wipes that are marked “flushable” will cause plumbing problems if flushed.

Recreation

- The Recreation Department has cancelled all regularly-scheduled programming until further notice, including all 2020 summer camps. However, the Rec Department will be offering an Outdoor Adventure Days program for kids in grades K-5 that will meet once per week for eight weeks during the summer. [Learn more...](#)
- [Click here](#) for the latest status updates on recreational facilities here in Biddeford.

Codes

- **The Biddeford Code Office is suspending all proactive inspections for multi-family buildings until further notice.** Inspections for construction-related activities will continue. Please call Scott Welton at 207-284-9236 with any questions.

As you know, this is a rapidly changing situation and we are continuing to meet daily to assess the community's needs. We will continue to provide up-to-date information about our COVID-19 response and important community services at www.biddefordmaine.org/publichealth. You can also call our service hotline at **207-284-9020** for assistance with City services during this time.

The State of Maine's hotline for COVID-19 information is **211**. We urge you to call this number with any questions you may have about the virus.

Thank you for your cooperation during this difficult time.