



A Letter From The City Of Dover

Dear Dover Community,

We find it quite troubling that we are at a place in history that few of us would have ever thought we would be. Today we are facing a challenge that is taking us through uncharted territory but as we have traveled throughout our City, we are finding that while still apprehensive – everyone is remaining both upbeat and optimistic. We thank you.

First on behalf of Mayor Robin R. Christiansen and the members of Dover City Council, we appreciate your continued cooperation with the recommendations of the President and our Governor. They and their professional staff are working around the clock to provide for the health, safety and well being of each of us.

Likewise, our city is doing the same. We have kept the city running and continue to provide the excellent services that we all have come to expect. As of Monday, March 23, 2020, we will be making some changes to our staff in house during our normal business hours but still providing all the services to our constituents. The changes will provide for our staff to be able to take care of themselves and their families while still providing services for you. Departmental information is being made available, so please reach out if you have a concern that needs to be addressed. Obviously, the workload is being prioritized, as this is not a time for us to do extra projects.

We have contingency plans in place to maintain services for you. With the potential of having to gradually reduce staff, we have worked out with minimal staffing, different plans, so your services will still be completed. Changes to any services will be posted on our website at www.cityofdover.com and the City of Dover, Delaware- City Hall Facebook page. For the latest information on COVID 19 in Delaware please follow www.de.gov/coronavirus.

Please rest assured during this time of uncertainty, that the City of Dover is not disconnecting your utilities. We have currently suspended disconnects until at least May 4th but will evaluate it again as the time nears. So, what does this really mean for you? We want you to be in control of prioritizing your financials, knowing that these bills do exist and will need to be paid when we are back to “normal” operations for the City of Dover. If you have been impacted with a job loss or have taken on unanticipated debt or are a business owner in Dover whose doors were closed and operations were halted, we are here to assist you. Once we are back up and operating, all bills will have to be paid, in order to not be disconnected. For those who may need a payment plan, it is important to reach out sooner rather than later so we can help you.

Below is contact information for each department, please email or leave voicemails if you do not get someone and we will get back in touch with you. Faster service will be via email.

City Manager's Office	citymanagers@dover.de.us	302-736-7005
City Clerk's Office	cityclerk@dover.de.us	302-736-7008
Code Enforcement	PlanningandInspections@dover.de.us	302-736-7010
Fire Department	Call dispatch at number provided	302-736-7168
Fire Marshal	cityofdoverfmo@dover.de.us	
Mayor's Office	mayorsoffice@dover.de.us	302-736-7004
Non-Emergency Police	Call police non-emergency number	302-736-7111
Park and Recreation	parksandrecreation@dover.de.us	302-736-7051
Planning Department	PlanningandInspections@dover.de.us	302-736-7196
Public Works	publicworks@dover.de.us	302-736-7025
Procurement	warehouse@dover.de.us	302-736-7047
Tax Office	taxassessors@dover.de.us	302-736-7022
Utility Payment Questions	ebilling@dover.de.us	302-736-7035

For utility emergencies, electric, water, wastewater – Contact Dispatch at 302-736-7086

This number is available 24 hours a day, 7 days a week.

Again, keep in mind we are all in this together. We are here for you and have incredible first responders available. A big thank you to Dover Police Department, Dover Fire Department and our ambulance provider St. Francis EMS.

Our hope is that Dover goes unscathed by this pandemic, so please take care of yourself and your family. Make sure that those who are at high risk have the support in place that they need as well.

We remain yours in service

Robin R. Christiansen
Mayor

Donna S. Mitchell
City Manager

Trinity Health Mid-Atlantic's Saint Francis EMS is looking for certified and qualified Emergency Medical Technicians to be placed on a disaster surge list. This is to help with the mitigation of the Coronavirus 19 Disease response. This list is to determine eligibility for employment and all parties will remain on the list for 6 months. Click here to apply www.stfrancishealthcare.org. Click the option for Careers.