



Port Colborne committed to providing customer service and supporting community under a modified step two of the province's roadmap to reopen

Port Colborne, ON (Jan. 5, 2022) – The City of Port Colborne is committed to providing customer service to the community while ensuring the health and safety of residents and staff.

As a result of time-limited measures put in place under a [modified step two of the province's roadmap to reopen](#), some city service will be changing.

Vale Health & Wellness Centre

- Effective today, Jan. 5, the Vale Health & Wellness Centre, including the Port Colborne YMCA, will be closed.
- Staff remain available, Monday – Friday from 8:30 a.m. – 4:30 p.m., to assist with any inquiries. Call 905-835-2900.
- NRT OnDemand transit passes can still be purchased from the Vale Health & Wellness Centre, by appointment only.

City Hall and Municipal Offices

- Customer service representatives are available Monday to Friday between 8:30 a.m. and 4:30 p.m. by phone at 905-835-2900 or by emailing customerservice@portcolborne.ca.
- City Hall will continue to serve residents by appointment. In-person appointments will be scheduled for essential and time sensitive services. Where possible, services will be provided through remote means.
- To connect with a specific department or employee, please visit our [staff directory](#).
- Virtual City Hall is also available for Port Colborne residents to manage property taxes, water, and wastewater bills online. For more information, including activating an account and 'how to' videos, visit our [website](#).

Public Works

- Essential City services, including but not limited to, park and road maintenance, snow removal and water and wastewater operations will continue.
- Public Works staff will continue to serve residents by appointment. In-person appointments will be scheduled for essential and time sensitive services only. Where possible, services will be provided through remote means. To connect with a specific department, please call 905-835-2900.
- For Public Works emergencies after-hours, please call 905-835-2900 and press '9'.
- Did you know? For non-emergencies you can report an issue or request a service through our [online form](#).

Port Colborne Historical and Marine Museum

- As previously scheduled, the Museum closed for the season on Dec. 20, 2021.
- Museum and archive staff are available Monday to Friday between 8:30 a.m. and 4:30 p.m. by calling 905-834-7604 or emailing museum@portcolborne.ca.

Port Colborne Public Library

- Curbside pickup only is in effect for the pickup of books and other materials, take-and-make crafts, free print services and e-resources, available Monday to Saturday between 10 a.m. and 4 p.m.
- No in-person services are available. The book drop is available 24 hours a day.
- For more information, call 905-834-6512 or email library@portcolborne.ca.

Transit - NRT OnDemand

- NRT OnDemand is now operating in Port Colborne Monday to Saturday between 7 a.m. and 10 p.m.
- Fares are \$3 per local trip, and \$6 for inter-municipal trips.
- The \$4 fare remains in effect for riders that wish to connect to Niagara Region Transit's Route 25 (PC Link) at Port Colborne City Hall.

- Riders can book trips in real time by using the NRT OnDemand mobile app, or by calling 289-302-2172, and selecting a pick-up and drop-off location within the service zone.
- Individuals without access to a smartphone can purchase transit passes at Port Colborne City Hall and Vale Health & Wellness Centre. To purchase passes, please make an appointment by calling 905-835-2900. For more information, visit our [website](#).

Council Meetings

- New for 2022, council meetings have moved to the second and fourth Tuesday of each month. To access the council calendar, or to subscribe to receive the council package directly to your email inbox, visit our [website](#).
- The first public meeting of 2022 will be held virtually on Tuesday, Jan. 18, 2022 for the proposed official plan and zoning by-law amendment for the mineral aggregate and petroleum resources mineral aggregate operations within the municipal boundaries of the City. For more information, visit our [website](#).
- The first council meeting of 2022 will be held virtually on Tuesday, Jan. 25, 2022.

Support Local

- The new guidelines have also impacted our local business community. Retailers and personal care services are operating at a reduced capacity, and indoor dining at restaurants is closed. To continue to support local businesses, visit our [business directory](#) for contact information to learn about any changes to hours of operation, schedule appointments, or order take-out.

About the City of Port Colborne

Located on the south coast of the scenic Niagara Region, with a mission to provide an exceptional small town experience in a big way, Niagara's Port of Call has found the perfect balance – successful industrial and commercial sectors, comfortable and scenic residential areas, white sand beaches, unique culinary choices, the world class Sugarloaf Marina, fishing, golfing, trails, shopping districts along the historic Welland Canal and an energized festival and entertainment scene that includes live theatre – truly a community that adds to the overall Niagara experience. To learn how you can PORTicipate with us, visit our [website](#).

-30-

For more information, contact:

Michelle Idzenga
Corporate Communications Officer
905-835-2900 x 307
michelle.idzenga@portcolborne.ca