



# City of Marco Island

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March 27, 2020

Frequently Asked Questions (FAQs)

## **Are there any cases of COVID-19 on Marco Island?**

- Collier County Department of Health has confirmed that there is a patient that has tested positive for COVID-19 who has a Marco Island address. Information related to specific cases is maintained by the Collier County Department of Health, and Federal law protects personal medical information from being released. Protection of public health requires that we continue to follow CDC social distancing guidelines.

## **Is Marco Island closed to visitors?**

- If you are considering coming to Marco Island for vacation or recreation, we urge you to stay home. Governor DeSantis has ordered that vacation rentals in Florida be suspended for 14 days (as of 3/27). Visitors are encouraged to go home as soon as possible.

## **Is the bridge closed?**

- No. The act of identifying and sorting those who are and are not allowed would consume every bit of our public safety infrastructure. In addition, it would create significant delays for essential workers and supplies that we need on the Island. It is an ongoing analysis and all points of view are being taken into careful consideration. The City Manager put out a press release on this topic and it is posted on our website.

## **Where can I get local information on what is happening on Marco Island?**

- The City of Marco Island website: <https://www.cityofmarcoisland.com/>



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## **Are the beaches closed?**

- Collier County has closed Tiger Tail and South Beach. The City of Marco Island has closed all public beach access and beach parking lots including Resident's Beach parking. Additionally, all state beaches, island and sandbars to include Keewaydin and Cape Romano are closed. Vessel landings are strictly prohibited.

## **Are the restaurants and bars closed?**

- Governor DeSantis issued an Executive Order on March 20 prohibiting all restaurants and food establishments within the State of Florida to suspend on-premises food consumption for customers. Establishments may continue to provide delivery or take-out services.

## **Are the churches closed? Is the Easter Sunrise Service Cancelled?**

- Yes, most have gone to virtual services and the Easter Sunrise Service is cancelled. Check with your parish or synagogue for details.

## **What other facilities are closed?**

- The schools, library, museum, Mackle Park (inside) and Racquet Center are closed. Outside facilities at Mackle Park (walking path, playground) are open but basketball is closed.
- Effective March 24, City Hall is closed to the public until further notice. Please conduct any business by calling:  
Utilities Customer Service: 239-394-3880  
Building & Permitting: 239-389-5059  
Public Works: 239-389-5000  
General Questions: 239-389-5000  
COVID Hotline: 866-779-6121



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## **Is it safe to swim in the community pool?**

- You should contact your homeowner's association. Many associations have elected to close the pool in order to limit contact between individuals.

## **Can I conduct my business with the City online?**

- Yes, you can pay your water bill, apply for a permit or schedule a building inspection all online. Here is the link to the Citizen Self Service portal on the City's website: <https://www.cityofmarcoisland.com/building/page/citizen-self-service>

## **I don't feel well, where can I get tested?**

- You should call your doctor to arrange for a test or call the Collier County Health Department at (239) 252-6220. That phone number is staffed by nurses and open Mon – Fri from 8am - 5pm.

## **Where can I donate money to support the Marco Island community?**

- You can donate online at [www.cfcollier.org](http://www.cfcollier.org) or mail your check to Community Foundation of Collier County at 1110 Pine Ridge Road, Suite 200, Naples, FL 34108. Donations should be marked as Marco Island

## **I'm a worker who has lost their job, where can I get help?**

- Access the information on what resources are available by dialing 211.

## **I'm a small business owner whose business is impacted, where can I get help?**

- The Marco Island Chamber of Commerce can direct you to the available resources. Their phone number is (239) 394-7549

## **Where can I get more information about COVID-19?**

- The Health Department has a 24-hour call center, call (866) 779-6121.