

From: [City Manager](#)
To: [Broadcast](#)
Subject: Reopening to the Public
Date: Tuesday, February 23, 2021 5:43:59 PM

Dear City of Lowell Employees,

Yesterday, I announced to department heads that we will be reopening City Hall and all other City buildings to the public during our regular business hours beginning Monday, March 1, 2021. This decision comes following several weeks of consistent decline in COVID-19 transmission trends in Lowell.

While all departments have done a remarkable job of adapting in order to prevent disruptions to City services during the period in which we have been closed to the public, it is important that we are available to service residents and members of the public in instances where in-person service is required.

We will continue to urge the public to avoid unnecessary trip to City offices urges residents and to attend to City-related business continue to do so remotely when possible: online, by phone, and through the mail. All visitors to City Hall will be required to adhere to physical distancing guidelines, remaining six feet apart from City employee and other members of the public, and will be required to wear a face covering for duration of their visit.

As I noted to Department Heads yesterday, we are nearing one year from when we first closed City buildings to the public due to COVID-19. I am grateful the professionalism that you have demonstrated over the course of the past year. Your efforts have helped enable the City to continue to provide the critical services that our residents count on despite closures to our offices and reductions to in-person staffing.

Sincerely,

Eileen Donoghue
City Manager