



Dear McAllen residents:

As we try to navigate our new normal, we want to continue to assure you that your City of McAllen is working hard for the health and safety of our entire community. Every day is a new day, a new reality, a new normal and we are trying to make sure that we continue to provide our most basic services for all.

While we had to close some of our facilities, others remain open.

- **Visit our parks and walk or run on our trails.**
- **To protect our residents, our community centers, libraries and Quinta Mazatlán are closed.**
- **Beginning tomorrow, our McAllen Development Center will be closed to visitors, those paying their McAllen property taxes and any others seeking the professional services offered at this location.**
- **Trash and recycling pick-up service will continue uninterrupted and as always, our first responders and law enforcement are working to protect McAllen.**
- **Your McAllen Public Utility water continues to flow.**
- **City of McAllen leaders, management and all employees are at work, monitoring the pandemic and making the appropriate decisions and adjustments to continue our service while protecting residents and employees alike.**

As of press time, the decision on bridge operations was not finalized, but by this morning, we all now understand how our cross-border traffic will be operating today.

Moving forward, please be considerate of your neighbors and our entire community.

- **We must not hoard groceries and especially those supplies in great demand for those who need them.**
- **Do support those businesses affected by the order, such as restaurants, by utilizing drive-through or delivery service.**
- **Other business: remember the guidelines regarding limiting mass gathering of 10 people and practice social distancing and proper hygiene.**

We will get through this, however long it may take. Take care of your families as the City of McAllen will continue to take care of you.

For the most up-to-date information regarding the City of McAllen, follow us on social media, our own website at www.mcallen.net or watch us on MCN Spectrum 1300.

God bless you!

Sincerely,

*Mayor Jim Darling and McAllen City Commission
City of McAllen Management and Staff*