



**PORT COLBORNE**

MEDIA RELEASE

## Port Colborne preparing for a safe holiday season

**Port Colborne, ON (Dec. 21, 2021)** – Effective, Tuesday, Dec. 21, 2021, out of an abundance of caution heading into the holiday season, the City's administration buildings will return to delivering services by phone, email, virtually, or curbside pick-up.

The City of Port Colborne is committed to ensuring the health and safety of residents and staff, while continuing to provide customer service to the community. City services will experience the following changes:

### City Hall Municipal Offices

- Customer service representatives are available Monday – Friday from 8:30 a.m. – 4:30 p.m. by phone at 905-835-2900 or emailing [customerservice@portcolborne.ca](mailto: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](#).

### Holiday Hours

The City's planned holiday closure will commence on Thursday, Dec. 23, 2021 at 4:30 p.m., with City administration buildings closed until Tuesday, Jan. 4, 2022 at 8:30 a.m.

### Vale Health & Wellness Centre

- Remains open to the public, operating within Ontario government and public health regulations.
- For more information about the Vale Health & Wellness Centre, visit our [website](#).
- The Vale Health & Wellness Centre's holiday hours are:
  - Dec. 24, 26, and 31, 2021 – closes at 4 p.m.
  - Dec. 25, 2021 – closed
  - Jan. 1, 2022 – closes at 4 p.m.

### Public Works

- Essential City services, including but not limited to, 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. Where possible, services will be provided through remote means. To connect with a specific department or employee, please visit our [staff directory](#).
- For Public Works emergencies after-hours, or during the holiday closures, please call 905-835-2900 and press '9'.

## **The Port Colborne Historical and Marine Museum**

- As previously scheduled, closed for the season on Dec. 20, 2021.

## **The Port Colborne Public Library**

- Curbside pickup only for the pickup of books and other materials, take-and-make crafts, free print services and e-resources, available Monday – Saturday, 10 a.m. – 4 p.m.
- No in-person services available. The book drop is available 24 hours a day.
- Call 905-834-6512 or email [library@portcolborne.ca](mailto:library@portcolborne.ca).
- The library will close Dec. 23, 2021 at 4 p.m. for the holidays and re-open on Tuesday, Jan. 4, 2022 at 10 a.m.

## **Transit - NRT OnDemand**

A reminder that the last day for the Port Colborne Community Bus, operated by Welland Transit, is Dec. 31. Beginning Monday, Jan. 3, 2022, NRT OnDemand will operate 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 are able to 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 are able to purchase transit passes at Port Colborne City Hall and Vale Health and Wellness Centre. For more information, visit our [website](#).

## **Holiday Garbage Collection**

Due to Christmas Day and New Year's Day falling on a Saturday this year, there are no changes to the regular curbside collection schedule. Households may place out two extra bags or cans of garbage without a tag on their curbside collection day in their garbage collection week following Christmas Day and New Year's Day. Residents in single family homes and apartments with six units or less will be able to put out four bags of garbage. Port Colborne's garbage week is Jan. 3-7, 2022. All materials must be at the curb by 7 a.m. on your collection day. For more information about holiday collection, visit [Niagara Region online](#).

## **Council Meetings**

Council meetings will resume virtually in the new year, with the first meeting of 2022 scheduled for Tuesday, January 25, 2022. New for 2022, council meetings have moved to the second and fourth Tuesday of each month. To access the council calendar, visit our [website](#).

## **About City of Port Colborne**

Located on the south coast of the scenic Niagara Region, 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.

## **For more information, contact:**

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