

RICK SINGH, CFA
ORANGE COUNTY PROPERTY APPRAISER

200 S. Orange Avenue, Suite 1700 • Orlando, Florida 32801-3438 • (407) 836-5044



FOR IMMEDIATE RELEASE

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Contact: Beth Watson
Email: bwatson@ocpafl.org
Phone: (407) 446-1936

Orange County Property Appraiser (OCPA) Responds to Coronavirus

~COVID-19 Virus Requires Downtown Office Lobby to Close; Other Operations to Modify~

Orlando, FL – As information around the coronavirus (COVID-19) develops, OCPA's top priority is the safety and wellbeing of its staff, the residents, and community. As part of an ongoing effort to limit COVID-19's impact on Orange County residents, Property Appraiser Rick Singh, CFA, today announced that on Monday, March 16, OCPA will implement several modifications to the way services are provided to taxpayers during these unprecedented times.

1. The downtown office lobby will be closed to visitors. Instead, OCPA encourages taxpayers to utilize online services through our website – www.ocpafl.org – or to call the office for assistance during regular business hours (8 a.m. to 5 p.m., Monday through Friday) at (407) 836-5044. Our phone lines will be open.
2. In addition, OCPA is reducing its in-office workforce by 50%, with as many administrative functions as possible performed remotely by staff working from home.
3. The field appraisal staff will work exclusively remotely, leveraging technology such as aerial imagery and drones when possible. They will limit interactions with property owners unless absolutely necessary.
4. Directors and managers will report to work in the office to assist in meeting taxpayer needs.
5. OCPA's participation in outreach events is cancelled – as are most of the community events the agency had planned to support.
6. Internal staff meetings and other planned gatherings are cancelled until further notice.

OCPA's leadership will continue to monitor the situation closely and adjust accordingly. If necessary, information about any additional changes to agency functions will be made available on the website and on the agency's social media platforms. Singh and his team encourage everyone to follow recommendations from the Center for Disease Control and the Department of Health that can mitigate the possible spread of the disease.

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