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FOR IMMEDIATE RELEASE

Monday, March 16, 2020

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Orange County Property Appraiser (OCPA) Responds to Coronavirus

~ Downtown Office Lobby is Closed; Other Operations are Modified~

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, has announced that effective today, Monday, March 16, OCPA has implemented several modifications to the way services are provided to taxpayers during these unprecedented times.

1. The downtown office lobby is 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 are open.
2. In addition, OCPA has reduced its in-office workforce by up to 75%, with as many administrative functions as possible performed remotely by staff working from home.
3. The field appraisal staff is working exclusively remotely, leveraging technology such as aerial imagery and drones when possible. They are limiting interactions with property owners unless absolutely necessary.
4. Most directors and managers are reporting to work in the office to assist in meeting taxpayer needs.
5. Internal staff meetings and other planned gatherings are canceled until further notice.
6. OCPA's participation in outreach events is canceled – as are most of the community events the agency had planned to support.

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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