



For Immediate Release:
09.22.2019

City Services Significantly Impacted by Computer Virus

On Saturday, September 21, 2019, City servers went down due to the impact of a computer virus that infected the system. City staff is currently working closely with cyber security experts to restore City IT services. Emergency response by police and fire is not impacted by this issue.

Systems that process administrative and professional services, such as licenses and permits, are currently down. City email is currently down, therefore, we are unable to retrieve or respond to emails from City email accounts.

We apologize for this inconvenience and thank you in advance for your patience as we work to resolve this issue. We ask that you communicate with the City through contacting us via phone or by stopping by City Hall. The staff directory can be found at <https://www.unioncity.org/275/Contact-City-Staff>

City Hall will not open until 12:00 PM on Monday, September 23rd as we work to inform all City employees about this issue. City Hall will be open during normal business hours the remainder of the week. Normal business hours are:

Monday through Thursdays, 8:00 a.m. to 6:00 p.m.
Every other Friday: 8:00 a.m. to 5:00 p.m.

We will notify customers once systems are back online. We recommend that you avoid requesting the processing of fees and licenses for the next week, unless absolutely necessary. Late fees will be waived.

A partial activation of the City's Emergency Operations Center is in place and it will remain open until the issue has been resolved. We have brought in Federal and State agencies and other cyber experts to help us resolve the matter.

The goal of the City's response is to restore full services and prevent the continued spread of the virus.

We will update the public routinely throughout our efforts to restore City IT services. You can follow the City for routine updates at:

- City of Union City Official Facebook Page - @CityofUnionCity
- City of Union City Official Twitter Page - @UnionCityCa_Gov
- City of Union City Official Nextdoor Account
- Receive Email Updates from the City by subscribing at - <https://public.govdelivery.com/accounts/CAUNION/subscriber/new>
- Union City Police Department Nixle - Text 94587 to 888777

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