



From: Office of the Mayor

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FOR IMMEDIATE RELEASE:
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City of Cleveland Provides General Updates on Coronavirus & Safety - **Update #217**

CLEVELAND – The City of Cleveland continues to take numerous precautions across multiple departments and divisions amid increasing cases of coronavirus (COVID-19). Below are some important updates. Mayor Frank G. Jackson signed an order on October. 28 extending the City’s Proclamation of Civil Emergency through Nov. 30, 2020. As a reminder, Mayor Jackson’s order was amended to state that the city will not issue permits for block parties/tailgating and tailgating on city property is prohibited. [Click here to view the order.](#)

Essential services such as Police, Fire, EMS, waste collection and Utilities will remain operational.

30 New Confirmed Coronavirus Cases in Cleveland

The Cleveland Department of Public Health (CDPH) has been notified of 30 more confirmed cases of coronavirus in city residents on Nov. 2. This brings the total to 6,518 confirmed cases in the City of Cleveland and 145 fatalities. The new confirmed cases include males and females whose ages range from under 20 years old to their 80s. CDPH is working to identify their close contacts who would require testing or monitoring for COVID-19 symptoms. Two previously reported cases were transferred from CDPH as it was determined the individuals were not from the City of Cleveland.

As of Nov. 2, there are 209,274 confirmed cases and 5,026 fatalities in the State of Ohio. There are more than 9.26 million confirmed cases and 231,320 deaths in the U.S.

Reminder: The City of Cleveland will disseminate Saturday and Sunday COVID-19 numbers on its Facebook and Twitter pages when they become available.

The City of Cleveland COVID-19 Dashboard displays the most recent preliminary data from the Ohio Department of Health about COVID-19 cases, hospitalizations, deaths and recoveries in Cleveland by selected demographics. [View the dashboard here.](#) For individuals’ privacy, CDPH will not be releasing any additional demographic info related to COVID-19 cases aside from age range and gender.

City of Cleveland Press Conference to Discuss Safety During the General Election

Mayor Jackson, Police Chief Calvin D. Williams and Director of Public Safety Karrie Howard held a virtual press briefing today to discuss the City’s preparedness for the upcoming General Election. View the press conference [here.](#)

Other Important Reminders

Neighborhood Resource & Recreation Center 2020 Election Schedule

Some of the City of Cleveland's Neighborhood Resource & Recreation Centers (NRRCs) will have modified hours of operation from Nov. 2-3 due to the election. Those that will be used as voting locations will close at 5:30 p.m. on Monday, Nov. 2, 2020 for Board of Election preparations. NRRCs that will be used as voting locations will be closed on Tuesday, Nov. 3, 2020 for the election. NRRCs that are not voting locations will remain open on Tuesday, Nov. 3, 2020.

To learn more about NRRC voting locations and schedules, [click here](#).

Cleveland Public Utilities to Resume Disconnections on December 1

Beginning on Dec. 1, 2020, the City of Cleveland Department of Public Utilities' (DPU) will lift the moratorium on shut-offs and reconnections. DPU will resume the regular process for collections and disconnection of service for delinquent water and/or electric accounts.

The City of Cleveland suspended utility disconnections for non-payment on March 13 as part of [Mayor Jackson's Proclamation of Civil Emergency](#) to help customers during the coronavirus pandemic. The City's suspension was in advance of Governor DeWine and the [Ohio EPA's order on March 31](#) and has continued well beyond the state order, which ended on July 1, 2020.

The decision to resume disconnections has been done with great concern and awareness of the financial difficulties and other vulnerabilities many of our customers are facing due to the pandemic.

Financial relief tools are in place to assist customers in need. In addition to our current affordability programs, we are offering extended payment plan options as well as coordinating with outside agencies to refer customers for additional services.

We continue to diligently notify customers with past due accounts, so they receive plenty of notice in addition to the regular multi-notice procedures.

It is always our goal to keep customers connected to utility service. We encourage customers who need assistance to contact Cleveland Water at (216) 664-3130 or Cleveland Public Power at (216) 664-4600 to discuss their payment options as soon as possible.

Seasonal Leaf Pick-up Program Begins Nov. 9, 2020

The City of Cleveland will begin its seasonal leaf pick-up program on Nov. 9, 2020. The program provides leaf pick-up in high leaf-generation areas, reducing the need for residents to manually collect leaves. View a map of the designated areas [here](#).

What to Expect

- Residents in the designated high leaf-generation areas should expect leaf pick-up signs posted one week prior to service.
- To streamline the pick-up process, residents are encouraged to rake leaves from their property onto the tree lawn. Residents are also asked to park off-street, if possible, during the service period to accommodate city crews.
- Each area will be serviced a minimum of two times within the 8-week period (weather permitting).

High generation areas have the highest concentration of city-owned trees located on tree lawns and/or those areas potentially causing flooding or other hazardous conditions. The current high leaf-generation areas have been verified by the Division of Urban Forestry, the County Tree Canopy, the Office of Sustainability and the Department of Public Works. The city's six service stations will systematically deploy sweepers, leaf machines, end loaders, and leaf blowers in these areas on Monday through Friday from 7 a.m. – 9 p.m. from Nov. 9, 2020 to Dec. 31, 2020.

Residents outside of the high-generation areas can bag any leaves gathered in their yards and set it out with their trash on their designated waste collection day. These residents are allowed up to 20 bags of leaves during the fall season.

City of Cleveland Now Accepting Requests for the Tree Canopy Revitalization Program

The City of Cleveland announces its Tree Canopy Revitalization Program. As part of this program the City is now accepting requests from property owners for a free tree installation during the spring and fall planting seasons.

Property owners can complete an [online request form](#) to have a tree planted on their tree lawn, in front of occupied structures or sidewalk cut-outs typically found in commercial areas in front of businesses. Each location will be surveyed in person by a Field Operations Forester to ensure there are no conflicts with the surrounding infrastructure and that the site is suitable. Approved sites are then added to a list for a tree to be planted during the next available planting season. All requests are handled on a first-come, first-served basis.

The Tree Canopy Revitalization Program was created in support of Mayor Frank G. Jackson's tree planting initiative, in which he pledged up to \$1 million a year to replenish the city's tree canopy. To request a tree or to learn more, [click here](#).

Applications for the Position of Patrol Officer are Now Open. Apply Today!

Applications for the position of Patrol Officer with the Cleveland Division of Police are currently open. You must submit your application online by November 13 to be considered for the next academy. Applications can be found [here](#). If you have any questions please, contact the Public Safety Recruitment Team at (216) 623-5233.

Calls Regarding COVID-19 Complaints

With the passage by Cleveland City Council of an ordinance authorizing penalties for non-compliance with Mayor Jackson's mask mandate, enforcement is now in effect.

There are two numbers Clevelanders should call regarding non-compliance:

- **Business complaints:** CDPH hotline at (216) 857-7165
- **Individual or private residence complaints:** Cleveland Police non-emergency line at (216) 621-1234

Cleveland City Council recently approved the mandatory use of masks in public spaces as well as certain penalties for individuals and businesses that do not comply. On July 3, Mayor Jackson signed an amended order mandating the use of masks in public in the City of Cleveland to slow the spread of the highly contagious coronavirus. This includes mandatory use in bars, restaurants, shared office settings, rideshares and other shared spaces.

Citations may be issued with fines for the following:

- Any business or person violating the mask or safe-seating order (which maintains social distancing of at least six feet between patrons) is subject to civil penalties in accordance with Ordinance No. 556-2020, specifically chapters 602 and 236.
- Any business in the City of Cleveland with an employee who becomes ill with the coronavirus is required to immediately disinfect and sanitize the premises. Following a warning, they may be subject to a civil penalty of \$1,000 for the first offense and a civil penalty of \$3,000 for each subsequent violation.

Upcoming Cleveland Transformation Alliance Meetings

The Cleveland Transformation Alliance Committee (CTA) is currently hosting public meetings via Zoom or Microsoft Teams. For more information on these meetings, please visit <http://www.myCLEschool.org>. See details for upcoming meetings below:

Cleveland Plan Progress Committee

Friday, November 6 at 3:30 p.m.

Via Microsoft Teams

[Join Microsoft Teams Meeting](#)

[+1 216-815-0098](#) United States, Cleveland (Toll)

Conference ID: 574 330 197#

Governance Committee

Monday, November 16 at 11 a.m.

Via Microsoft Teams

[Join Microsoft Teams Meeting](#)

[+1 216-815-0098](#) United States, Cleveland (Toll)

Conference ID: 316 619 124#

Communications and Engagement Committee

Tuesday, November 17 at 3 p.m.

Via Microsoft Teams

[Join Microsoft Teams Meeting](#)

[+1 216-815-0098](#) United States, Cleveland (Toll)

Conference ID: 598 482 148#

Finance Committee

Thursday, December 3 at 8:30 a.m.

Via Zoom

Join Zoom Meeting

<https://zoom.us/j/91481906433?pwd=NDFRQ0tNdVBQVDBpRnMzUVZSSWVQQT09>

Meeting ID: 914 8190 6433

Passcode: 417608

One tap mobile

+13017158592,,91481906433#,,,,,0#,,417608# US (Germantown)

+13126266799,,91481906433#,,,,,0#,,417608# US (Chicago)

Dial by your location

+1 301 715 8592 US (Germantown)

+1 312 626 6799 US (Chicago)

+1 646 558 8656 US (New York)

+1 253 215 8782 US (Tacoma)

+1 346 248 7799 US (Houston)

+1 669 900 9128 US (San Jose)k
Meeting ID: 914 8190 6433
Passcode: 417608
Find your local number: <https://zoom.us/j/91481906433>

Cleveland Transformation Alliance Board Meeting

Monday, December 7 at 5:30 p.m.

Via Zoom

Join Zoom Meeting

<https://zoom.us/j/98094926783?pwd=MCtSYVZbi9ENS9OaEVxREMyQ3UvZz09>

Meeting ID: 980 9492 6783

Passcode: 147729

One tap mobile

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Dial by your location

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+1 346 248 7799 US (Houston)

+1 669 900 9128 US (San Jose)

+1 253 215 8782 US (Tacoma)

Meeting ID: 980 9492 6783

Passcode: 147729

Find your local number: <https://zoom.us/j/98094926783>

Department of Public Utilities Customer Reconnection Updates

While business is operating as normal, the Public Utilities Building is closed to the public. Cleveland Water and Cleveland Public Power have temporarily stopped disconnection of residential services for non-payment. Cleveland Water customers should call (216) 664-3130 and Cleveland Public Power customers should call (216) 664-4600 for service restoration.

Cleveland Water Pollution Control (WPC) Customer Service lobby remains open to the public to purchase permits and review maps. The WPC office at 12302 Kirby Ave. is open 8 a.m.-5 p.m., Monday through Friday. Report emergencies 24/7 by calling (216) 664-2513. To date:

- CPP has reconnected 136 total customers
- CWD has reconnected 2,301 total customers

Cleveland Water customers can make payments and manage their account at myclevelandwater.com or by calling (216) 664-3130. Questions can be submitted via the inquiry form at clevelandwater.com/ask-a-question. CPP customers can make payments and manage their account at cpp.org. Inquiries and questions can be submitted via www.cpp.org/Contact. Cleveland Water and CPP customers may also use the dropbox located at 1201 Lakeside Ave. Please include name and account number along with payment. Multiple accounts must be on separate checks.

City of Cleveland Utility Services Update

The City of Cleveland, Department of Public Utilities, in accordance with Mayor Frank Jackson's Declaration of Civil Emergency has continued with the policy suspending termination of service for non-payment. However, this policy is continually being monitored with great concern and awareness of the financial difficulties and other vulnerabilities many of our customers are facing due to the pandemic.

At an appropriate point in time, Cleveland Water's and Cleveland Public Power's suspension of service disconnections for non-payment will be ending and our regular process for collections and disconnection of delinquent accounts will resume.

If your account is currently past due, we want to ensure you are aware that disconnections will be resuming and offer our assistance.

Cleveland Water

We offer multiple ways to make fee-free payments:

- Online at my.clevelandwater.com
- By calling 216-446-6834 or 216-664-3130
- Using the dropbox located at 1201 Lakeside Ave.

If you have any questions about your account status, please contact CWD Customer Service at 216-664-3130, Monday through Friday, 7:30 a.m. to 5:30 p.m.

Cleveland Public Power

We offer multiple ways to make fee-free payments:

- Online at cpp.org
- By calling 216-664-4600 or 216-420-8000
- Using the dropbox located at 1201 Lakeside Ave.

If you have any questions about your account status, please contact CPP Customer Service at 216-664-4600, Monday through Friday, 7:30 a.m. to 5:30 p.m.

List: Cleveland COVID-19 Testing Sites

Testing for those with COVID-19 symptoms or who have been exposed to someone with COVID-19 is available at the local federally-qualified health centers (FQHCs) below:

Neighborhood Family Practice: W. 117 Community Health Center – 11709 Lorain Ave.

- By appointment only
- Tests are available regardless of one's ability to pay
- Call (216) 281-0872 for information or to schedule an appointment
- Results are back in one to three days

Care Alliance: Central Clinic - 2916 Central Ave.

- Drive-thru and walk-up testing, by appointment only
- Tests are free of charge to the patient
- Call the COVID-19 Nurse Line at (216) 535-9100 and press 6
- Testing done Mondays, Wednesdays, and Fridays from 11 a.m. to 4 p.m.
- Results are back in 24 to 48 hours

The Centers: East Office – 4400 Euclid Ave.

- Drive-thru and walk-up testing, by appointment only
- Tests are free of charge to the patient
- Call (216) 325-WELL (9355) to talk with an access specialist, be triaged by a nurse, and schedule your telehealth visit with one of our providers for screening for a test
- Testing takes place on Wednesdays, following a Tuesday telehealth visit (required)

Check out ODH's website for a map of testing sites:

<https://coronavirus.ohio.gov/wps/portal/gov/covid-19/testing-ch-centers/>

CodeRED

Sign up for CodeRED alerts to receive calls and emails with important info regarding the coronavirus. To sign up online, visit <https://bit.ly/CLECodeRED>, get mobile alerts by downloading the CodeRED app via the Apple or Google Play stores. Seniors who need assistance signing up are welcome to call the Department of Aging at (216) 664-4383 for periodic phone call messaging.

Previous COVID-19 Updates from the City of Cleveland

[Click here to view previous updates.](#)

For more information about COVID-19, visit the following:

- www.cdc.gov/coronavirus
- <https://coronavirus.ohio.gov/wps/portal/gov/covid-19/>
- <http://www.clevelandhealth.org/>

About the City of Cleveland

The City of Cleveland is committed to improving the quality of life for its residents by strengthening neighborhoods, delivering superior services, embracing diversity and making Cleveland a desirable, safe city in which to live, work, play, and do business. For more information on the City of Cleveland, visit online at www.clevelandohio.gov, Twitter at @cityofcleveland or Facebook at www.facebook.com/cityofcleveland.