



CITY OF CLEVELAND
Mayor Frank G. Jackson



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FOR IMMEDIATE RELEASE:

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City of Cleveland Provides General Updates on Coronavirus & Safety - **Update #233**

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 November 18 extending the City's Proclamation of Civil Emergency through Dec. 31, 2020. Mayor Jackson's order was amended to include a Stay At Home Advisory. [Click here to view the order.](#) Essential services such as Police, Fire, EMS, waste collection and Utilities will remain operational.

194 New Confirmed Coronavirus Cases Reported in City of Cleveland

The Cleveland Department of Public Health (CDPH) has been notified of 194 more confirmed cases of coronavirus in city residents on November 24. This brings the total to 10,224 confirmed cases in the City of Cleveland and 154 fatalities. The new confirmed cases include males and females whose ages range from under 1 years old to their 100s. CDPH is working to identify their close contacts who would require testing or monitoring for COVID-19 symptoms. Two cases were transferred as it was determined the individuals were not from Cleveland.

As of November 24, there are 351,304 confirmed cases and 5,728 fatalities in the State of Ohio. There are more than 12.5 million confirmed cases and 259,372 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.

The City of Cleveland Releases CDPH COVID-19 Non-Compliance Report

CDPH continues to monitor COVID-19 non-compliance complaints. Since March 20, 2020 through Nov. 24, 2020, CDPH has received 3,842 COVID-19 non-compliance complaints. To date, CDPH has received 1,187 mass gathering non-compliance allegations, 1,798 mask non-compliance allegations and 752 social distancing non-compliance allegations in the City of Cleveland. To view and download CDPH's COVID-19 non-compliance report, [click here.](#)

Lonnie Burten Neighborhood Resource and Recreation Center to Close for Repairs

On Wednesday, Dec. 2, 2020, Lonnie Burten Neighborhood Resource and Recreation Center will be closed due to safety repairs to the concrete/masonry over the entrance/exit doors of the facility. The facility will reopen on Thursday, Dec. 3, 2020 for regular operating hours of 11:30 a.m. - 8 pm.

City of Cleveland Announces Waste Collection Delays and City Office Closures

In observance of Thanksgiving, the City of Cleveland Department of Public Works WILL NOT collect waste on Thursday, Nov. 26, 2020. Waste collection will be delayed by one day following the holiday.

City of Cleveland offices – including City Hall, Cleveland Public Power and Cleveland Water – will be closed on Nov. 26. The Willard Park Garage attached to City Hall will also be closed on Nov. 26. On Friday, Nov. 27, 2020 Willard Park Garage will be open from 5 a.m. until 5 p.m.

City Now Accepting Applications for Cleveland Small Business Grants *Emergency Working Capital Program – Specially Impacted Businesses*

The Emergency Working Capital program is designed to assist businesses whose operations are specifically impacted by COVID and have had to take exceptional measures to maintain operations throughout the pandemic. Businesses may receive a \$10,000 loan for working capital and operations costs and a \$10,000 grant to offset costs of PPE and other safety measures. Applicants must complete the Emergency Capital Working Fund [Loan Application](#) and the 1-page [supplemental questionnaire](#).

Winter Restaurant Operations Support Grant

The Winter Restaurant Operations Support Grant program is aimed at providing restaurants with resources to offer safe outdoor dining experiences through the winter. The program will allocate \$500,000 (up to \$5,000 per business) in grant assistance to local restaurants to help support winter operations through purchases and rental of equipment (heaters, fire pits, etc.) and fixtures (awnings, tents, “igloos”, etc.). Businesses must demonstrate access to a location and an operations plan. Grant applications will be accepted up to Nov. 30, 2020 with awards expected to be announced prior to Dec. 11, 2020. To access the application, [click here](#).

Applications for both programs should be submitted electronically to economicdevelopment@clevelandohio.gov.

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 2,393 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 check.

Other Important Reminders

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

The City of Cleveland began 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](#).

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:

Finance Committee

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

Join Zoom Meeting

<https://zoom.us/j/91481906433?pwd=NDFRQ0tNdVBQVDBpRnMzMzUVZSSWVQQT09>

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)

Find your local number: <https://zoom.us/u/adyB78xCx>

Cleveland Transformation Alliance Board Meeting

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

Join Zoom Meeting

<https://zoom.us/j/98094926783?pwd=MCtSYVVFzbi9ENS9OaEVxREMyQ3UvZz09>

Meeting ID: 980 9492 6783 Passcode: 147729

One tap mobile

+13126266799,,98094926783#,,,,,0#,,147729# US (Chicago)

+16465588656,,98094926783#,,,,,0#,,147729# US (New York)

Dial by your location

+1 312 626 6799 US (Chicago)

+1 646 558 8656 US (New York)

+1 301 715 8592 US (Germantown)

Find your local number: <https://zoom.us/j/aboPqbaN4W>

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.

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.