

CITYnews



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PLEASE NOTE >>

This issue was sent to print on April 8. The accuracy of information was current at that time, but may have since been updated.

Community Support & Recovery Resources

The Coronavirus (COVID-19) pandemic is impacting the Dubuque community in a variety of ways and creating hardships for many. A sampling of resources is provided below. Additional information is available online at www.cityofdubuque.org/covid19.

Resources for Individuals & Families

- 2-1-1 Information and Referral:** General assistance (in multiple languages) with food, bills, or other essential services is available 24/7. Visit the www.211.org, call the COVID-19 hotline by dialing 2-1-1 from a landline or 800.244.7431 from a cell phone, or text your zip code to 898211.
- Unemployment Benefits:** Call 866.239.0843 or visit www.iowaworkforcedevelopment.gov/COVID-19. Call volume is high so please check the website first if you have access.
- Iowa Child Care Resource & Referral:** Connect to child care openings or temporary child care at

855.244.5301 or www.iowaccrr.org/families.

- Free COVID-19 Legal Information Hotline:** This is a free service available to Iowans who are experiencing legal issues due to the COVID-19 emergency. Call 800.332.0419 or visit www.iowalegalaid.org.

Resources for Businesses/Employers (Including Non-Profit Employers):

- Employer/Business Resources:** Information on federal and state relief, grants, loans, guidance, and other resources. Visit www.greaterdubuque.org/covid19 or call 563.557.9049.
- Covid-19 Business Helpline:** A service offered by Greater Dubuque Development Corporation and Northeast Iowa Community College to help employers apply for the Small Business Relief Funding. Call 563.588.3350 between 8:30 a.m. – 4 p.m., Monday through Friday, or email sbhelpline@nicc.edu.

Coronavirus (COVID-19)

Stay Safe, Stay Home: Follow the guidance of healthcare officials and stay home if you can. Limit trips away from home to essentials (food, medicine, healthcare, work) and practice social distancing when you must go out or when you get out for fresh air or to exercise.

What to do if you're sick: The symptoms of COVID-19 are: fever, cough, and shortness of breath. If you're feeling sick, it's **crucial** to stay at home to help stop the spread of COVID-19. If you think you have COVID-19, call ahead before visiting a medical facility so they can prepare. If you are experiencing severe symptoms, call your healthcare provider. Do not go to an emergency room with mild symptoms. If you are uninsured or underinsured contact Crescent Community Health Center at 563.690.2850 or visit www.crescentchc.org.

More Information:

The Iowa Dept. of Public Health (IDPH) has established a public hotline for Iowans with questions about COVID-19. The line is available 24/7 by calling 2-1-1 or 1-800-244-7431.

Call the Dubuque Visiting Nurses Association at 563-556-6200 from 8 a.m. to 6 p.m., Monday-Friday. Staff will also answer calls and return messages on Saturdays and Sundays between 8 a.m. and 6 p.m.

Visit trusted websites like idph.iowa.gov, www.cdc.gov, or www.cityofdubuque.org/covid19.

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Greater Dubuque Disaster Recovery

Fund: The Community Foundation of Greater Dubuque is accepting donations to enable a coordinated response and help people in the Dubuque region most impacted by the COVID-19 pandemic, including seniors and low-income residents. The Community Foundation is partnering with the United Way of Dubuque Area Tri-States to direct funds collected to local nonprofits working with vulnerable local populations. For more information, or to donate, call 563.588.2700 or visit www.dbqfoundation.org/dr.



City Service Changes Due to Coronavirus (COVID-19)

The City of Dubuque has made significant changes to some services and processes in response to the COVID-19 pandemic. Information is ever-changing, but at time of publication, the following operational changes have been implemented.

Utility Bill Payments and Other Face-to-Face Transactions

All face-to-face and in-person payment transactions at the following City locations are suspended through at least May 3: City Hall, City Hall Annex, Leisure Services Department Office, Housing and Community Development Department, Intermodal Transportation Center, Municipal Services Center, and Multicultural Family Center.

For utility billing payment information and other Utility Billing Department provided services please see information below. For all other City department payment options please contact individual departments directly. For a list of departments contact information please visit the City of Dubuque website: www.cityofdubuque.org or call 563.690.6000.

Utility Billing payment options during this period include:

- ACH (Automated Clearing House) and e-check automatic bill payments will continue as regularly scheduled.
- Payments may be made online at www.cityofdubuque.org/payment.
- Payments can also be made by phone

24/7 by calling 563.589.4144 and then selecting option #1 for phone payments. E-check payments will have no fee. Credit cards will have an applicable transaction fee.

- Checks can be mailed to: Utility Billing, City Hall, 50 W. 13th St., Dubuque, IA 52001.
- At drop boxes located outside City Hall at the 13th Street entrance (please do not put cash in the drop box). Cash payments will not be accepted.

In addition, the City of Dubuque has temporarily suspended water shut-offs. Late fees on past due utility bills are also temporarily suspended and disconnection notices are not being issued. For more information, contact Utility Billing at 563.589.4144 between 8 a.m. and 5 p.m., Monday through Friday, or visit www.cityofdubuque.org/utilitybilling.

Yard Waste Stickers/Annual Decals

will not be available to purchase at City Hall through at least May 3, but are still available for purchase at area stores. Annual yard stickers can be purchased online (www.cityofdubuque.org/utilitybilling) or by phone (563.589.4144) and will be sent out by mail.

Parking Tickets can be paid online at www.cityofdubuque.org/payment, dropped off at the City Hall drop box at 50 West 13th St. or Intermodal Transportation

Center drop box at 950 Elm St., or paid by credit card over the phone at 563.589.4144.

The Jule has suspended fares through at least May 3. Hours of service and routes have been modified. For more information, visit www.juletransit.org or call 563.589.4196.

Parking Meters: Enforcement of parking meter expiration violations is suspended through at least May 31. During this time parking customers are not required to feed/pay parking meters in Dubuque. All other street parking regulations will continue to be enforced.

Parking Ramps and Lots: All parking fees associated with City-owned parking lots and ramps are suspended until May 31. Monthly parking fees for City lots and ramps, as well as hourly and daily parking ramp and lot fees, are covered by this suspension.

For more information, visit www.cityofdubuque.org/Parking or call 563.589.4341.

Carnegie-Stout Public Library will remain closed to the public through at least May 3. Book drops remain open for returns, but you can keep all borrowed materials until the library reopens without penalty. §

Leisure Services Departmental Impacts and Closures

The Leisure Services Department is temporarily closing a number of offices, facilities, and recreation areas to the public to help slow the spread of COVID-19.

All recreational equipment within City parks is closed for use through at least May 3. This closure includes playground structures, skateparks, dog parks, baseball and softball fields and courts used for basketball, tennis, volleyball and pickleball. For the current status of Bunker Hill Golf Course, please call 563.589.4261. No reservations of team sport facilities or equipment will be taken. Leisure Services sanctioned adult sports leagues taking place at these facilities for golf, softball and volleyball are delayed through at least May 3.

Park buildings and bathrooms are also included in the closure. The buildings at both Allison Henderson and Comiskey park will remain closed through at least May 3. Park pavilions and other recreational facility rentals will be cancelled through May 3 as well. If you currently have a reservation scheduled, the Leisure Services Department will be reaching out regarding rescheduling the event, or a refund or credit.

Residents are still encouraged to get outside and utilize parks and trails while keeping a safe physical distance from others. Eagle Point Park and Murphy Park opened in early April and offer plenty of recreation space. Restrooms and other amenities will be closed through at least May 3. For more information visit www.cityofdubuque.org/parks or call 563.589.4263. §



STATE OF THE CITY

Mayor Roy D. Buol Spring 2020

PLEASE NOTE >> This issue was sent to print on April 8. The accuracy of information was current at that time, but may have since been updated.

"It was the best of times, it was the worst of times. It was the age of wisdom, it was the age of foolishness. It was the epoch of belief, it was the epoch of incredulity..."

While this opening paragraph from *A Tale of Two Cities* by Charles Dickens references a different scenario in world history, the similarities to what we are experiencing as a City and nation today cannot be ignored. Dickens tells of a time of despair and suffering on one hand, and joy and hope on the other.

As I share this Spring 2020 State of the City message, we are gripped by uncertainty of what lies ahead, and an understandable yearning for a return to normalcy as we respond to the Coronavirus(COVID-19) pandemic.

As history has shown, in a crisis, the character of a community is revealed. My City Council colleagues and I are working with City Staff and dozens of community partner organizations and agencies to provide individuals and families, as well as businesses and organizations, the support and resources they need to respond to and recover from the physical, mental, and financial impacts of the COVID-19 pandemic.

Likewise, each of us has a personal responsibility to this community we call "home" and it is simple. Follow the educated direction of our healthcare professionals and medical experts... **"STAY SAFE, STAY HOME."**

If you must go out for essential supplies, healthcare, or to work, follow the social distancing guidelines to stay six feet apart; plan ahead to minimize shopping trips; do not invite friends into enclosed areas to socialize; wash your hands often and refrain from touching your face. These efforts will help to flatten the curve and limit the spread of the Coronavirus.

We recognize the damage this pandemic is forcing upon our local, regional, and national economies. While the long-term impact is unknown, the short-term impact is already devastating to our small business owners, families, non-profit organizations, and more. One of the greatest sources of

encouragement and optimism is that our citizens are rallying to support those businesses where possible. Meals are being provided to those in need, neighbors are looking out for one another, citizens are supporting impacted restaurants and essential businesses as well as donating to non-profits to help those in need of assistance.

This response represents the 'unity' in our community, and for the foreseeable future, we must continue to look for ways to work together because all indications are this will be a long-term, economic recovery effort.

As opportunities become available and conditions permit, I encourage all who are able to support these efforts through volunteering your time or expertise, or donating supplies or financial support.

Please note that due to the City's utility billing cycle and mailing schedule, this publication is being printed on April 8, yet some citizens may not receive it until the first week of May. Regardless of when you receive this message, please know that your City Council remains focused on your health and well-being.

I want to conclude by conveying the collective gratitude of our community to all our healthcare professionals, and to all essential businesses and organizations providing the critical services and goods we all need to survive.

I likewise want to thank our first responders: our emergency dispatch, fire, and police departments and our public health staff. I also want to acknowledge our "unsung heroes" managing our water and wastewater system, trash and recycling, and public transit for providing those critical services, private citizens sewing masks for use by our healthcare providers, as well as City staff and Dubuque's non-profit community and partner agencies who continue to serve our most vulnerable residents.

These are challenging times, but together we can make the best of them. Even Charles Dickens saw a ray of light ...

"It was the season of Light, it was the season of Darkness, it was the spring of hope..." §

New Faces & Retirements

The City of Dubuque welcomes these new employees:

Dennis Ploessl - Engineering

Jennifer Vinson - Police

Trevor Fannon -

Public Information

Elena Fox - Finance/Budget

Kayla Morrison -

Finance/Budget

Jason Hart - Airport

Cynthia Niebuhr-Hartley -
Library

Amy DeVries - Library

Kelly Davis - Housing

Erin Petersen - Library

Dustin Rector - Transit

Andrew Larion - Library

Dora Serna Bedoya - Library

Troy Kammerude - Transit

Kim Wuertzer - Transit

Catherine Dewell - Transit

Tonner Clewell -

Public Works

Chad Sharkey - Water

Nick Connolly - Water

Nathan McLaughlin -

Public Works

Randy Rosa - Housing

Brian Kelley - Transit

Matthew Kleven - Transit

The City of Dubuque congratulates these recent retirees:

Steven Oberhoffer - Public Works

The City of Dubuque welcomes these new board or commission members:

Catfish Creek Watershed Management Authority

Jared McGovern

Housing Commission

Hilary Dalton

Community Development Advisory Commission

Kelly Fox

Human Rights Commission

Michael Durnin

Mallory Gardiner

Ashley Regan

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 twitter.com/CityofDubuque

Contact Information

The City of Dubuque welcomes comments and suggestions about your city government or news appearing in this newsletter. Please contact:

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Editorial Information

City News is published by the Public Information Office and is inserted in the City of Dubuque utility bills six times per year. For the most up-to-date City news and events, visit www.cityofdubuque.org.

CALENDAR

May

4 City Council Meeting, 6:30 p.m., City Council Chambers, Historic Federal Building
18 City Council Meeting, 6:30 p.m., City Council Chambers, Historic Federal Building
23 Tentative opening day for Flora and Sutton Pools
25 City offices closed for Memorial Day (Trash and recycling collection on Sat, May 23)

June

1 City Council Meeting, 6:30 p.m., City Council Chambers, Historic Federal Building
15 City Council Meeting, 6:30 p.m., City Council Chambers, Historic Federal Building

At time of publication, all public meetings are being held virtually to abide by social distancing guidelines. For details, visit cityofdubuque.org/agendas or call 563.589.4120. City Council meetings are City Council meeting are aired live on CityChannel Dubuque (Mediacom channels 8 and 1117.2) and streamed live and archived on the city's website at www.cityofdubuque.org/media, and streamed live on the City's Facebook page at www.facebook.com/cityofdubuque.

This calendar does not include all events and is subject to change. Sign up for Dubuque's "Notify Me" e-mail/text alert system at www.cityofdubuque.org/notifyme to receive agendas, news releases, event notifications, and other timely news.

Fill Out the Census & Impact Your Community

**Shape
your future
START HERE** 

In light of COVID-19, filling out your census is critical to ensure our community has the funding that we need during times of crisis.

The results of the 2020 Census will inform decisions about allocating hundreds of billions of dollars in federal funding to communities across the country—for hospitals, fire departments, school lunch programs, and other critical programs and services, as well as determine congressional representation, and redistricting based on population changes.

At this time, all households have received at least one invitation to complete their census. Please complete online, via phone, or mail. For more information visit www.2020census.gov or call 844-330-2020. §

Art on the River: Resilient Earth

"Resilient Earth" has been selected as the theme for the 2020-21 Art on the River public art exhibit, in conjunction with nationwide celebrations of the 50th anniversary of Earth Day and statewide programming inspired by the 100th anniversary of the State of Iowa parks system. Artists can apply through Friday, May 1 to have their work considered for the 15th anniversary exhibition, to be displayed at the Port of Dubuque from August 2020 to July 2021. Details on how to apply and access to the online form can be found at www.cityofdubuque.org/AOTRApply.



Save the date for the Grand Opening of Art on the River: Resilient Earth on Friday, August 7, from 5:30-7:30 p.m. on the patio of the Grand River Center. The 15th Anniversary of Art on the River is paid for in part by the Iowa Tourism Office.

More information is available at www.cityofdubuque.org/artontheriver or by contacting City of Dubuque Arts & Cultural Affairs Coordinator Jenni Petersen-Brant at jbrant@cityofdubuque.org or 563-690-6059. §