

CITYnews



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NOVEMBER/DECEMBER 2020

Assistance for Residents Impacted by COVID-19

Support for Individuals and Families

The City of Dubuque has compiled resources to assist individuals and families during this difficult time. Below are many, but not all, examples of resources available. For more detailed information, visit www.cityofdubuque.org/COVID19support or call 563.589.4100.

Short-Term Assistance Program for Rent, Mortgage, and Utilities

The City of Dubuque Housing & Community Development Department is offering financial assistance to qualified Dubuque renters and homeowners whose income has been reduced due to the COVID-19 pandemic. This program is funded by a federal grant and includes income and property eligibility requirements.

This is a short-term assistance program and can assist with a portion of an approved households' rent or mortgage and/or utility bills for up to \$1,000 for three months. Residents who qualify and receive the assistance will not have to pay back any funds they receive.

To apply for the Short-Term Assistance Program for rent, mortgage, and utilities, please call 563.564.7489, email go@cityofdubuque.org, or visit www.cityofdubuque.org/housing.

Utility Bill Payment Plan Option

The City understands many people are facing difficult times. We are now offering payment plan options to help residents who have fallen behind on paying their monthly bill. For details on applying for a payment plan, call 563.589.4144 or email utilityb@cityofdubuque.org.

Discounts on City Utilities

The City offers discounts on water, sanitary sewer, refuse collection, and stormwater fees to income-qualified customers. Residents who apply for and are approved for this program may receive a discount of up to 50 percent of the established base or minimum rate for each utility. For more information, or to apply for this program, visit www.cityofdubuque.org/utilitybilling or call 563.589.4144.

2-1-1 Information and Referral

The United Way offers help (in multiple languages) finding assistance for food, bills, or other essential services. 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.

COVID-19 Eviction and Foreclosure Prevention Program

Administered by the Iowa Finance Authority, this program provides short-term relief to income-eligible renters and homeowners who are at risk of eviction or foreclosure due to a documented COVID-19 related loss of income. For more information on eligibility and to apply, visit www.iowafinance.com or call 800.432.7230.

Homeless Hotline

If you are experiencing homelessness or housing instability, please call the Homeless Hotline at 1.833.587.8322 to speak to a regional coordinator who may be able to help.

Please note that the CDC has temporarily halted residential evictions (not including foreclosures on home mortgages) until Dec. 31, 2020 to prevent the further spread of

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COVID-19. For more detailed information, visit www.cityofdubuque.org/COVID19support.

Unemployment Benefits & Assistance

In addition to traditional unemployment benefits, Iowa Workforce Development offers several unemployment assistance/compensation programs for people impacted by COVID-19, including Pandemic Unemployment Assistance and Pandemic Emergency Unemployment Compensation. Call 866.239.0843 or visit www.iowaworkforcedevelopment.gov/COVID-19 for information. Call volume is high so please check the website first if you have access.

Local & State Resources for Food & Necessities

A list of local food pantries, free meal sites, shower locations, and other necessities is available at www.cityofdubuque.org/COVID19support or by calling 2-1-1.

Iowa Child Care Resource & Referral

Connect to child care openings or temporary child care at Community Support & Recovery Resources. For more information, call 855.244.5301 or visit www.iowaccrr.org/families.

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Phone & Internet Assistance

Many cell phone and internet companies are offering assistance to residents. More information is available at www.cityofdubuque.org/COVID19support.

Low-Income Energy Assistance Program

Individuals who have received a disconnection notice or who have difficulty paying a utility bill can apply for the Low-Income Energy Assistance Program (LIHEAP) that can help pay a portion of an eligible household's utility bill. For more information visit www.hacap.org/what-we-do/energy-conservation/apply-liheap/ or call 563.556.5130.

Mental Health and Addiction

The Iowa Department of Public Health (IDPH) website, yourlifeiowa.org, has resources for persons experiencing challenges with alcohol, drugs, gambling, suicide, and mental health. Call the crisis hotline at 855.581.8111 or text 855.895.8398.

COVID Recovery Iowa

COVID Recovery Iowa offers free virtual counseling and assistance for all Iowans affected by COVID-19. Counselors are available 24/7. For more information, visit www.covidrecoveryiowa.org or call 844.775.WARM(9276).

COVID-19 Resources for Underserved Populations

Some populations are more at risk for coronavirus or impacts of social distancing. Visit the IDPH's website at www.idph.iowa.gov/Health-Equity for resources and information for people facing additional risk.

Free COVID-19 Legal Information Hotline

This is a free service available to Iowans who are experiencing legal issues due to COVID-19. Call 800.332.0419 or visit www.iowalegalaid.org for more information. §

Change in Holiday Tag Distribution

With City facilities being closed to the public due to COVID-19, there will be no distribution of annual complimentary "holiday tags" for extra garbage to curbside collection customers this year. Instead, from Monday, Dec. 28, 2020, through Saturday, Jan. 2, 2021, all customers will be allowed to set out one extra 35 gallon container (up to 40 lbs.) or bag without a green sticker. Trash must be set out to the curb or alley line by 6 a.m. on the scheduled collection day.

For additional information, please contact the Utility Billing Department at 563-589-4144. §



Fall/Winter Reminders from Public Works

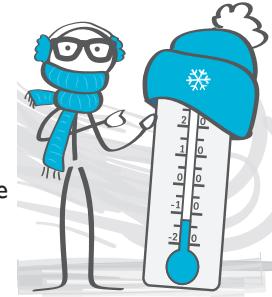
Curbside Collection Holiday Schedule Available on page 4

Service	Dates
Leaf Rake-Out*	Oct. 12 - Nov. 25
Winter Yard Debris Collection*	Thursdays only; Dec. 3 - April 1
Food Scrap Collection	Thursdays (Dec. 3 - April 1) for existing food scrap subscribers
Merry Mulch	Jan. 4-15, 2021, picked up on regular collection days

*Appointment required. To make an appointment and to determine acceptable materials, call 563-589-4250 or visit www.cityofdubuque.org/yardwaste.

Prevent Water Meters from Freezing

With winter approaching, the City of Dubuque Water Department reminds residents that prevention is the key when it comes to protecting the plumbing in your home or business from freezing. It only takes a few minutes to check your basement/utility room windows to make sure they are tightly sealed after summer use and there is proper heating provided to these areas.



If using heat tapes, ensure they are properly installed and working safely. These simple actions may prevent an interruption in services or costly bills to repair or replace a water meter or service line.

If a water meter freezes, the cost of repairs or replacement is the owner's responsibility. Please take time now, before winter hits, to inspect the plumbing and water meter in your home or business.

For additional information, visit www.cityofdubuque.org/watermeters or call 563-589-4304. §

City Receives Asphalt Art Grant

The City of Dubuque's Office of Arts and

Bloomberg Philanthropies

Cultural Affairs, in partnership with Green Dubuque, has been awarded a \$25,000 national grant from Bloomberg Philanthropies' new Asphalt Art Initiative program. The project will enhance 14 bus shelter locations throughout Dubuque with painted murals on the sidewalk surface under and around the shelters in Summer 2021. Look for community engagement opportunities this fall which will inform an official call for artists in Spring 2021. For more information visit www.cityofdubuque.org/artsandculture. §



STATE OF THE CITY

Mayor Roy D. Buol

Fall 2020

It began as a social media post, and then she became “the poet laureate of the pandemic.” *Oprah Magazine*

“In the Time of Pandemic” by Kitty O’Meara

And the people stayed home.

And they read books, and listened, and rested, and exercised, and made art, and played games, and learned new ways of being, and were still.

And they listened more deeply. Some meditated, some prayed, some danced.

Some met their shadows. And the people began to think differently.

And the people healed.

And, in the absence of people living in the ignorant, dangerous, mindless, and heartless ways, the earth began to heal.

And when the danger passed, and the people joined together again, they grieved their losses, and made new choices, and dreamed new images, and created new ways to live and heal the earth fully, as they had been healed.

Fall greetings to all! I hope this message finds you well amid the challenges the pandemic presents. It is critical that we remain vigilant in our community’s response against COVID-19 and follow the guidance of our public health and infectious disease experts.

I am likewise pleased to share that progress on pre-pandemic City priorities critical to infrastructure and public safety are ongoing, albeit with some constraints.

Bee Branch Creek Railroad Culverts

This critical phase of the larger Bee Branch Watershed Flood Mitigation Project involves installing six, 8-foot diameter culverts under the Canadian Pacific Railway tracks along Garfield Ave, allowing stormwater to drain more efficiently from the Upper Bee Branch Creek to the Lower Bee Branch Creek and 16th St. Detention Basin.

This project, along with storm sewer capacity improvement work on Kaufmann Avenue, will increase the flood mitigation system’s capacity to protect the area’s residents and businesses

from a **500-year** rain event, evermore important with increasing climate change events. With four of the six culverts installed as of Oct. 1, the project is on schedule to be functional by spring and completed by early summer 2021.

Roosevelt Street Water Tower

The Roosevelt Street Water Tower is on schedule and expected to be finished in November. The 1.25 million-gallon, elevated tower, along with distribution improvements, will increase water pressure to residential and business customers in and around the Roosevelt Street and Peru Road area. This \$5.2 million project is funded through the State Revolving Fund loan program combined with local water fund savings.

Southwest Arterial

The new Southwest Arterial is complete! This beautiful, functional roadway will be transformational for our community by removing traffic from neighborhoods, providing greater connectivity to our industrial parks, as well as creating access important for additional development and growth. As a reminder, this is an access-controlled roadway, meaning traffic lights or stop signs will NOT be added. I encourage you to watch the video about this project available at www.cityofdubuque.org/southwestarterial.

Veterans Memorial Plaza Project

Progress continues on the major enhancement project for the Veterans Memorial Plaza on Chaplain Schmitt Island, expected to be completed late fall or early spring. The Tri-State Vietnam Veterans Memorial was recently relocated to the plaza in a more prominent and accessible location. The “Skyward” sculpture inspired by the heroism and sacrifice of Chaplain Schmitt and so many others was installed in mid-September. This project is funded by the Dubuque Racing Association and its features will enhance the experience for all Veterans and guests who visit.

In closing, I extend collective appreciation to all our health care workers, first responders, and essential workers for their critical and tireless efforts throughout this pandemic. And, on behalf of my Council colleagues and City Staff, I thank all citizens and businesses honoring Dubuque’s face covering ordinance (mask mandate). This simple act of caring for one another is critical in limiting the spread of the virus.

“And when the danger passed, and the people joined together again, they grieved their losses, and made new choices, and dreamed new images, and created new ways to live and heal the earth fully, as they had been healed.” §

New Faces & Retirements

The City of Dubuque welcomes these new employees:

Karla Escobar - Housing & Community Development

Joseph Fernandez II - Fire

Zachary Gifford - Fire

Nicholas Kinnicker - Emergency Communications

Amy Leibold - Emergency Communications

Tyler Rottinghaus - Airport

Lenisha West - Public Works

Cheryl Zych - Library

The City of Dubuque congratulates these recent retirees:

Chad Caszatt - Police

Wayne Dow - Fire

Kevin Firnstahl - City Clerk

Teri Goodmann - City Manager's Office

Kurt Horch - Police

Pablo Ramirez - Police

Dennis Richey - Water

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

Cable TV Commission

Garrett Heidenreich

Housing Board of Appeals

Jeff Lenhart

Parks & Recreation

Advisory Commission

Justin Hochberger

Jessica Ochoa

Resilient Community

Advisory Commission

Whitney Sanger

Transit Advisory Board

Garrett Heidenreich

Household Hazardous Waste and Electronics Collection Resumes by Appointment Only

The Dubuque Metropolitan Area Solid Waste Agency (DMASWA) has resumed operations at their Regional Collection Center. Residents of Dubuque and Delaware Counties may now make an appointment for disposal of household hazardous wastes and recycling of electronics.

To maintain social distancing and to protect the health of employees and residents, residents are required to unload all items without assistance from staff and face coverings (masks or face shields) are required.



For a full list of acceptable materials and items, and to make an appointment, visit DMASWA.org or call 563-589-4354. §

Library Expands Hours of Operation

Carnegie-Stout Public Library recently announced expanded hours.

- Monday through Thursday, 10 a.m. - 7 p.m.
- Friday & Saturday, 10 a.m. - 5 p.m.
- Sunday, 1 p.m. - 5 p.m.

Curbside Pick-Up

- Monday through Friday, 10 a.m. - 12 p.m.
- Saturday & Sunday, 12 p.m. - 2 p.m.



For more information, and details on how to reserve materials for curbside pick-up, visit www.dubuque.lib.ia.us or call 563-589-4225. §

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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Dubuque, Iowa 52001-4864
(563) 589-4110
cymgr@cityofdubuque.org



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

November

2	City Council Meeting, 6:30 p.m., virtual meeting*
16	City Council Meeting, 6:30 p.m., virtual meeting*
26-27	City offices closed for Thanksgiving (Nov. 26 curbside collection will occur on Sat., Nov. 28; no change to Nov. 27 collection.)

December

7	City Council Meeting, 6:30 p.m., virtual meeting*
21	City Council Meeting, 6:30 p.m., virtual meeting*
24-25	City offices closed for Christmas (No change to Dec. 24 collection, Dec. 25 refuse collection will occur instead on Sat., Dec. 26.)
31	City offices closed for New Year's Eve. No change in curbside collection.

*At time of publication, all public meetings are being held virtually to abide by social distancing guidelines. For details on participating in these virtual meetings, 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 117.2) 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.