City makes more service changes to help prevent spread of COVID-19
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GRAND RAPIDS, Mich. – City Manager Mark Washington today outlined additional temporary service changes to help prevent the spread of COVID-19 and protect the health of community members and City employees. The changes also ensure the continuity of essential City services.

“We have a critical responsibility to do our part in the global fight against the spread of COVID-19 at the local level,” Washington said. “We have a responsibility to our residents and our staff members. It is important to take steps to protect our community and ensure continuity of essential City services.”

The following changes are in effect starting Wednesday, March 18 through 11:59 p.m. Sunday, April 5:

- City Hall at 300 Monroe Ave. NW, Grand Rapids Development Center at 1120 Monroe Ave. NW, Parks and Recreation and Public Works departments at 201 Market Ave. SW, Water Resource Recovery Facility at 1300 Market Ave. SW, Water Administration Building at 1900 Oak Industrial Drive NE and Mobile GR-Parking Services Department at 50 Ottawa Ave. NW are closed to walk-in traffic. Staff members still will be available to provide services via email, phone or 311 Customer Service. The City’s website – grandrapidsmi.gov – also offers a wide range of services, including permit applications, bill pay and service requests. Essential face-to-face business is available by appointment only and may be arranged by calling Customer Service at 311 or 616.456.3000 or emailing info@grcity.us or by calling or emailing the department or City employee who is involved.
- The March 26 Planning Commission meeting is canceled and regular business is moved to the next available meeting in April or May.
- The City Commission is being asked to consider canceling its March 31 meeting during today’s 7 p.m. meeting.
- Non-essential meetings of all City boards and commissions are postponed.
- The March 19 meeting of the Board of Zoning Appeals is canceled and regular business is moved to the April 16 meeting.
- Public engagement meetings are postponed and are to be rescheduled for later dates. This includes engagement opportunities for Vital Streets projects, Office of Oversight and Public Accountability, Office of Equity and Engagement, parks facilities and the City/Kent County consolidated plan for community development block grant.
- Special events with more than 50 attendees that are permitted through the Office of Special Events are suspended.
• The Indian Trails Golf Course lounge is closed. Bar and food service is available for only those using the golf course.
• Interior inspections of occupied residential units for code enforcement, water services and lead remediation projects are suspended except in the case of an emergency health, safety or welfare concern.
• No new applications for Community Development Block Grant contracts for housing rehabilitation and lead remediation are accepted.
• Cemetery services are limited to 50 people per Gov. Gretchen Whitmer’s executive order.
• City staff are encouraged to telecommute and/or take accrued earned time off as work requirements allow.
• City staff may use sick time to care for school-aged children affected by local school closures.

In addition, water service shutoffs are suspended through April 30 and accounts in shutoff status are to be restored.

All of these changes follow previously announced adjustments to City services.

The following City services and departments remain in operation as normal:

• 311 Customer Service – recommended as first place to contact
• Building inspections
• Communications
• Construction inspections
• Code enforcement
• Fire
• Mobile GR-Parking Services
• Police
• Public Works
• Refuse and recycling
• Sewer
• Streets
• Street lighting
• Water

The City’s yard waste drop-off site at 2001 Butterworth Ave. SW reopens for the season Monday, April 6 as scheduled.