



Birthplace of William McKinley
25th President of the United States

Office of the Mayor

City of Niles, Ohio



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Niles Re-Opening Update

May 29, 2020

The City of Niles continues to actively monitor the COVID-19 situation, daily and follow the guidelines set forth by the Governor of Ohio, Ohio Department of Health and CDC. The administration has made numerous adjustments to its operations as a result of the ongoing COVID-19 situation. The administration has implemented critical strategies, due to the emergency to ensure that basic City operations continue, and the community is served; however, residents have experienced some non-essential procedural changes. Due to the Governor's social distancing orders and recommendations made by state and local health departments, these adjustments are appropriate and consistent with the State of Ohio and surrounding communities.

Because the pandemic has plateaued, readjustments are now necessary. The City of Niles strongly encourage residents to check the City website, social media, and the local news stations for more information on COVID-19. The City will continue to follow preventative measures set by the Ohio Department of Health. The City of Niles reminds the community and its' employees to be patient and kind throughout these difficult times, as we are all experiencing this regeneration together.

Customer Service

Effective Monday, June 1, and until further notice, residents are urged to continue to pay both Utility bills and Court fines online, through the city and municipal court websites. All face-to-face utility payments continue to be prohibited inside City Hall. Customers may continue to utilize the drop-box on the side of City Hall. Payments can also be accepted via mail or online, either through the city portal (fee associated) or online bill-pay through personal bank accounts (no fee associated). The Utility Billing Office currently provides return envelopes to accommodate customers who choose mail-in payment. Because of COVID-19 situation pertaining to bars/restaurants, which caused hardship to Niles businessowners, The City of Niles will offer a one-time/pre-arranged six-month payment plan for utility statements beginning in **June**. The **May** statement would be spread over the next six months. Those businesses wishing for emergency relief must contact the Director of Public Service to establish a payment plan. Utility shut-off for delinquency continues to be suspended until further notice, though monthly utility payment is still required. Shutoff notices, via phone will continue as a simple reminder of individual account status. Customers who are delinquent should contact the Utility Billing Office to set up a payment arrangement. This arrangement is an effort to provide relief to our residents, due to the economic impact that the COVID-19 situation may have on families. Applications for new service or to eliminate service will continue to be performed via phone/mail.

Parks

Effective Monday, June 1, and until further notice, the Niles Wellness Center will reopen to members/insurance coverage members only, under Summer hours. Members are strongly recommended to wear a mask and follow the Governor's continued request for increased social distancing and overcrowding. All children's playground areas, recreational fields/courts, and restrooms will remain open, though it is strongly recommended to follow social distancing guidelines. Park pavilions and cabins shall be available for limited capacity rentals. For more information, please contact the Park Department at 330-544-9000.

City Hall

Effective Monday, June 1, and until further notice, Niles City Hall will reopen by appointment only, between the hours of 8:30am-3:30pm. Those with appointments must access the building via the West entrance. This includes appointments for the Mayor's Office, the Planning/Permitting Department, Prosecutors Office, and Utility Billing Office. For appointments, please call 330-544-9000. The Mayor's office is available for public concerns during normal business hours, via phone or email. The Mayor is accessible to his constituency via phone, email, social media 24-7. Visitors with appointments are strongly recommended to wear a mask and follow the Governor's continued request for increased social distancing and overcrowding.

Safety-Service

Effective Monday, June 1, and until further notice, the Niles Police and Fire Stations will remain closed to the general public. Walk-in emergencies will continue to be treated case-by-case. Residents who have a medical concern, should contact their doctor or call 911 for a medical emergency. Residents who have general questions should call the non-emergency number at 330-544-9022. Visitors are strongly recommended to wear a mask and follow the Governor's continued request for increased social distancing and overcrowding.