

For Immediate Release: Thursday, April 9, 2020  
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## **City of Revere Response to COVID-19: April 9, 2020 Update**

### ***City Departments Working Tirelessly to Provide Quality Service to All***

#### ***Amid Record Call Volume, Revere 311 Extends Hours***

#### ***Cloth Masks Delivered for Employees at Essential Businesses***

#### ***Revere Bunny Tour Kicks Off Saturday at 10AM***

April 9, 2020 – The City of Revere's Emergency Response Team continues to take proactive steps to slow community transmission of COVID-19 and prepare for further spread of the virus. As of today, the Revere Board of Health has been notified by the Massachusetts Department of Public Health of 338 positive cases of COVID-19 in the City of Revere.

Today Mayor Arrigo highlighted a number of ways the City is providing all Revere residents with a continued level of high quality service throughout the public health crisis.

"The number of employees who have stepped up to do more for their city is incredible," said Mayor Arrigo. "Revere residents should feel very proud of the team that is showing up every day to keep them safe, informed and engaged, at a time when it's never been more important. I cannot express my gratitude to our public servants enough -- for their compassion, their creativity and their dedication to the people of our city."

#### ***Revere 311 Extends Hours; Call Volume Up 50%***

In the past month, Revere 311 has experienced a 50% increase in daily call volume, reaching record call numbers twice in the past week. To respond to demand, the office has extended its hours to include longer weekdays and weekend coverage. The Revere 311 team has fielded 329 service requests related to COVID-19, directing residents to financial support, rent assistance, unemployment resources, and the city's food delivery outreach effort. Normal city business also continues, with the team also fielding more than 350 non-COVID related requests for service. Call takers are now available to support residents and business owners Monday-Thursday 7:30AM-6PM, Friday 7:30AM-3PM and Saturday-Sunday 8:15AM to 5PM.

#### ***Masks Distributed to Essential Businesses***

Following yesterday's order requiring all employees at essential services businesses to wear basic personal protective equipment, the City's Water & Sewer department today delivered nearly 400 masks to businesses that needed them for their employees -- including to locally-owned small businesses and larger retailers like Market Basket, BJ's and Target.

## ***Revere Bunny Tour Saturday***

To bring a little joy to residents young and old on Saturday, Revere Parks and Recreation, Fire and Police will lead a socially-distant Easter Bunny tour of the city. Beginning at 10 a.m., the tour will make its way around the city, with a goal of driving by every house. Residents should listen for sirens approaching and are encouraged to join the tour from their windows or porches and give the Easter Bunny and a few of Revere's first responders a wave. The group is looking forward to seeing inspirational and uplifting messages displayed on houses; the Easter Bunny will send video of his favorite decorations to be featured on Revere TV.

## **City Services Updates**

- Mayor Arrigo declared a State of Emergency in the City of Revere on March 19, 2020.
- There are no disruptions to basic City services provided by Revere Police, Fire, EMS, Department of Public Works and Revere 311.
- Residents should subscribe for email and text message notifications at [revere.org/coronavirus](https://www.revere.org/coronavirus).
- Revere 311 remains fully staffed and has extended its hours to 7:30am-6pm. Residents with questions or concerns are encouraged to reach the City by dialing 311 (or 781-286-8311) or emailing [Revere311@revere.org](mailto:Revere311@revere.org).
- All City buildings are closed to the public until further notice, and services to residents remain available at Revere.org.
- All City parks and playgrounds are closed until further notice.
- Revere Public Schools' grab-and-go meal services are available to all students and families at all eight school sites. Breakfast and lunch will be provided to any child that needs it on Mondays, Wednesdays and Fridays, from 10:30 a.m. – 12:30 p.m. Children will receive meals for multiple days at each pick up.
- A [mutual aid informational packet](#) for residents is now available on Revere.org, providing a wide range of resources related to issues like access to food, health care, transportation, housing rights and more. The online document will be updated daily at 4 p.m.
- The City of Revere has published a [page](#) that outlines resources for impacted small businesses, employers, non-profits, and/or workers. The page will be updated by City staff on an ongoing basis.
- The City of Revere's [volunteer database](#) is open for individuals seeking to lend a helping hand over the next several weeks.

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