

SERVICES BEING OFFERED BY KENNER DEPARTMENTS

CITY ATTORNEY'S OFFICE

The City Attorney's Office is available to respond to questions from residents concerning Mayor's Court (tickets and court dates), Public Records Requests and other general issues regarding the current state of emergency.

PUBLIC RECORDS REQUESTS - For public records requests, citizens can download our public record request form on the city's website. The form to request public records can be downloaded here:

http://www.kenner.la.us/1/FORM_Public_Records_Request_2017.pdf

Currently, with regard to public records, we are only able to access those records that are kept electronically, but will supplement any responses once the emergency is over.

QUESTIONS OR CONCERNS – Call (504) 468-7240 or email legal@kenner.la.us or erapier@kenner.la.us

CIVIL SERVICE DEPARTMENT

JOB APPLICATIONS – We are accepting applications for job openings; however, there may be a delay in responding to applicants. Applicants can visit <https://csjobs.kenner.la.us/> to view job openings and to submit an application. The department will receive email notifications once an application is filed and will then be in contact with the applicant for any additional information needed to process the application.

QUESTIONS OR CONCERNS – Please send any inquiries to civilservice@kenner.la.us and we will get back to you as soon as possible.

COMMUNITY DEVELOPMENT AND CITIZENS SERVICES DEPARTMENTS

Both the Community Development and Citizens Services departments are operating on modified schedules and providing only these essential services at this time:

COUNCIL ON AGING MEALS ON WHEELS PROGRAM – This program will continue to deliver meals to its regular homebound and congregate seniors until further notice. If you are a current homebound or congregate senior taking part in this program and you do not receive your meal, please call the help line at (504) 468-7240.

UTILITY ASSISTANCE PROGRAM – This program is suspended until further notice and there will be NO disconnection of services during the emergency declaration.

FOOD BANK - The Kenner Food Bank, at 317 Oxley St., will continue to offer food assistance to eligible citizens of Kenner from 8:30 a.m. to 3:30 p.m. every Monday, Tuesday, Thursday and Friday. The Food Bank is open from 1 p.m. to 3:30 p.m. on Wednesdays. Call (504) 468-7220 with questions about eligibility for services.

ASSISTANCE FOR THE HOMELESS - Please call (504) 356-1859 to reach UNITY of Greater New Orleans for assistance.

ADDITIONAL SERVICES – All other Community Development Department services have been suspended until further notice. For additional information, call the All-City Access Line, (504) 468-7240

ECONOMIC DEVELOPMENT

QUESTIONS OR CONCERNS – The department, located in Rivertown, is closed until further notice. Please direct any questions to Candace Watkins at cwatkins@kenner.la.us or call (985) 249-8646.

EMERGENCY MANAGEMENT DEPARTMENT

MONITORING COVID-19 DEVELOPMENTS – Staff members in the department are working daily both on-site and remotely and coordinating closely with city, parish, regional, state and federal response partners during the Coronavirus declared emergency.

That includes providing briefings to the Mayor and his staff, local elected officials, directors and staff. The department is processing and sharing information to a variety of public safety, public health and emergency management agencies, including GOHSEP and FEMA. The department also is supporting Kenner's public information initiatives by monitoring media and official reports and providing reliable up-to-date data and information for dissemination to the public.

ALL ACCESS CITY LINE – A call center has been established in the EOC so that residents can get information on essential services. Information from city departments is available by calling (504) 468-7240 during working hours – Monday through Friday from 8:30 a.m. to 4:30 p.m. City council offices can be reached by dialing those regular numbers; the Food Bank can be reached at (504) 468-7220 and the Wastewater Department is available 24/7 at (504) 468-7292.

For the most up-to-date, reliable information link to:

www.coronavirus.gov

www.cdc.gov/COVID19

www.emergency.louisiana.gov

www.gov.louisiana.gov/coronavirus

www.LDH.Louisiana.gov/coronavirus

www.kenner.la.us

www.kenneremergencyresponse.com

As a reminder, Kenner Police and Fire departments have implemented screening questions by dispatchers for calls for services. Kenner residents are strongly urged to answer questions completely and honestly to ensure the safety of all involved parties. For emergencies, call 911.

FINANCE DEPARTMENT

PROPERTY TAXES – The Department of Finance will continue normal operations with regard to property taxes. Property tax payments can be paid online by accessing <https://payments.kenner.la.us/>

OTHER REMOTE OPERATIONS – The offices are closed to the public, until further notice. Citizens are encouraged to email finance@kenner.la.us or call (504) 468-7240 for additional information or assistance.

FLEET MANAGEMENT DEPARTMENT

VENDOR QUESTIONS: The Fleet Management Department is closed until further notice. If you are a vendor of Fleet Management, please send questions or invoices to: sranatza@kenner.la.us.

GENERAL SERVICES DEPARTMENT

RENTAL FACILITIES CLOSED - All events at Kenner rental facilities, including the Kenner Pavilion, Heritage Hall, Heritage Park and St. Mary's Chapel that were scheduled between March 15 and May 15 have been canceled. We are continuing to work to notify all affected reservations. Applicants will be given the option to reschedule their event to a later date or receive a full refund.

FUTURE RENTAL INFORMATION - While in person appointments to view rental facilities are not being taken at this time, potential applicants are encouraged to visit the rental facilities section of the City of Kenner's website to view facility photographs, pricing and policy guidelines. Visit: http://www.kenner.la.us/pages/section_5_27.asp Reservations can be made over the phone and via email during this time of remote working. Payments can be made via credit card only.

For assistance on rental facilities, please contact the following:

Kenner Pavilion: Alice Baroni at (504) 468-6640 or abaroni@kenner.la.us

Heritage Hall/Park or St. Mary's Chapel: Heidi Glorioso at (504) 468-7240 or hglorioso@kenner.la.us

INSPECTION AND CODE ENFORCEMENT SERVICES

PERMITTING: Inquiries regarding scheduling inspections, permits already under review, Trade licenses (electrical, plumbing, gas, mechanical), and general permitting questions should go to: kennerpermits@kenner.la.us.

We are accepting most trade permit filings by e-mail, credit card payments only. HOWEVER, inspections will only be scheduled for urgent/essential work as determined by the Certified Building Official.

Due to their more detailed nature, we will accept applications for building permits as much as we can in order to begin the permit and plan review. The permit will have continued forward progress and can be issued at the earliest practical date after the order is lifted. Permit review, plan review and site inspections will, as always, be required.

LICENSING: New business licenses, ABO licenses, business license renewals - credit card payments only. Send licensing questions to: BusLic@kenner.la.us

HUMANE: We are asking that the trapping of animals be suspended until further notice. If you feel you have an exceptional situation, please contact an Animal Control Officer for guidance and assistance. Send questions about humane services to: CodeComplaints@kenner.la.us

GENERAL CODE COMPLAINTS: Complaints will be reviewed and prioritized for investigation when it is safe to send our inspectors back out. Building Hazards and Life/Safety related complaints will be investigated as quickly as possible.

For any non-emergency code enforcement issues or questions, email: nonemergencyrequest@kenner.la.us.

KENNER TV/DIGITAL MEDIA AND PUBLIC INFORMATION

INFORMATION SERVICES - Kenner TV/Digital Media continues to work through the city's Public Information Office to deliver informative content to the citizens of Kenner. Citizens can watch videos, view graphics and read important information through the city Facebook page, Kenner official Twitter page, the Kenner TV Facebook page, KTV YouTube channel and

on Instagram (see below). The public can also view informational billboards on Cox channel 76.

City of Kenner Facebook:

<https://www.facebook.com/officialcityofkennergovernment/>

Kenner TV Facebook: <https://www.facebook.com/kennertv/>

City of Kenner twitter: @CityofKenner

KTV YouTube channel: <https://www.youtube.com/user/kennertvonline>

Kenner Nextdoor: <https://nextdoor.com/neighborhood/kennerla--kenner--la/>

Instagram: @kenner_la

COVID-19 EMERGENCY WEBSITE – Kenner information related to the coronavirus also is available at www.kenneremergencyresponse.com

MAYOR’S COURT

COURT CLOSED UNTIL FURTHER NOTICE – While Mayor’s Court is currently closed, the Clerk of Court’s office continues to reschedule all court appearances. Payments may be made online at www.kenner.la.us or <https://tickets.kenner.la.us>; however, cases involving mandatory appearances, past due installments or active attachments will not be eligible to be paid online.

QUESTIONS, CONCERNS - For more information regarding payments, including attachment fees and/or getting a new court date, please call (504) 468-7240. All payments have been pushed back 30 days for now. We are also allowing defendants with active attachments to pay the attachment fee online, and sign their paperwork electronically.

PARKS AND RECREATION

MOST RECREATION FACILITIES CLOSED - All gymnasiums, Tot lots and playgrounds (except those listed below) are closed until further notice. These playgrounds – Woodlake, Wentwood, Lincoln Manor, Susan Park and Buddy Lawson – remain open.

All picnic tables, park benches, gazebos/shelters are also now closed. Only the green spaces at the five open playgrounds are available to the public, but all organized activities are prohibited. Also, the green spaces in our neighborhood pocket parks are available to be used for family outdoor time, with no groups greater than 10.

ALTERNATIVE SERVICES - We are working on an online option for (Dance, Zumba, Martial Arts, Music, Art, etc.) Information on those services will be shared on this site and on our COVID-19 website:

www.kenneremergencyresponse.com

RECREATION OFFICE CLOSED - Our office is closed and our personnel are working remotely. Residents may contact the Parks and Recreation Department by telephone at (504) 468-7240 or email recreation@kenner.la.us.

PARKWAYS

SERVICES CONTINUING – Crews continue to cut grass and deal with trees in danger of falling.

COMMENTS OR CONCERNS – Email pkrequest@kenner.la.us or call (504) 468-7240

PERSONNEL/HUMAN RESOURCES

The Personnel Department will continue to provide normal services to the employees, retirees and those employees currently out on workers compensation injuries. The only service currently on hold is the processing of new hires, which will resume once normal work conditions commence. We are available by email at personnel@kenner.la.us or by phone at (504) 468-7207.

FIRE AND POLICE CIVIL SERVICE - The department remains open and available to assist all classified Fire Department and Police Department employees, as well as the public, with requests and information as needed. In accordance with the order from the Office of State Examiner, all civil service examinations have been postponed at this time. The Department is

still accepting applications by email and will schedule examinations as soon as the order is lifted. For any questions or concerns, call (504) 468-7240 or email jdriscoll@kenner.la.us.

PLANNING AND ZONING

SERVICES AVAILABLE - The Planning and Zoning Department is fully operational and can be contacted at (504) 468-7240 or by email at planning@kenner.la.us

If you send us an email please make sure to include your name and return contact information along with a detailed description of how we can help you. We will contact you as soon as we can.

ZONING APPLICATIONS AND FORMS - If you need any application or a Zoning Verification Form, those are available from the Planning Department's Applications page at the following link:

http://kenner.la.us/pages/section_121_123.asp. If you are completing a Zoning Verification Form please make sure to fill the form out as completely as possible and send back to us at the email address listed on the form. Once we receive it, we will get a response back to you as quickly as we can.

PUBLIC WORKS

QUESTIONS AND CONCERNS: Call (504) 468-7240 with any questions or concerns related to Public Works **CONSTRUCTION UPDATE**

FORCE MAIN RELOCATION PROJECT – This project is a part of the Loyola/I-10 interchange work and it is continuing.

LOYOLA/I-10 INTERCHANGE PROJECT – The contractor has suspended field operations until the stay-at-home order is lifted.

STREET OVERLAYS – Street overlays are currently underway in District 1 and the paving operations are expected to be completed by March 28.

DUNCAN CANAL BRIDGE REPLACEMENT – Work continues offsite for necessary fabrication. No decision has been made yet on whether crews will return to the site once the fabrication work is completed.

VETERANS LIGHTING PROJECT – Field operations have been suspended due to issues unrelated to the coronavirus emergency. A decision is expected soon on if and when the work will continue.

RISK, AUDIT, INSURANCE AND COMPLIANCE:

COMMENTS AND QUESTIONS – The department will continue to take questions from the public regarding concerns of fraud, safety, or compliance issues, as well as all How's My Driving tips and complaints. Residents should email internalaudit@kenner.la.us.

RIVERTOWN MUSEUMS AND THEATERS:

ATTRACTIONS CLOSED - Rivertown attractions such as the Kenner Planetarium and Megadome Cinema, Rivertown Space Science Complex and Rivertown Theaters for the Performing Arts are currently closed to visitors, but general information is still available online at http://www.kenner.la.us/pages/section_5_27.asp Reservations for future group visits or summer camps can still be made via phone at 504-468-7231 or email at hglorioso@kenner.la.us

WASTEWATER DEPARTMENT

The department's regular services are all being provided on a daily basis. They include:

SERVICE REQUESTS – We are responding to requests from the public 24/7. Call us at (504) 468-7292.

SEWER LINE CLEANING

REPAIR SERVICES – We are performing gravity sewer main line, service line, 6-inch cleanout and manhole repairs.

SIDEWALK REPLACEMENT – Sidewalk replacements are performed about 2 to 3 weeks after sewer repairs, as long as cement delivery is available.

SEWER CONNECTION INSPECTIONS – These continue to be offered for first and final inspections for new construction and reconstruction.

LIFT STATION MAINTENANCE – We are inspecting and repairing lift stations.

TREATMENT PLANT OPERATIONS – The operation of the treatment plant has not been affected.

SEWER CONNECTION APPLICATIONS – We are not issuing these applications and locating sewer lines if that requires the television of the gravity sewer main lines because the main line camera is currently being repaired.