

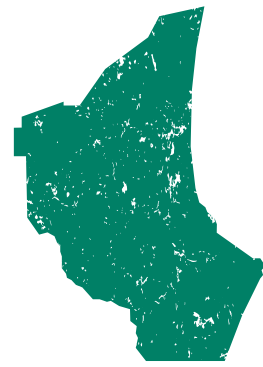


St. Charles Parish
2020 EDITION



**SPECIAL
REPORT**

Parish President Matthew Jewell



Matthew Jewell

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Message from President Matthew Jewell

Throughout 2020, St. Charles Parish faced many adversities. Yet, through it all our employees stepped up, and I am proud of the work they did to provide continuous essential services to all St. Charles Parish residents. We were innovative, resilient and we remained vigilant in pushing the Parish forward on major projects.

Despite the challenges of a global pandemic, two major flood events, six tropical storm events and a hurricane, we embarked on monumental tasks, such as commissioning a comprehensive Drainage Master Plan and a never before completed Sewerage Master Plan; securing over \$4.5 million in grant funding for various projects; assisting more than 1,300 families impacted by COVID-19; supporting small businesses through a targeted, shop-local campaign; and making significant improvements to neglected drainage infrastructure while also cutting the ribbon and breaking ground on more than \$23 million worth of projects to enhance drainage and flood protection.

At every turn, our employees rose to the occasion, and the Parish council supported our efforts. Together as a team, we focused on bringing impactful changes to St. Charles Parish and will continue to put the needs of our residents above everything else.

I am proud to serve as your Parish President and will continue to operate a transparent government that works for you.

Matthew Jewell



Magnolia Pump Station

BENEATH THE SURFACE

Drainage, Levees, Waterworks, Wastewater

Below the bustling streets and country roads of St. Charles Parish lays an intricate network of pipes that supply essential services such as water, sewerage and drainage to homes and businesses. Rest assured that when you see large pieces of machinery and messy construction sites, important work is being done to maintain or improve our Parish's critical infrastructure.

For the first time in 25 years, **Public Works** is working to develop a parish-wide master drainage plan that will provide information on the current drainage patterns and allow the Parish to improve drainage for the future. While those plans are being developed, Public Works continues to complete hundreds of hours of maintenance work throughout the Parish to re-establish neglected canals littered with debris, vegetation, trees and silt.

The department installed **10 new weather** stations which will provide valuable data that will influence pump station operations and has plans to install an additional 10 weather stations in 2021.



Culvert Cleaning in Norco

One of the biggest challenges the Public Works team faced was battling **three historic rain events** and **seven named tropical events**.



Paradis Gate Ground Breaking

As the largest department in Parish Government, the Public Works team of over **160 employees**, completed nearly **20,000 work orders** while reducing overtime and improving processes.



More than **14,000 catch basins**, over 170 miles of canals and a little more than **170 miles of ditches** encompasses the parish drainage system.



Ditch Dredging in Destrehan

Surrounded by water, St. Charles Parish has invested millions of dollars into levees and pump stations to protect its residents.

In 2020, a number of large projects reached completion including:

- Ellington Levee Phase II (\$2.8M)
- Magnolia Ridge Pump Station (\$10.1M)
- Ellington Pump Station (\$8.2M)
- Magnolia Ridge Levee Lift and Road (\$2.4M)

Additionally, the Parish broke ground on the Paradis Canal Flood Control Structure, which will protect residents within the Magnolia area watershed and protect the infiltration of storm surge from Lake Salvador. This is a vital step to creating a closed West Bank Levee system that runs from runs from the Jefferson Parish line to the Lafourche Parish line.



Levee Tour



Replacing Pipes in Luling

Throughout 2020, the **Department of Waterworks** ensured quality water service was provided throughout the pandemic. On the West Bank, the team extended the intake line to reach further into the river which will minimize the debris and sediment build up near the intake and improve the systems capacity.

Maintaining all of the Parish's sewer infrastructure is the responsibility of **Wastewater**. This team manages the collection system, treatment system and buildings associated with this process.

In 2020, together with assistance from the telemetry team, Wastewater added new SCADA control panels to various lift-stations across the Parish enabling more remote control and monitoring of the system.

The department also treated over **2.6 billion gallons** of wastewater and completed 95% of submitted work orders while also issuing 131 permits.

Additionally, Wastewater embarked on two major projects, the Luling Pond Revitalization and the Destrehan UV equipment replacement.

After Hurricane Laura, seven employees from Waterworks **volunteered 777 hours** and took turns assisting with the rehabilitation of the water infrastructure that left Lake Charles and surrounding areas without water for weeks.



The East Bank of St. Charles Parish's water won the Louisiana Conference, South Central Region competition for **best tasting water**.



PLEASE DON'T FORGET ABOUT US...

St. Charles Parish is fortunate to have a strong partner-organization like **United Way of St. Charles** that continuously supports our community. In one of the most trying years for all of our residents, United Way of St. Charles rose to the occasion time and time again to assist members of our great parish. Through flooding events, tropical storms, a hurricane and a global pandemic, United Way of St. Charles was there at every turn.

The United Way of St. Charles and St. Charles Parish came together to collect supply donations for victims of Hurricane Laura, including water, toilet paper, non-perishable foods and more. The United Way of St. Charles also provided local food pantry Matthew 25:35 with a generator to preserve food during Hurricane Zeta and sponsored the yearly Trash Bash event to keep the parish clean and free of litter.

Our employees at St. Charles Parish recognize the work that United Way does for the community each year, and, in 2020, they donated more than **\$30,000** from their paychecks back to United Way to help bring the community together in times of need.

United Way of St. Charles always goes above and beyond the call of duty to ensure our residents' needs are met, specifically in areas of education, income and health to strengthen the quality of life in St. Charles Parish.

After dreaming big, the United Way embarked on providing an invaluable resource to our residents by partnering with River Parishes Community College to build the Parish's first college.

Students can now receive job training and obtain associate's degrees in industrial instrumentation, process technology, general studies, as well as arts and science to be prepared for the workforce without leaving St. Charles Parish.



WWW.UWAYSC.ORG



Matt's Message to Business Owners

Dear Business Owners,

Small businesses have always been a vital part of our community in St. Charles Parish. From sponsoring local charities and recreation teams to providing essential services after Hurricane Katrina when neighboring parishes were still shut down. Your business is always there for our residents. Now it is time that we take care of your business in St. Charles Parish.

The St. Charles Parish Economic Development Department and the Public Information Office launched a campaign to encourage residents and visitors to shop local and help us take care of all our small and locally owned businesses.

"Let's Take Care of Business" is not only something we will ask our residents to do. It is something Parish Government is doing as well by sourcing many products and services locally.

Just like you have always been there for our community and residents, we will make sure St. Charles Parish is there for you now.

Regards,
President Matthew Jewell

ECONOMIC INFLUENCE

Economic Development, Finance

Thousands of residents go to work in over 800 locally owned businesses in St. Charles Parish every day, all of which have experienced unimaginable challenges throughout 2020. Through two targeted campaigns, the **Department of Economic Development & Tourism** launched **"SCP Business Reboot"** to help businesses navigate PPP assistance as well as **"Let's Take Care of Business,"** a shop-local initiative developed to encourage residents to do business within the Parish.



The **Department of Finance** was awarded the GFOA Certificate of Achievement for Excellence in Financial Reporting for the Year Ended December 31, 2019 and received the GFOA's Distinguished Budget Presentation Award for the 2020 budget.



Economic Development & Tourism also launched the **"SCP Works" Jobs Board** to give local businesses a place to post their job openings.

SCP Works can be found on the Let's Take Care of Business web page.





COMMUNITY IMPACTS

Parks and Recreation, EOC, RSVP, Community Services, Animal Control

Creating an environment where residents can live, work and play remains a focus of the Jewell Administration, and it held significant value while making decisions for our community in 2020.

Despite COVID-19 restrictions, the **Department of Parks and Recreation** worked to creatively ensure our youngest residents still had the opportunity to participate in activities such as basketball, volleyball and baseball. Through creative thinking, Parks and Recreation offered special summer activities with assistance from Ochsner.

Additionally, the department worked to come up with new activities to engage local adults in things such as line dancing and painting.

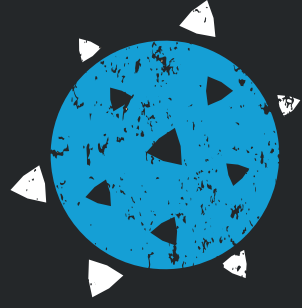
Employees from Parks and Recreation rose to the occasion throughout the year when they were called upon to assist in our preparations for tropical storms and even assisted in transporting donated goods from the community to Lake Charles after the area was devastated by Hurricane Laura.



Veterans Memorial Plans on Display on Veteran's Day



Lastly, the department made renovations to Killona Park and Nottoway Park as well as embarked on two projects in 2020 that will have lasting effects: the Veterans Memorial Park and the **Park Life Recreation Master Plan**, which will help guide department direction and future.



In response to **COVID-19**, EOC worked to:

- Assist the National Guard with a COVID-19 testing site.
- Manage a food distribution with Second Harvest Food Bank.
- Distribute **20,000 masks** donated by the American Hanes Co.



Preparing Sandbags in Preparation for Hurricane Season

When you stay prepared, you don't need to get prepared.

#BEPREPARED

Download the Hurricane Preparedness Guide online and build your gameplan today.

stcharlesparish-la.gov/hurricane

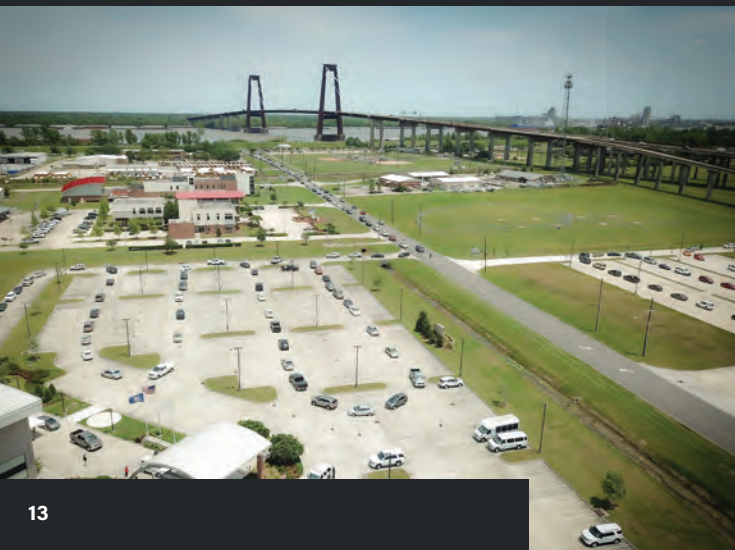
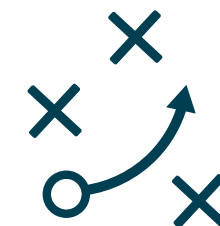
Operating as the only 24/7 Emergency Operations Center in the State of Louisiana, the **Department of Homeland Security and Emergency Management** has a team with more than 145 years of emergency experience that is always on call.

This year, the team activated the EOC **5 times** for an unprecedented number of tropical events.

Additionally, **186 events** occurred that required monitoring. These events ranged from a tugboat collision to flaring at a local plant.

HAVE A PLAN!

- 1 Know where you will evacuate and how to get there
- 2 Have your kit ready
- 3 Make plans for your pet
- 4 Prepare important documents
- 5 Plan finances





RSVP Mardi Gras Ball

The **Retired and Senior Volunteer Program (RSVP)** experienced a stressful year due to the pandemic. However, 600 volunteers worked continuously to serve our community despite the challenges that 2020 presented. The volunteers spent close to **22,000 hours** throughout the area, totaling **\$55,662.70** in savings to the Parish.

RSVP was involved in numerous events that included:

- **Hosted the Martin Luther King, Jr. Day of Service**
- **Collected 702 books for St. Rose Elementary School**
- **Participated in a march sponsored by the St. Charles Parish Public Schools System and Sheriff's Office to show children that bullying is not OK**
- **Assisted with the 30th Annual St. Charles Parish Independence Day Celebration**
- **Honored all RSVP volunteers in the Annual Recognition Luncheon**
- **Contributed to the St. Charles Parish Toy and Gift Fund Event**

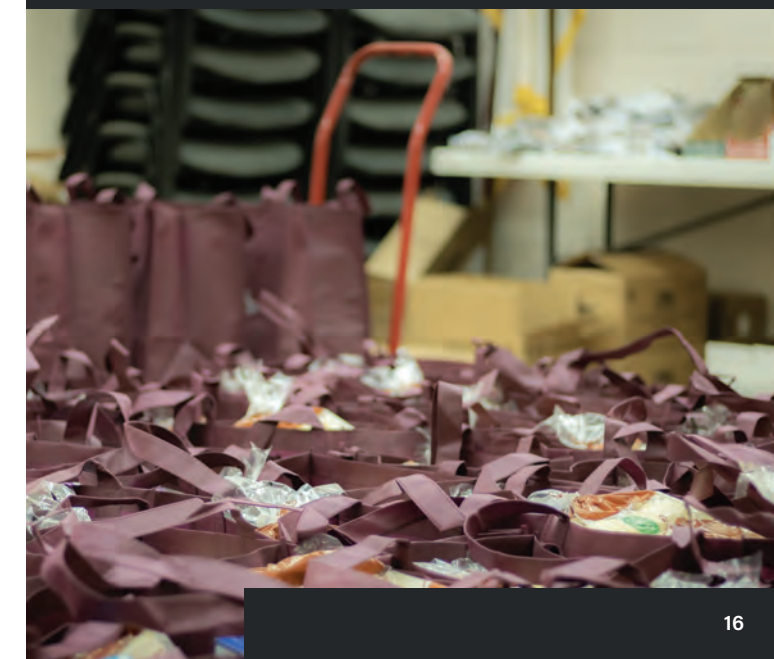
The **Department of Community Services** provides various programs from emergency assistance to neighborhood-based initiatives throughout the year. Through the challenges of COVID-19, Community Services provided safety net services to offer funds for utilities, rent, medicine and shelter support to more than **1,300 families**, and it received supplemental funding from the LIHEAP and the CSBG Cares Act totaling **\$244,914** to assist families impacted by COVID-19.

Additionally, the department expanded programs for at-risk youth; provided education focused on building self-sufficiency, life management and job readiness; and assisted with home repairs for the elderly and low income through the USDA Housing Preservation Program.

Community Services was also able to continue After School Drop programs in St. Rose, Killona and Boutte, and it hosted the summer enrichment program. Other neighborhood programs for adults and youth include Lunch and Learn, life skills, adult enrichment programs, after school tutoring and youth symposiums.



In partnership with local agencies and businesses throughout our community, Community Services was able to continue to respond to the needs of our most vulnerable citizens throughout the parish with the annual **Thanksgiving Basket Program.**





Multiparish Pet Food Donation



• **1,164** total animals brought into the shelter in 2020

• **119** total cats adopted (10 from foster, 5 on-site, 2 from PetCo and 55 from PetSmart)

• **63** total dogs adopted (8 from foster, 54 on-site and 1 from PetSmart)

• Provided surgery for **500** cats and **273** dogs

• #SpayTogether Grant helped **151** cats and **79** dogs

• Fielded **1,270** calls



OUTSTANDING SUPPORT

- Personnel
- Risk Management
- Government Buildings
- Procurement
- GIS
- Grants
- Planning and Zoning

In 2020, the **Department of Animal Control** received more than **\$250,000** in food and medical supply donations from Greater Good Charities. It also used \$8,000 in PetSmart and Petco grants to assist families affected by COVID-19 and support pets' shelter care.

To spay/neuter community and shelter pets, the Humane Society of the United States donated \$8,500 for the shelter to participate in #SpayTogether.

The Wings of Rescue funded \$30,000 in flights for the shelter to fly a total of **95 dogs and cats** to partnering shelters during natural disasters, which allows the animals to minimize the time spent housed and maximize resources. When the animals fly into partnering shelters, it only takes an average of three days for them to find a new home.

The Department of Animal Control introduced a new option to assist residents in May when the shelter began offering full medical care to an owner surrendering a pet. The surrendering owner keeps the pet comfortable at home until the shelter staff can place it into its new home within a two-week timetable.

The **Personnel Office** made numerous strides to help the parish employees work together despite the pandemic's challenges. The department implemented the Workplace Policy for COVID-19, which allowed the parish to continue to provide essential services to residents while creating a safe environment to work in throughout the pandemic.

Additionally, the Personnel Office implemented the Families First **Coronavirus Response Act Policy** to allow for employee leave due to COVID-19.

If you are interested in working for St. Charles Parish Government, visit stcharlesparish-la.gov/employment and sign up for job e-notifications.

The **Department of Risk Management** aims to ensure a safe work environment for employees. In 2020, Risk Management updated 31 buildings, including the two new pump stations and all six parish libraries, to assure accurate values for insurance purposes.

With safety the focal point of Risk Management, the department began to write a general safety manual and collaborated with each department to establish specific safety instructions for each job. The individual departments identified high hazardous work tasks to create a written job safety analysis and develop procedures and practices with Risk Management's help.

The **Office of Procurement** is a vital part of government operations focused on obtaining the maximum value for every dollar spent while procuring necessary equipment and services. Always aiming to work with local vendors first, all requisitions are monitored to ensure we support businesses within St. Charles Parish.

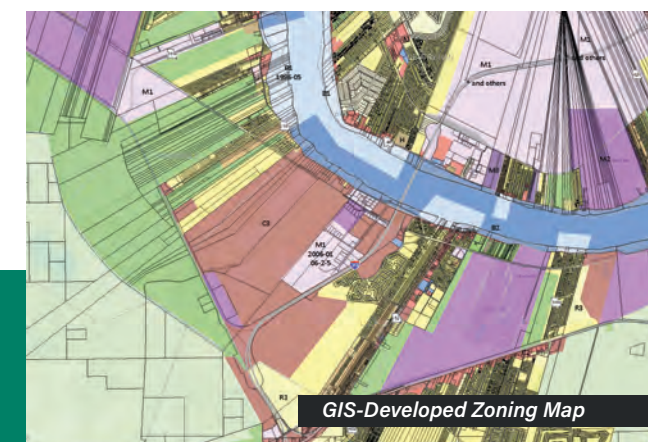
An unprecedented hurricane season led to numerous preparations and allowed the department to modify various procedures to allow for more efficient execution and set up of vital emergency services.



The **Geographic Information Systems Office (GIS)** had a productive year providing data and information to multiple departments, developing solutions and maintaining geospatial data to support the Parish's needs. Creating a GIS-based **Emergency Response Dashboard**, in collaboration with the EOC, was one of the year's significant developments.

The dashboard provides a visual display of all the events and emergencies the EOC is aware of and responding to in real-time allowing emergency managers to make more informed decisions quickly. GIS also created a **Damage Assessment mobile app** that is used internally to conduct initial damage assessments in the Parish after a natural disaster or catastrophic event.

GIS also played an integral role in providing data about the existing drainage network to Public Works, which allows the on-going drainage studies to be conducted in a significantly shorter amount of time with a cost savings.



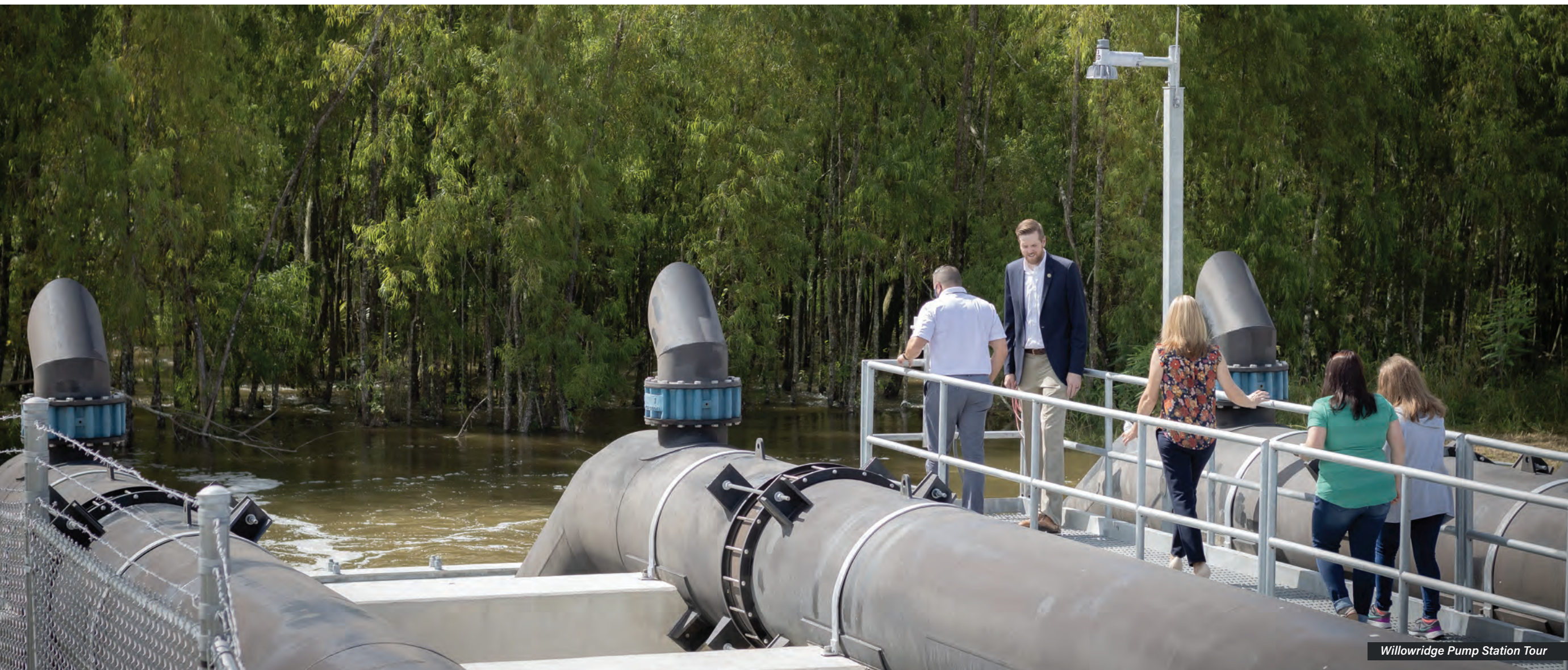
The **Grants Office** actively pursued grant funding and managed grant agreements for nearly 30 projects and programs for St. Charles Parish throughout 2020. With its efforts, St. Charles Parish was awarded **\$4,506,853.13** to the following in 2020:

- **\$165,700** through the Louisiana Division of Administration Louisiana Government Assistance Program for the Courthouse HVAC Air Handling Units, Phase II
- **\$143,000** from the Louisiana Division of Administration Community Water Enrichment Fund for the Bonnet Carré Spillway Water Main Replacement project
- **\$268,709.48** from the U.S. Department of Homeland Security's Port Security Grant for St. Charles Parish Radiological Protection Equipment

- **\$62,400** from the Corporation for National and Community Service for the River Parishes Retired Senior Volunteer Program
- **\$2,500,000** from the Coastal Protection Restoration Authority for the Kellogg T-Wall
- **\$9,219.82** through FEMA's Public Assistance program for emergency work expenses during Tropical Storm Cristobal
- **\$1,357,823.83** through the CARES Act for expenses during the COVID-19 pandemic



The Parish also received a 2020 allocation of **\$1,105,909.81** in funding from the Gulf of Mexico Energy Security Act to be used toward eligible GOMESA projects in the future.



Willowridge Pump Station Tour



Senior Christmas Appreciation Day

Government Buildings

maintains and improves all Parish buildings and assists with events such as the annual July 3 Independence Day Celebration and Veteran's Luncheon as well as the Senior Thanksgiving and Christmas events.

Work on the second floor of the courthouse including the courtrooms is set to begin this year. In 2020, Government Buildings worked with the Animal Shelter to install new epoxy coating on the floor and replaced ceiling tiles throughout the building. They also added approximately **1500 sq ft** to the Killona Community Center.



Senior Christmas Appreciation Day



Magnolia Pump Station

Committed to upholding parish ordinances and providing the public with technical assistance, professional expertise and quality service needed to live a high quality of life in St. Charles Parish, the **Department of Planning and Zoning** continued to rise to the occasion throughout 2020. They issued 1,153 residential permits with 126 permits for new residents and 173 permits for commercial businesses, 15 of those for new businesses. During the pandemic, the department continued to execute permits for residents by doing business online.

Throughout the year, the Coastal Zone Management team worked to communicate to residents about flood-related issues by crafting the Public Information Plan, adopted by the St. Charles Parish Council early in the year.

Additionally, the Department of Planning and Zoning began the **five-year recertification** of the Parish's Community Rating System (CRS) with hopes of improving the CRS score to reduce flood insurance premiums for all residents of the Parish.



FOR AN EMERGENCY CALL

911

EMERGENCY OPERATIONS CENTER (EOC)

(985) 783-5050

PARISH PRESIDENT AND COUNCIL

(985) 783-5000

SCP EMERGENCY INFORMATION LINE

1-888-SCP-9EOC

SCP ALERTS

Visit scpemergencyalerts.com or click on 'Emergency Alert System' at stcharlesparish-la.gov to sign up for e-mail, phone and text alerts directly from St. Charles Parish.

E-NOTIFICATIONS

Visit stcharlesparish-la.gov and click 'Sign Up' under *Latest News* to subscribe to email notifications for public notices, sports registration and more.

INTERNET

Website: stcharlesparish-la.gov

La Emergency Blog: emergency.louisiana.gov

Facebook: facebook.com/stcharlesgov

Twitter: twitter.com/stcharlesgov

Instagram: instagram.com/stcharlesgovernment

YouTube: youtube.com/stcharlesgov

Vimeo: vimeo.com/stcharlesgov

TELEVISION

SCP-TV is available to Cox subscribers as Channel 6 and U-verse subscribers as Channel 99.

RADIO

1370 AM transmits emergency information during and after emergencies.



St. Charles Parish

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