



# ANNUAL REPORT 2021

PARISH PRESIDENT MATTHEW JEWELL







**Matthew Jewell**  
St. Charles Parish President  
(985) 783-5000



**Marilyn B. Bellock**  
Councilwoman • District V  
(504) 360-2025



**La Sandra Darenbourg Gordon**  
Councilwoman • District I  
(985) 240-0213



**Bob Fisher**  
Councilman • District VI  
(985) 240-0172



**Mary K. Clulee**  
Councilwoman • District II  
(504) 330-3237



**Julia Fisher-Cormier**  
Councilwoman • District VII  
(985) 308-0366



**Dick Gibbs**  
Councilman • District III  
(504) 330-4262



**Beth A. Billings**  
Councilwoman • At-Large, Division A  
(985) 603-4068



**Nicky Dufrene**  
Councilman • District IV  
(985) 314-2032



**Holly Fonseca**  
Councilwoman • At-Large, Division B  
(985) 240-0031



## Message from President Matthew Jewell

After the largest storm to ever impact St. Charles Parish, we got back to business in record time. Many of our employees were affected by the wrath of Hurricane Ida, and they continued to show up and worked tirelessly to ensure all essential services were restored. From clearing streets hours after the storm passed, to flood fighting in the days following Ida, to ensuring residents had access to a hot meal, the St. Charles Parish employees' dedication is a direct correlation to our successful recovery efforts.

Despite all the challenges we faced last year, we pushed through on many initiatives. We made significant progress on our sewer and drainage master plans and have identified projects modeled to improve both these systems throughout the Parish. The Parish broke ground on the Veterans Memorial Plaza which will include the state's second Gold Star Families Memorial Monument. Our Grants Office successfully secured nearly \$15 million in funding for projects like the East Bank Sewer Lift Station Upgrades, Plans and Specifications Project that will have lasting impacts on our Parish.

I am proud to serve as your Parish President, and we will continue to remain focused on providing high-quality essential services to the residents of St. Charles Parish while also ensuring our parish encompasses a diverse economy and is a place we are proud to call home.

*Matthew Jewell*

**Animal Control Office**  
Dr. Jena Troxler  
(985) 783-5010

**Community Services**  
Joan Diaz  
(985) 764-7944

**Economic Development**  
Corey Fauchaux  
(985) 783-5140

**Emergency Preparedness**  
Joe Ganote  
(985) 783-5050

**Finance**  
Grant Dussom  
(985) 783-5000

**GIS**  
Luis Martinez  
(985) 331-3003

**Parks and Recreation**  
Duane Foret  
(985) 783-5090

**Planning and Zoning**  
Michael Albert  
(985) 783-5060

**Procurement**  
David Ferraro  
(985) 783-5000

**Public Information**  
Samantha de Castro  
(985) 783-5000

**Public Works**  
Miles Bingham  
(985) 783-5102

**RSVP**  
Jeanne L. Arabie  
(985) 783-8907

**Waterworks**  
Greg Gorden  
(985) 783-5110

**WIA**  
Tommy Scott  
(985) 783-5030



## ANIMAL CONTROL

In 2021, the Department of Animal Control received more than \$230,000 in grants for spay/neuter, community response and shelter response from PetSmart, PetCo, ASPCA and Greater Good Charities donations. Approximately \$27,000 of the assistance was in donations from Greater Good Charities for Hurricane Ida relief efforts and \$14,000 was for Save a Heart heartworm support.

Animal Control received \$75,000 from ASPCA to host emergency response training for shelters across Louisiana, which allowed for collaboration regarding emergency response for pets.

In 2021, Animal Control participated in 20 jet flights funded by the Greater Good Charities, which allowed the parish to transfer 166 dogs and 149 cats. Of the animals transferred, 29 dogs were heartworm positive, which saved the parish \$14,500 in medical expenses.

Greater Good Charities also supplied heartworm and flea/tick prevention for all dogs taken into care in 2021.

- More than **1,400 animals** were brought into the shelter in 2021.
- A total of 127 pets were adopted in 2021. **65 cats and 62 dogs.**
- A total of **724 surgeries** were provided to cats and dogs.
- Fielded **289 calls to service** regarding ordinance violations.
- Upon claiming pets, **75% of the community** chose to spay/neuter and pay lower impound fees to help decrease pet overpopulation.



## COMMUNITY SERVICES

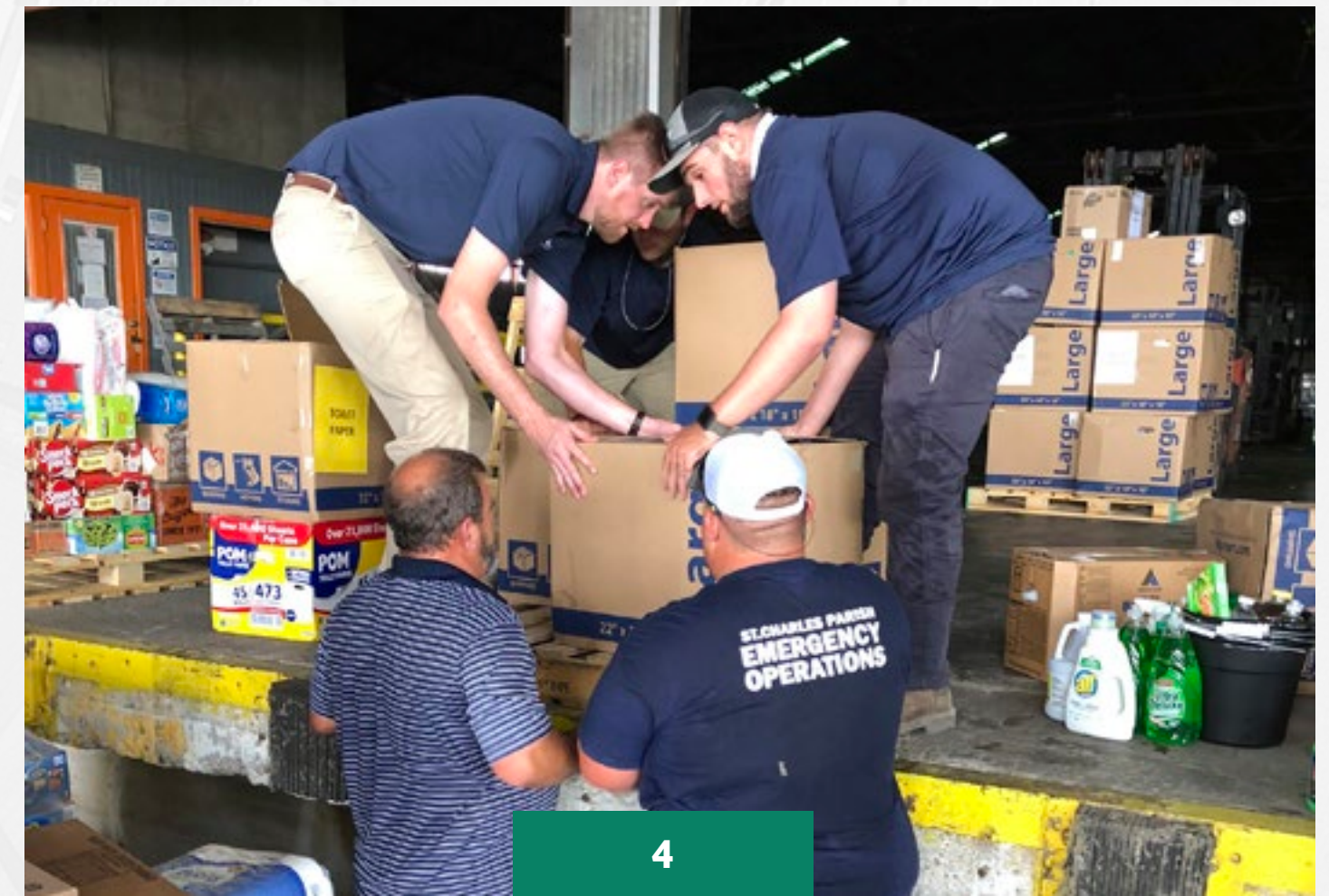
In an effort to assist all parish residents, the Department of Community Services provides various social action programs ranging from emergency assistance to neighborhood-based initiatives. Through the numerous challenges of 2021, Community Services provided assistance to more than 1,400 families for rent, utilities and more. The department received assistance totaling \$457,263 from ARP, LIHEAP, CSBG and Cares Act funding to help those households in need, which provided expanded resources for families impacted by COVID-19 and those in need after Hurricane Ida.

Additionally, the department provided aid through the USDA Housing Preservation Program for elderly and low-income families and continued its Repair on Wheels Program with the United Way of St. Charles.

...Community Services provided assistance to more than **1,400 families...**

The Boutte, Killona and St. Rose Community Centers hosted its Lunch & Learn Program, After School Drop and Summer Enrichment, and they increased neighborhood programs for adults and youth, including life skills, adult enrichment programs and youth activities.

With the help of more than 25 community partners, Community Services also hosted its annual Thanksgiving Basket Drive and provided more than 285 baskets to families around the parish.





# RETIRED & SENIOR VOLUNTEER PROGRAM (RSVP)

The Retired and Senior Volunteer Program resumed many of its activities in 2021, including the walking club, movie days, bingo games and more. The nearly 615 St. Charles Parish volunteers worked close to 13,000 hours around the parish, amounting in **\$370,389.83** of savings.

## RSVP participated throughout the community by:

- Hosting the annual **Toy & Gift Event**
- Sponsoring the **First Responders Appreciation Lunch**
- Having a **Crawfish Boil for all volunteers**
- Volunteering at **Destrehan Plantation Heritage Day**
- Assisting with the **31st Annual SCP Independence Day Celebration**
- Collecting pop tops for the **Ronald McDonald House**
- Honoring all the RSVP volunteers at the **Annual Recognition Luncheon**



## PARKS & RECREATION

The Department of Parks and Recreation worked creatively in 2021 to provide opportunities for residents of all ages to participate in sports and various activities.

In addition to traditional sports and camp offerings such as baseball, softball, basketball, and volleyball, the Department of Parks and Recreation expanded its offerings, including programming for adults, which consisted of a cornhole league, co-ed cabbage ball, line dancing, beanbag baseball, and pickleball.

The department made renting facilities easier by incorporating DocuSign into the rental agreement process, which allows for easy electronic signatures and contract execution.

The department also had enormous success with the first-ever Fish Dat Rodeo, a one-day fishing tournament for residents of all ages at the Bonnet Carre Spillway Boat Launch.

In 2021, the department opened Parquet Park in St. Rose, broke ground on the West Bank Trailhead and the Veterans Memorial Plaza, established the Killona Walking Path, reopened the Ormond Spray Park and obtained 110 acres of land in Des Allemands from Chevron that will be transformed into a boat launch and recreational space.







## EMERGENCY PREPAREDNESS

The Department of Homeland Security and Emergency Preparedness operates as the **only 24/7 Emergency Operations Center in the State of Louisiana**. Its team has more than 150 years of emergency experience and is always on call, ensuring the EOC is prepared for any event that may affect St. Charles Parish.

This year, the team **responded to 302 total events**, ranging from weather to drone detection and more.

### Breakdown of Events:

- Unusual Event: 289
- Alert: 10
- Site Area Emergency: 2
- General Emergency: 1

Using drone detection technology, the department identified nearly 148,000 drones in 2021 alone, prompting the EOC to increase education and awareness for our residents who fly drones around the parish.

## WHAT TO DO IF YOU HEAR THE OUTDOOR SIRENS

St. Charles Parish utilizes its outdoor warning sirens to alert residents of National Weather Service issued tornado warnings. Tornadoes can cause serious damage and deaths. A tornado warning means a tornado has either been indicated by radar or spotted on the ground. Residents should take protective actions immediately.

- **Stay Calm**
- **Turn on your radio or television**  
Television: Cox Cable Channel 6 or AT&T U-Verse 99 (St. Charles Parish), 4 (WWL), 6 (WDSU), 8 (WVUE), 26 (WGNO)  
Radio: WWL 870 AM, WLMG 101.9 FM, WWL-FM 105.3 FM, 1370 AM (St. Charles Parish)
- **Do not use the phone**  
The lines are needed for official business.

The sirens may also be used in the rare event of a chemical or radiation-related incident.

In 2021, the department reviewed and updated its All Hazards Plan, which encompasses plans for natural hazards, technological hazards and man-made hazards. **With a population of more than 53,000 along the Mississippi River, it is essential to be prepared for any emergency.** While creating these plans, the EOC also factors in some of the unique assets of our parish, such as:

- 30+ Industrial Facilities
- Nuclear/Petro-Chemical/Grain Bulk/Fuel or Chemical Storage Farms
- Freight Rail
- Water Transportation
- Air Transportation
- Truck/Freight Carriers

To update the All Hazards Plan, the EOC hosted meetings with each department director to review and highlight lessons learned in previous events to make the plan as comprehensive as ever. The updated plan was implemented in the duration of Hurricane Ida response and recovery.



Get alerted about emergencies such as severe weather, unexpected road closures and more through SCP Alerts. **Text SCPALERTS to 888777 to sign up!**



# GRANTS

In 2021, St. Charles Parish was awarded \$14.9 million for the following 19 projects:

- **Public Works Directors Office Restroom Renovations**
- **Water Meter Replacement Project**
- **FMA Residential Structure Elevations Program to elevate 31 residential structures**
- **East Bank Sewer Lift Stations Upgrades, Plans and Specifications Project**
- **River Parishes Retired Senior Volunteer Program**
- **2020 Housing Preservation Program**
- **2021 Housing Preservation Program**
- **Engineering of the Ormond Railroad Culverts Project**
- **Engineering of the Canal A Improvements Project**
- **Clearing and Cleaning of the Norco Canal**
- **Installation of Culverts on Plantation Road**
- **Engineering of the Drainage Structure for Carriage/Dunleith Canal Projects**
- **Sugarhouse Road Canal Drainage Improvements**
- **Engineering of the Judge Edward Dufresne Parkway Extension Project**
- **Canal Improvements in the Vicinity of Destrehan Pump Station No. 2**
- **Ashton Soccer Field Restroom Facility**
- **Ama Pump Station Improvements Project**
- **District 1 Project**
- **Various Wastewater Improvement Projects**

Additionally in 2021, the Grants Office **submitted 14 applications requesting \$34.4 million for 69 projects** and hopes to receive favorable consideration for those applications in 2022.



# ECONOMIC DEVELOPMENT & TOURISM

Capitalizing on investment and growth in business is one of the goals of the Department of Economic Development and Tourism. In 2021, the department was able to make strides toward attaining this yearly goal through the April announcement of the Luling Business Park and Enterprise Center, a complex with more than 1 million square feet of flexible distribution space with a 250,000 square foot distribution building. Adding this large, modern distribution facility will diversify our economy, bring more job opportunities for residents and provide distribution space for the region.

With thousands of residents working in our numerous locally owned businesses in St. Charles Parish, we continue to encourage residents to shop within the parish as we continue to recover from Hurricane Ida.



# FINANCE

For the ninth consecutive year, the Department of Finance received the **Government Finance Officers Association of the United States and Canada's Distinguished Budget Presentation Award** for its 2021 budget. It was also awarded GFOA Certificate of Achievement for Excellence in Financial Reporting for the 2019 fiscal year, which St. Charles Parish has received for more than 20 consecutive years.



# WASTEWATER

The Department of Waterworks aims to provide high quality drinking water and water for fire protection to the residents of St. Charles Parish. With more than 50 staff members, the team serves more than 22,000 customers and **treats more than 2.8 billion gallons of drinking water** for St. Charles Parish yearly.

In 2021, the department kicked off the automatic meter project, which is set to install fixed-based, remote read meters to customers throughout the parish.

## Benefits of automatic metering:

- Improved accuracy
- Greater transparency for customers
- Real-time data critical alerts by type and server
- Track total system usage by billing area
- Mobile work orders
- Reduce staff needed to read meters

## 2021 Projects Completed:

- East Bank Transmission Line
- West Bank Chemical Room Upgrades
- Phase I of the Bonnet Carre' Spillway Line Replacement
- Backflow prevention rule changes

The Department of Wastewater maintains and operates all parish-owned sewerage facilities and properties, including the collection and treatment systems and buildings that consist of more than **300 lift stations and over 300 miles of sewer lines.**

In 2021, Wastewater **treated more than 3.2 billion gallons of wastewater**, which is up from 2.6 billion the year prior. Additionally, the team **completed 1,639 work orders**, nearly 97% of the orders submitted.

The department completed major renovations to the St. John Lift Station located at West Heather Drive in Luling, where all hatches for access into the wet well and valve pit were replaced.

It also completed the Destrehan UV equipment replacement and relined all sewer mains located in the Lonestar Subdivision.

Our crews changed the variable frequency drives on three units, which allows the pumps to save energy and perform efficiently.

In 2021, the department completed Phases I and II of the master sewer study, evaluating the system in its entirety while also performing flow and smoke testing to identify problems in the system. The next steps will determine future projects to enhance the system.







## PUBLIC WORKS

More than 14,000 catch basins, 170 miles of canals, 170 miles of ditches and 55 pump stations make up the St. Charles Parish drainage system, and throughout the Jewell Administration, the Department of Public Works has made canal improvements and maintenance a priority to improve the flow and efficiency of our system.

In 2021, there was more than 111 inches of rain that fell onto St. Charles Parish, but with the increased maintenance and efforts to improve our critical infrastructure, there was a significant and noticeable improvement in the drainage system's performance across the parish.

The first phase of the master drainage study was completed and consisted of Montz, Norco, New Sarpy, and Ormond on the East Bank and Ama and Hahnville 1 & 2 on the West Bank. The second phase of the study has started and is focused on St. Rose, Dianne Place, Bar None, Turtle Pond and Almedia on the East Bank and Mimosa, Willowdale and Luling on the West Bank. These studies will highlight projects for review to help further improve drainage in the parish.

Public Works also installed 10 additional weather stations, increasing the total to 20 weather stations throughout the parish. These stations provide valuable data that influence pump station operations.

The Department of Public Works consists of approximately 165 employees who completed nearly 18,000 work orders, including a project that removed 100 feet of deteriorated culverts and replaced it with 100 feet of new 60-inch, 12,000-pound pipes along Hwy 90 in Boutte to help water flow into the canal from Old Luling.

Improvements to the Schexnaydre Pump Station in Destrehan were also completed by replacing the existing 30" pump with a 48" pump and increasing the total pump station capacity by 27 percent to 118,000 gallons per minute.



In 2021, the Department of Public Works reached completion on the following projects:

- Spillway Road Restoration Project (\$1.3M)
- Fifth Street Drainage Improvements (\$1.2M)
- Montz Bike Path (\$1.4M)

Additionally, the first phase of the road maintenance program was completed as the department worked with a contractor to make asphalt repairs across the parish.



## PLANNING & ZONING

The Department of Planning and Zoning is committed to maintaining a high quality of life in St. Charles Parish and uses its expertise to ensure safe and orderly neighborhoods and businesses. The team issued **4,702 residential permits with 169 permits for new residents, more than four times the amount processed in 2020** with the vast majority due to Hurricane Ida. They also issued 127 commercial permits with 11 of those for new businesses.

The Coastal Zone Management Team continued to disseminate information and communicate with residents regarding flood risk issues and Risk Rating 2.0 through the Public Information Plan, which was adopted by the council in 2020.

Additionally, the Department of Planning and Zoning reviewed and updated various ordinances to enhance the building code and increase the security and safety of all buildings in the parish.

In the immediate aftermath of Hurricane Ida, members of the Planning and Zoning team surveyed damage and distributed food, water, ice and tarps to community members in need.

## GEOGRAPHIC INFORMATION SYSTEMS

The Geographic Information Systems Office (GIS) was productive in 2021 and worked on numerous projects to support the Parish's needs. GIS is responsible for providing data information to all departments, developing solutions and maintaining geospatial data.

The office continued to provide data about the existing drainage system to Public Works and additionally **completed sewage line mapping for Wastewater.**

In collaboration with the EOC, **GIS created a drone web map to assist with the new drone detection technology.** It also worked with the Department of Planning and Zoning to create a web map for the Parish Comprehensive Plan.

Additionally, **GIS worked to create SCP Report It,** a webpage where residents can go to report streetlight outages, give debris locations, get a new trash bin and report mosquitoes/issues.

GIS also plays an integral role in Trash Bash yearly by mapping the parish, identifying areas for clean up and mapping bag locations post-event.



# GOVERNMENT BUILDINGS

Government Buildings is **responsible for maintaining and improving all 48 Parish buildings** along with cutting 36 acres of grass weekly.

In 2021, Government Buildings **completed more than 1,000 work orders** across all departments and assisted in events hosted by the Parish, such as the July 3 Independence Day Celebration and the Veteran's Day Luncheon.

# RISK MANAGEMENT

The Office of Risk Management aims to ensure a safe workspace and is **responsible for the safety and coordinating safety programs**. With safety at the forefront, the office worked to complete job safety analyses for field jobs and **completed numerous sessions of employee safety training for more than 100 employees**, including but not limited to traffic flagger, work zone traffic control and chainsaw training.



# PERSONNEL

The Personnel Office made a significant effort to continue to help parish employees work together despite ongoing challenges from the pandemic and Hurricane Ida. The office established the Pulse Engagement Panel made up of employees from each department to assist in providing continuous improvement strategies for the workplace culture among St. Charles Parish Government employees.

In 2021, the **Personnel Office started a comprehensive career study for each position within St. Charles Parish Government** to ensure that employee salaries remain competitive and up to date.

Additionally, the office **hosted a career fair in late 2021**, amended the Substance Abuse Policy and **honored 145 Civil Service employees** for their years of service across 2019 and 2020.

If you are interested in working for St. Charles Parish Government, **visit [stcharlesparish.gov/employment](https://stcharlesparish.gov/employment) to apply and sign up for e-notifications.**

# RIVER PARISH WORKFORCE DEVELOPMENT

River Parish Workforce Development has a Business and Career Solutions Center in St. Charles Parish that **provides training assistance to prospective employees, employer-based training resources, services to local businesses and supportive services to those looking to apply for jobs.**

After a difficult 2021, the Workforce Development Office saw a significant increase in applications for consideration for tuition assistance for programs offered at River Parishes Community College. With the opening of the United Way of St. Charles Campus in Boutte, the department was able to **create a new partnership, which provided more training opportunities for prospective employees throughout the parish.**

In addition to partnering with RPCC, River Parish Workforce Development was also increased training, including **developing a scaffold builder and helper training in conjunction with Apache.**

Despite numerous hurdles over the past two years, River Parish Workforce Development **expanded its marketing outreach to ensure uniformity and equal opportunity to all St. Charles Parish residents**, and through numerous efforts, it has been established as the premiere re-employment resource of the River Parishes.







## THANK YOU FOR CONTINUING TO HELP US HELP OUR NEIGHBORS.

Since 1955, the United Way of St. Charles has worked to improve lives and be a supportive force for our community. Before, during and after Hurricane Ida, United Way of St. Charles and its partners moved into action to provide immediate supplies and resources for the residents of our parish. UWSC Staff manned a desk at the Emergency Operations Center before, during and after the storm as part of the Emergency Activation Team. Our recovery efforts post storm include:

- UWSC fielded calls directed to the Emergency Operations Center and referred residents to avenues of aid or provided that aid directly.
- Within 72 hours, two websites were developed to solicit volunteers and match them with residents in need.
- Within days of Ida, **a central “warehouse” donation and distribution site was established at the UW River Parishes Community College** that included supplies, staff/warehouse equipment/housing for volunteer clean-up groups and a trailer for distribution of supplies into the community through a network of over a dozen sites. All of this was done in a building that suffered extensive damage itself.
- Coordinated food from regional food banks and assisted in distribution.
- Through UW’s partnership with Second Harvest Food Bank, **nearly 285,000 pounds of supplies including food, water, cleaning supplies, baby items and pet food, in 29 deliveries, were distributed throughout St. Charles Parish.** Second Harvest visited Destrehan, Boutte, Luling, Paradis, Hahnville and Des Allemands. Their Community Kitchen produced hot, cold, and shelf-stable meals delivered daily to National Guard sites throughout the parish.

- Arranged for **three faith-based crisis response groups to come into the area and help with clean-up.** Two of those groups remain in St. Charles Parish as of February 2022.
- Activated case workers through one of our partner agencies to field calls and assist residents.
- Provided a site for FEMA to establish an office to help residents.
- Solicited, acquired, and distributed donations of supplies from our industry partners and the public including water, drinks, generators, fuel, emergency radios, hygiene supplies, food, tarps, clothing, baby supplies, boxes, trash bags and more.
- Created and continues to **facilitate the Hurricane Ida Long Term Recovery Group** which meets bi-weekly to address the ongoing needs of our community.

Even still, nearly seven months after Hurricane Ida, UWSC continues to work closely with our partner agencies, volunteer groups, and St. Charles Parish Government to meet the needs of our citizens. Without your support and your help, we would not be able to do this.



Year after year, St. Charles Parish employees recognize the work that United Way does in the community, and 2021 was no different as they **donated more than \$32,000 from their paychecks** back to United Way.



For more information on the United Way of St. Charles, **visit: [uwaysc.org](http://uwaysc.org).**



Hurricane Ida made history on August 29, 2021 as the worst storm to hit St. Charles Parish. In this section, we look at the parish's efforts before, during and after the storm to put St. Charles Parish back on its feet.

The Emergency Operations Center received an alert from the National Weather Service on the morning of August 26 regarding Tropical Depression 9, which was nearing the Cayman Islands. Ahead of the storm, department heads and decision makers around the parish met that Thursday afternoon to begin preparations.

The Department of Public Works immediately began setting up HESCO baskets in Des Allemands and Bayou Gauche and analyzed watersheds and the drainage systems. Sandbags were put out at all locations to give additional aid to residents and a pre-debris assessment took place.



At 8 a.m. on Friday, August 27, President Jewell declared a State of Emergency as Tropical Depression 9 strengthened to Tropical Storm Ida. Once it was clear Ida would directly impact St. Charles Parish as a major hurricane, **President Jewell called for a mandatory evacuation of the entire parish, which went into effect Saturday, August 28 at 6 a.m.**

St. Charles Parish Government, with the help of St. Charles Parish Schools, transported nearly 100 people to the assisted evacuation site in Hammond.

At 8 a.m. Sunday, August 29, a few hours before landfall, St. Charles Parish established two areas as refuge of last resort at the Edward A. Dufresne Community Center and the Harry Hurst Middle School Gym as **Ida was expected to bring devastating and life-threatening conditions at landfall.**







## Energy Numbers:

- 2,820 Broken Poles
- 2,008 Damaged or Broken Cross Arms
- 376 Tree Spans
- 2,142 Spans of Wire Down
- 617 Damaged Transformers

Three weeks after the storm power was restored to 99% of the parish.

## IMPACTS & IMMEDIATE AFTERMATH OF IDA

Hurricane Ida made landfall Sunday, August 29, 2021, around 11:45 a.m. as a Category 4 storm with sustained winds over 150 mph, pummeling St. Charles Parish, causing major damage throughout the entire parish.

Approximately 15 minutes after the storm made landfall, the parish began to see strong winds and power outages. The parish sustained hurricane-force winds for more than 12 hours, which toppled trees and power lines and caused immense damage.

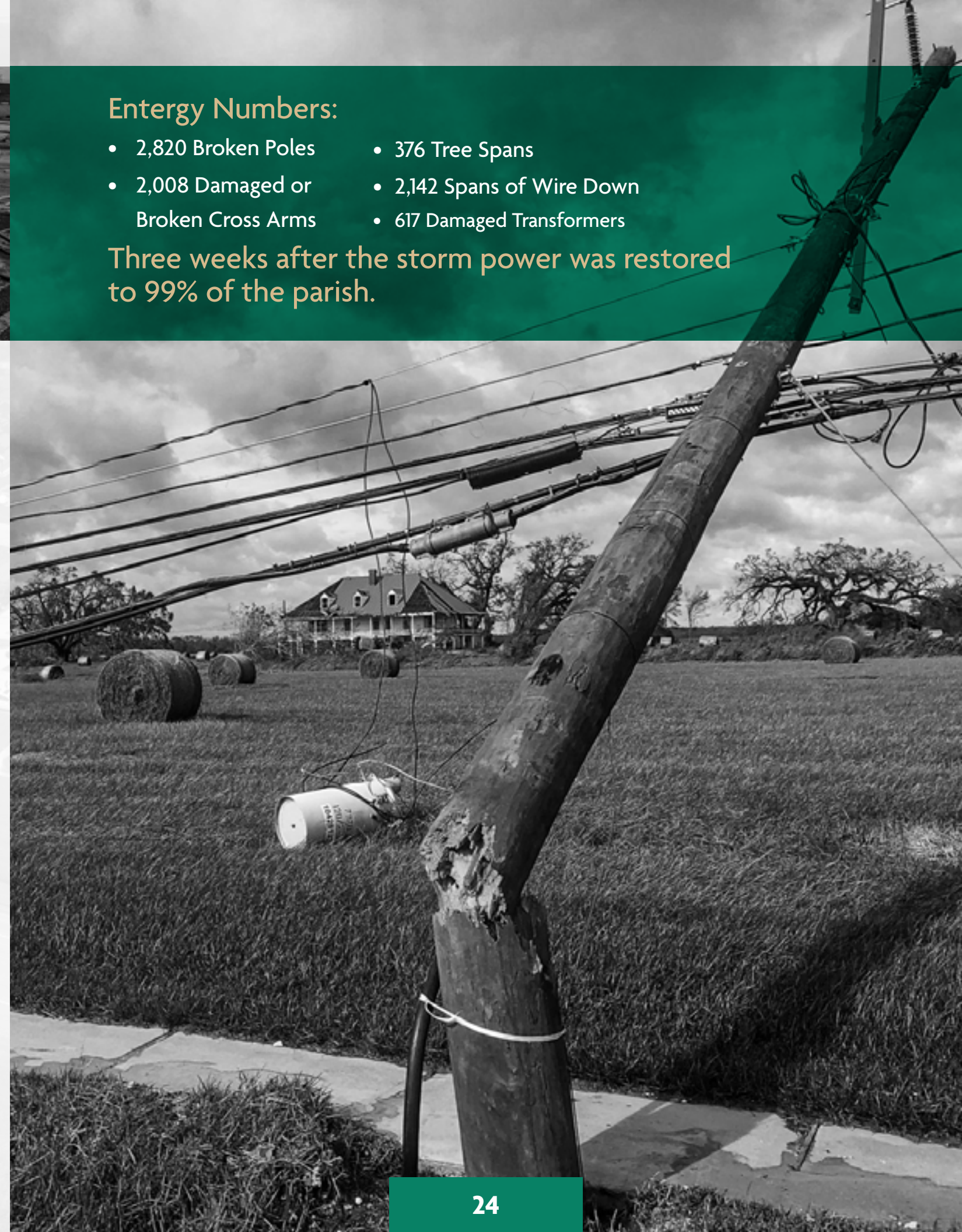
Communications were limited in the immediate aftermath of Hurricane Ida, and the parish worked to establish an email address for residents to communicate with the EOC. Throughout the storm and recovery, the parish used its emergency alerts system SCP Alerts to provide updates to residents.

Once it was determined to be safe, our Public Works team along with the Sheriff's Office and Fire Services promptly went out to clear roads from dangerous downed trees, power lines and damaged infrastructure. GIS was integral in the immediate recovery process by creating real-time maps of roads that were passable and impassible for emergency response crews.

During the storm, a barge destroyed the intake structure on the East Bank temporarily cutting water to residents in Norco and Montz. Due to power outages, leaks on the West Bank and a temporary pump on the East Bank the parish was put under a Boil Water Advisory which lasted for 19 days post-Ida.

Residents also were asked to limit sewer use as the Wastewater Department worked to maintain 206 lift stations throughout the parish on generator power and bypass. The team was hard at work moving, filling and maintaining more than 100 generators to keep the system running. Power was restored to a significant number of lift stations three weeks after Ida, and sewer limitations were lifted.

Additional resources arrived in the Parish soon after the storm, and a recovery site was established at the Edward A. Dufresne Community Center with FEMA, SBA, Tool Bank, Team Rubicon and others there to assist in the recovery process.





## DEBRIS & GARBAGE

Following the storm, the parish worked to clear the streets and provide garbage service to residents.

**Debris contractors were on-site within days of Ida's landfall.** While the parish worked to coordinate the collection and removal of debris, residents were asked to separate debris into piles per FEMA regulations. By Monday, September 20, a little more than two weeks after DRC Emergency Service's arrival, 250,000 cubic yards of debris were collected. With debris collection ongoing, President Jewell and surrounding parish leaders requested an extension of debris aid to the federal government. **By early November, the parish reached the 1 million cubic yards collected milestone, and to date, there has been more than 1.25 million cubic yards picked up.**

Just four days after the storm, a modified garbage service was established. The garbage cavalry arrived on September 11 and swept through most of the parish. A few days later on September 15, a once-weekly garbage schedule was enacted by Pelican Waste & Debris, LLC. The normal twice-weekly pickup schedule resumed on Monday, October 25.



## GOVERNMENT SUPPORT

Throughout Hurricane Ida and the duration of our recovery, federal, state and local legislators provided a tremendous amount of support.

**Congressman Carter, Congressman Graves and Congresswoman Letlow toured damage in the days immediately following the storm.** Together with President Jewell and members of our Council, they held a press conference to discuss the importance of federal assistance and their commitment to ensure our parish and other affected by Hurricane Ida, had the funding needed to recover and to be more resilient.

**Governor Edwards, Lt. Governor Billy Nungesser, the Louisiana National Guard and FEMA met with President Jewell and other local elected officials to discuss the needs of the parish.** The need for supplies and adequate housing for survivors of Hurricane Ida were made the main priority as the Parish worked with the Guard to set up PODs on each side of the river stocked with ice, water and MREs.







## FLOOD FIGHTING

In the hours and days following the passing of Hurricane Ida, St. Charles Parish found itself flood fighting along Bayou Des Allemands. It was all hands-on deck for Public Works and anyone who was able to help add additional sandbags to weak points in the levee. The National Guard also assisted by placing supersacks in areas deemed necessary and evaluated others steps that would need to be taken to ensure nearby homes and businesses were protected. The parish is currently working to develop ways to better protect this area from future storms and threats of flooding.

It was all hands-on deck for Public Works and anyone who was able to help add additional sandbags to weak points in the levee.



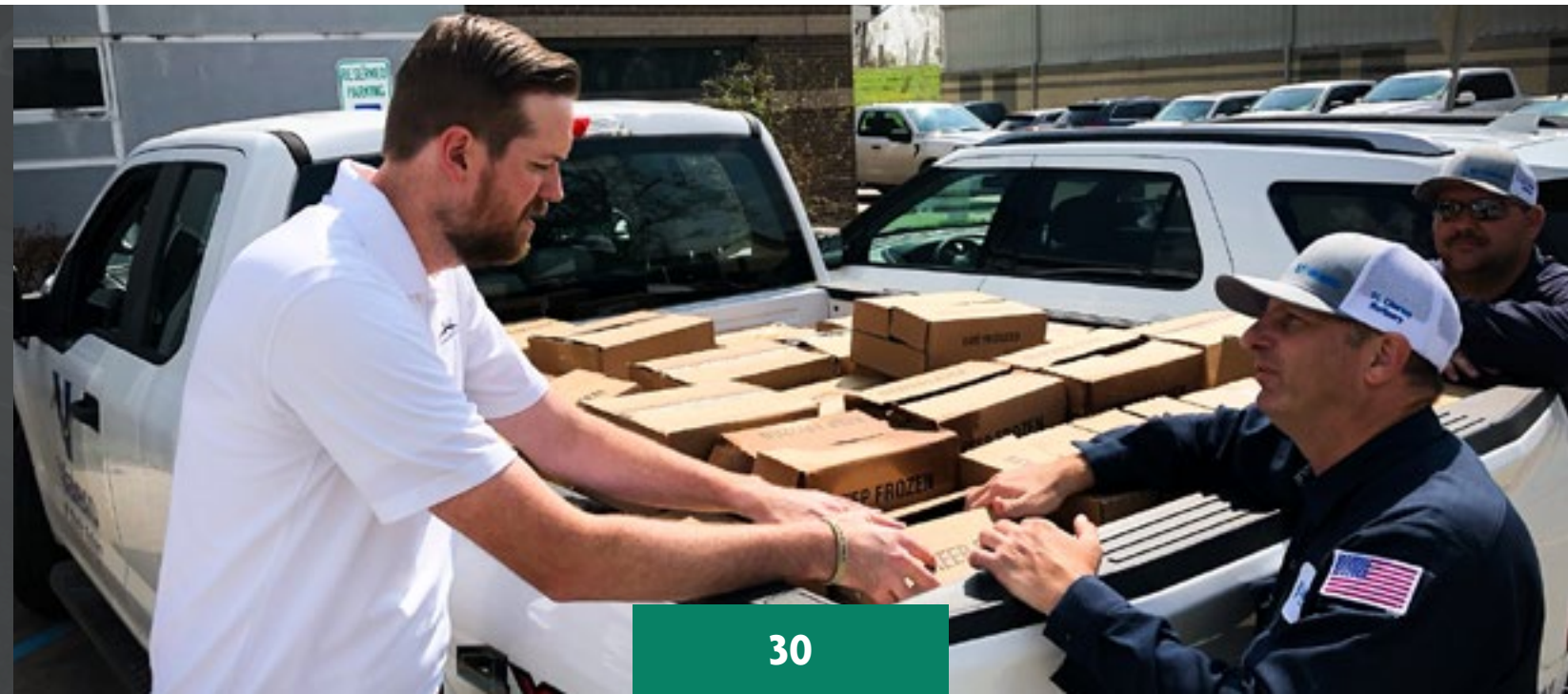




## COMMUNITY OUTREACH

We are incredibly thankful for the generosity and support our community received after Hurricane Ida. Businesses and communities from near and far traveled to St. Charles Parish to deliver hot meals, supplies and water to ensure our community was equipped for a quick recovery.

Special thanks to our community partners and volunteers who worked so hard to during our recovery including United Way of St. Charles, Valero, Shell, Dow, St. Charles Parish Hospital Ochsner, Second Harvest Food Bank, and all of our community churches.







15045 RIVER ROAD, P.O. BOX 302  
HAHNVILLE, LA 70057 | (985) 783-5000



**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

**EMERGENCY MESSAGING**

Visit [scpemergencyalerts.com](http://scpemergencyalerts.com) or click on 'Emergency Alert System' at [stcharlesparish.gov](http://stcharlesparish.gov) to sign up for e-mail, phone and text alerts directly from the St. Charles Parish EOC.

**E-NOTIFICATIONS**

Visit [stcharlesparish.gov](http://stcharlesparish.gov) and click 'Sign Up' under Latest News to subscribe to email notifications for public notices, sports registration and more.

**INTERNET**

**Website:** [stcharlesparish.gov](http://stcharlesparish.gov)

**LA Emergency Blog:** [emergency.louisiana.gov](http://emergency.louisiana.gov)

**Facebook:** [facebook.com/stcharlesgov](https://facebook.com/stcharlesgov)

**Twitter:** [twitter.com/stcharlesgov](https://twitter.com/stcharlesgov)

**Instagram:** [instagram.com/stcharlesgovernment](https://instagram.com/stcharlesgovernment)

**Youtube:** [youtube.com/stcharlesgov](https://youtube.com/stcharlesgov)

**Vimeo:** [vimeo.com/stcharlesgov](https://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 Public Information Office**  
P.O. Box 302  
Hahnville, LA 70057

Prst Std  
U.S Postage  
**PAID**  
Hahnville, La.  
Permit #2

**Postal Patron**