The Residents Guide to City Government

March 2016
January 2016

Dear fellow New Orleanians:

Few things are more important to the future of our city than establishing a true partnership between community and government.

For this partnership to develop, city government must effectively serve all residents. Government must have clear channels for resident input. These channels should be permanent and open to all residents. And the community should be able to easily track how government uses this input.

In turn, community members must understand how government works—what it should do for the people, and what it is not able to do. Residents need to be informed on issues, projects and proposals that may affect them, and they need to have this information on a timely basis. And people must be able to find government programs and services when they need them.

Underlying all of this, there needs to be collaboration and respect between the community and its government.

CBNO brings you the Residents Guide to City Government in the spirit of promoting this partnership between the city and the people. We hope that you will find this a useful resource in communicating with government; in accessing government programs and services; and in understanding how our city government works.

The Residents Guide is the result of a full year of work, and follows up on previous CBNO resource publications like the Neighborhood Association Manual and the Blight Resource Guide. While we have done everything possible to make the Residents Guide as complete and accurate as possible, we know there are always things that change, or things we missed altogether. We welcome your comments, updates and corrections.

In particular, I want to thank Emily Schnitt, who worked tirelessly to bring the Residents Guide to fruition. I also thank our Board of Directors for supporting this project.

When the people and their government are aligned, powerfully good things can happen for a city. CBNO’s goal is nothing less than helping New Orleans return to its rightful place among the great cities of the world; but it will take all of us working together to achieve this goal. We hope this Guide will serve as another small step forward toward partnership—and greatness.

Keith G.C. Twitchell
President
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Key:

Boards and Commissions
City Offices
Criminal Justice
Semi-Independent Entities

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- Councilmember Stacy Head/Harrah’s Community Grant
- Hash House Harriers Red Dress Run

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Arts Council of New Orleans
935 Gravier Street, Suite 850
New Orleans, LA 70112
www.artsneworleans.org
Phone: (504) 523-1465 Fax: (504) 529-2430

Description
❖ City’s designated arts agency
❖ Non-profit organization that administers state arts fund & Percent for Arts program for the City of New Orleans
❖ Resources include studio space, job listings for artists, award nominations, grants for arts organizations and individuals, local art shows, murals, civic design challenges and exhibitions
❖ Arts Market held the last Saturday of each month in Palmer Park
❖ Host of the annual Luna Fete

Information about dates and locations of art shows and exhibitions is available at www.artsneworleans.org.

Percent for Art
Engagement of local artists to create public art using 1% of municipal capital bonds.

ELLA (Entertainment Law Legal Assistance) Project
Pro-bono legal assistance to low-income artists, musicians and grassroots nonprofits in Louisiana.
To request an appointment, call the Arts Council New Orleans or email gmeneray@artscouncilofneworleans.org.

Youth Programs
Youth Solutions is a collaboration between artists and youth in New Orleans, which pairs artist-mentors with youth in addition to providing arts-based youth trauma intervention.
Assessor’s Office

East Bank: 1300 Perdido Street, Room 4E01, Phone: (504) 658-1300
West Bank: Algiers Courthouse, 225 Morgan Street, Phone: (504) 368-7642
www.nolaassessor.com
Hours: Monday-Friday 8:30 AM-4 PM

Description: Assessor’s Office places a value on land, homes, commercial buildings and other taxable properties using a Computer-Assisted Mass Appraisal system. Each property in Orleans Parish can be searched through the Assessor’s Office website. Properties can change value during market fluctuations. The values placed by the Assessor are the basis for property tax assessments.

Services

❖ Tax Estimator: Estimate of tax amount based on total assessed value of property and exemptions.
❖ In Person/Online Appeal of Taxable Evaluation: From July 15 to August 15, property owners can appeal the assessed value of their property online or in person. Documentation is needed to support what they believe the assessed value should be.
❖ Homestead Exemption: Homestead exemption can be claimed for one’s principle owned residence. Citizens of Orleans Parish can claim an exemption for property taxes for the first $75,000 in value. The value is increased to $100,000 for those rated 100 percent disabled by the US Department of Veterans Affairs. To apply, appear in person at the assessor’s office with the following documentation: 1) proof of ownership; 2) a valid Louisiana driver’s license or state ID; 3) a current Entergy bill or cable bill (Direct, Dish, or Cox). Veterans will also need to provide a letter from the Veteran’s Administration about their disability status and proof of annual income.
❖ Special Assessment Levels (SAL) Freezes: Homeowners who are 65 years of age or older, have proof of annual income at a given gross income from the prior year’s income tax return, have a permanent disability, or are the documented surviving spouse of a member the armed forces or Louisiana National Guard killed in action, missing in action, or a prisoner of war may qualify for a SAL, which places a freeze on the property’s assessed value. Age-freezes are permanent and there is no reapplication needed. Disability freezes must be reapplied for each year.

Property taxes pay for schools, street repairs, levees, and government services among other entities such as the Downtown Development District and special Security Districts, which provide security for certain areas that have voted to assess themselves an additional tax. Properties are assessed at least once every four years. Taxes can be paid online at www.nola.gov/pay-taxes.
Board of Zoning Adjustments
1340 Poydras Street, Suite 900
New Orleans, LA 70112
www.nola.gov/boards/board-of-zoning-adjustments
Phone: (504) 658-7033
Email: cpcinfo@nola.gov

Description
➢ Deals with appeals from applicants who have been refused building permits
➢ Deals with appeals on alleged errors by officials in the enforcement of the zoning ordinance
➢ Permits variations from zoning regulations in certain conditions
➢ Seven members appointed by the Mayor with approval of City Council; term length of five years

Meetings
BZA meets on the second Monday of the month at 10:00 AM in the City Council chamber unless otherwise posted.

Appeals
Applications for appeals must be submitted in person. The BZA considers requests for appeals during the monthly meetings on the second Monday of each month in the City Council chamber. Appeals must be filed within 45 days of receiving the permit denial.
Chief Administrative Office
1300 Perdido Street, 9th Floor
New Orleans, LA 70112
www.nola.gov/chief-administrative-office
Phone: (504) 658-8600
Office Hours: Monday-Friday 8:00 AM – 5 PM

Description

Services:
- 311 Services: Answers questions about services/receives complaints.
- Blight Status: Review the status of blighted properties in New Orleans.
- Creation and presentation of annual city budget.
- Performance and Accountability: Get data on all departments about the delivery of city services. ReqtoCheckSTAT Meetings held to assess the City’s overall performance.
- COMSTAT (neighborhood crime) meetings.
City Attorney’s Office
1300 Perdido Street
New Orleans, LA 70112
www.nola.gov/city-attorney
Phone: (504) 658-9800

Description
Responsible for the supervision of legal affairs in the City of New Orleans by providing legal advice to city offices, preparing ordinances and reviewing all city documents.

Services
❖ Vital records (birth, death, marriage) records less than 100 years old in Orleans Parish are available upon request. Older records are managed by the Louisiana Secretary of State, State Archives.

❖ Public Records Requests can be filled out online at www.nola.gov/city-attorney/public-records-request. Fees may apply for paper, electronic or delivery services.

❖ To find out about the city attorney prosecuting a case, contact the Municipal Unit or the Traffic Unit in the City Attorney Office at (504) 658-8550.

❖ To file complaints about the city, contact the City Attorney’s Office.

❖ To file claims for wrongful demolition, contact the City Attorney’s Office Housing Unit, (504) 685-4380, or obtain a claim form from the City Attorney’s Office Housing Law Unit at 1340 Poydras Street, 11th floor.

❖ For questions about a pending domestic violence case, contact the City Attorney’s Domestic Violence office at (504) 658-8550. For services, contact the Family Justice Center, (504) 592-4005 or (504) 866-9554, between 6 PM and 8 AM.
City Council
City Hall, 1300 Perdido Street, Second Floor West
New Orleans, LA 70112
www.nolacitycouncil.com
Main Phone: (504) 658-1000

<table>
<thead>
<tr>
<th>Councilmember-at-Large</th>
<th>Phone: (504) 658-1060</th>
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<tbody>
<tr>
<td></td>
<td>Fax: (504) 658-1068</td>
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<tr>
<td>Councilmember-at-Large</td>
<td>Phone: (504) 658-1070</td>
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<tr>
<td></td>
<td>Fax: (504) 658-1077</td>
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<tr>
<td>District “A”</td>
<td>Phone: (504) 658-1010</td>
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<td></td>
<td>Fax: (504) 658-1016</td>
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<td>District “B”</td>
<td>Phone: (504) 658-1020</td>
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<td>District “C”</td>
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<td>Fax: (504) 658-1037</td>
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<td>Phone: (504) 658-1040</td>
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<td>Fax: (504) 658-1048</td>
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<tr>
<td>District “E”</td>
<td>Phone: (504) 658-1050</td>
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<td></td>
<td>Fax: (504) 658-1058</td>
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Other Key Telephone Numbers:
Clerk of Council (504) 658-1085

Committees

❖ Alcoholic Beverage Control Board
  ➢ Hears and decides cases for suspension or revocation of City alcoholic beverage permits
  ➢ Hears and decides appeals from persons who have been denied alcoholic beverage permits by an administrative official

❖ Budget, Audit and Board of Review Committee
  ➢ Reviews and makes recommendations to the Council concerning capital budget programs and for coordinating Council adoption of the annual budget
  ➢ The Committee is also responsible for supervision and delivery of the City’s annual and single audit of federal and state funds, oversight of the administration’s response to Management Letter Findings, and administration of the Board of Review process

❖ Community Development Committee
  ➢ Reviews housing laws, provides cost-benefit analyses of housing code enforcement agencies, examines housing infrastructure, investigates complaints on housing law violations
  ➢ Provides opportunity for providers of health, recreation and education to share community resources. Provides forum for discussing matters having to do with New Orleans schools
❖ Criminal Justice Committee
  ➢ Receives regular reports from heads of criminal justice agencies and makes recommendations to the City Council regarding funding criminal justice reform efforts
❖ Economic Development and Special Development Projects Committee
  ➢ Examines economic justifications of new projects as well as monitoring projects currently in development by working with stakeholders to ensure economic development
❖ Council Cox Community Grant Program
  ➢ Provides annual funding from Cox Communications Grant Programs for programs that focus on education, technology and communications for the benefit of youth
❖ Governmental Affairs Committee
  ➢ Reviews recommendations for appointments to boards and commissions and provides citizens with a greater understanding of how the Council, the administration and the community work together through various boards and commissions
❖ Harrah’s Grant Program
  ➢ Provides grant support to local organizations and projects that contribute substantially to the well-being, development, and growth of the New Orleans community
❖ Public Works, Sanitation and Environment Committee
  ➢ Provides oversight of major and minor street projects, the street sign shop, pothole repairs, catch basin maintenance, parking services, and coordination of projects between the Department of Public Works and the Sewerage and Water Board.
  ➢ Monitors disposal of solid waste and processes of enforcement of environmental violations.
❖ Transportation and Airport Committee
  ➢ Reviews ordinances governing ground transportation and parking issues
  ➢ Enhances regional communications and cooperates with the councils of the City of Kenner and St. Charles Parish on issues related to the Louis Armstrong International Airport; reviews ordinances and agreements related to the Airport and makes recommendations on these matters to the City Council
❖ Utility, Cable, Telecommunications and Technology Committee
  ➢ Oversees the Council’s regulatory authority over Entergy New Orleans, Inc. and Entergy Louisiana, Inc.; maintains oversight of utility consultants whose responsibilities include advising the Council on all utility matters and providing best practices insight; and makes recommendations to the full Council concerning electric and gas utility rates and services

City Council Districts are as follows:
City Planning Commission
1300 Perdido Street, 7th Floor
One Stop Shop
New Orleans, LA 70112
www.nola.gov/city-planning
Phone: (504) 658-7033
Fax: (504) 658-7032
Email: cpcinfo@nola.gov
Office Hours: Monday-Thursday 8:00 AM-5:00 PM
Friday 8:00 AM-3:30 PM

Description of CPC
❖ City Planning Commission is made up of a nine-member board that gives recommendations to the City Council on developments in the city. The board hires a director and professional staff.
❖ The City Planning Commission work is done by City Planning staff. The City Planning Commission reviews and rules on requests of conditional use and zoning changes. These decisions can be appealed to the City Council.
❖ Provides analysis to City Council of changes having to do with zoning ordinances and land use changes in coordination with the Master Plan and the Comprehensive Zoning Ordinance (CZO).
❖ The Property Viewer (www.nola.gov/city-planning/property-viewer/) provides zoning information for each property in the city of New Orleans.
❖ Master Plan
   ❖ Comprehensive plan adapted in 2010 for the physical, social, environmental and economic infrastructures throughout the city
❖ Comprehensive Zoning Ordinance (CZO)
   ❖ The CZO governs land use throughout New Orleans and lays out permitted land uses for each of the City’s zoning districts, building height limits, setback requirements, urban design standards, operational rules, and other land use regulations.
   ❖ The CZO is divided into a series of Articles that cover citywide standards, individual zoning district regulations, and the processes for variances, conditional use permits, and other land use reviews
❖ Neighborhood Participation Program (NPP)
   ❖ Ensures proper notification and involvement of all land use actions in a neighborhood to foster citizen involvement in land use decisions
❖ Meetings
   ❖ The Planning Commission meets the first and second Tuesday of each month (unless otherwise indicated) at 1:30 p.m. in the City Council Chambers.
❖ Citizen Services
Applications include:
❖ Board of Zoning Adjustments (BZA) Decision Appeal
❖ BZA Variance
❖ Change of Nonconforming Use
❖ Design Review / Moratorium Appeal
❖ Land Use: Conditional Use
❖ Land Use: Text Application
❖ Land Use: Zoning Change
❖ Major Subdivision Request
❖ Minor Subdivision Request
One Stop Shop Location

❖ Information on licenses, permits, and City Planning Commission actions
❖ Permits for:
  ➢ Businesses
  ➢ Events and Film
  ➢ Building and Construction
  ➢ Residents
  ➢ Hazard Permits
❖ For more information, refer to Safety & Permits
Community Development
Office of Community Development
1340 Poydras Street, 10th Floor
New Orleans, LA 70112
www.nola.gov/community-development
Phone: (504) 658-4200

Contacts by Department:
Planning and Resource Development: (504) 658-4399
Neighborhood Services and Facilities: (504) 658-4299
Affordable Housing: (504) 658-4263
Intake: (504) 658-4263
Construction: (504) 658-4350
Environmental Compliance: (504) 658-4356
Soft Second Mortgages: (504) 658-4218

Description: The Office of Community Development (OCD) manages federal grant money and distributes it to certain entities. Its goal is to revitalize the City of New Orleans through affordable housing and economic opportunity.

Registry of Community Organizations
All community organizations can apply to be listed on the OCD’s Registry of Community Organizations. The registry ensures requirements are completed to receive federal and state grants. Organizations must 1) be a Legal Business and 2) Possess a U.S Federal Tax Identification (TIN) or Employer Identification Number (EIN). Applications can be completed in PDF format, found at www.nola.gov, clicking Office of Community Development, followed by Registry of Community Organizations. Once the certification for the registry is complete, the OCD will send organizations a Notice of Funding Availability (NOFA).

Funding Programs
❖ HOME Investment Partnership Act (HOME): Repairs, leases, conversions and rehabilitations of homes targeting neighborhoods with 51% low-to-moderate income population.
❖ Emergency Solutions Grants (ESG) & State Emergency Solutions Grants (SESG): Provides the foundation for the homeless to move into independent living by providing homelessness prevention and increasing quality of homeless shelters.
❖ Housing Opportunities for Persons with AIDS (HOPWA): Providing housing assistance for low-income persons living with HIV/AIDS and their families.
❖ Community Development Block Grant (CDBG): Ensures services including youth enhancement, employment training, child care centers and senior services for 51% or more of the population with low-to-moderate income.
District Attorney’s Office

<table>
<thead>
<tr>
<th>Main Office</th>
<th>Domestic Violence Unit Family Justice Center</th>
<th>Diversion Office</th>
<th>Juvenile Office</th>
<th>Child Support Enforcement Office</th>
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<tr>
<td>619 South White Street</td>
<td>830 Julia Street</td>
<td>2601 Tulane Avenue</td>
<td>421 Loyola Avenue</td>
<td>1340 Poydras Street</td>
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<tr>
<td>New Orleans, Louisiana</td>
<td>New Orleans, Louisiana</td>
<td>New Orleans, Louisiana</td>
<td>New Orleans, Louisiana</td>
<td>Suite 1500</td>
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<tr>
<td>70119</td>
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<td>New Orleans, Louisiana</td>
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<tr>
<td>(504) 822-2414</td>
<td>(504) 592-4005</td>
<td>(504) 827-6358</td>
<td>(504) 566-1711</td>
<td>(504) 568-0278</td>
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Website: www.orleansda.com

Description: Protecting the safety and welfare of the citizens of Orleans Parish. Chief prosecutor of criminal cases in Orleans Parish. Provides attorneys to violent offenders in the Trial division and counselors to non-violent offenders in the diversion program.

Services:

Juvenile Office
Handles cases involving juveniles as offenders and as victims of neglect and abuse. Prosecutes juvenile offenders and protects juvenile victims in Child In Need of Care (CINC) cases. The law defines juveniles as under the age of 17 for most crimes. Referrals to social services are also available for cases prosecuted under Families in Need of Services (FINS), which provides interagency social work services to youth and their families in lieu of court adjudication.

Appeals
Post-conviction appellate applications handled. Habeas Corpus (suspected unlawful imprisonment) appeals are answered.

Diversion
Non-violent offenders may be eligible for the diversion program, which may include drug testing, counseling, substance abuse treatment, therapy and skills training. Once the Diversion Program is complete, the case is dismissed.

Child Support Enforcement
Enforces child support orders of the Civil District Court and Juvenile Court in Orleans Parish. Child support orders are established by Louisiana Support Enforcement Services (www.dss.state.la.us). If the DA is assisting with your case and you have a Louisiana Automated Support Enforcement (LASES) number, call (800) 256-4650 or (504) 568-0278 to find information about case activity and to contact the assigned caseworker.
Downtown Development District

201 St. Charles Avenue, Suite 3912
New Orleans, Louisiana 70170

www.downtownnola.com
Phone: (504) 561-8927
Fax: (504) 581-1765
Email: ddd@downtownnola.com
Office Hours:
Monday-Friday 8:30 AM-5 PM

Description: Provides for the orderly planning, development, acquisition and effectuation of services, improvements and facilities within the district. The DDD services the area bounded by Iberville Street, the Pontchartrain Expressway, Claiborne Avenue and the Mississippi River.

Board Composition: Eleven members who represent a cross section of the diverse Downtown community, nine of whom own businesses downtown. The remaining two are appointed by state senators and state representatives. Term length is five years.


❖ Grants:
➢ Façade Improvement Grant
➢ Façade Improvement Micro Grant
➢ Sidewalk Enhancement Grant
➢ Public Property Graffiti Removal Program
➢ Private Property Graffiti Removal Program
➢ Street Banner Program
Description: The Mayor’s Office of Economic Development exists to spur the growth of a diverse economy that creates good-paying jobs and provides equal access to economic prosperity. It promotes economic growth through several initiatives, development projects and incentive programs.

Business Services

- **Fresh Food Retailer Initiative**: increasing access to fresh foods in traditionally underserved neighborhoods
  - Financial assistance in the form of forgivable or low interest loans to fresh food retailers
- **Small Business Assistance Fund**: financing program in partnership with NewCorp to support growth of small businesses and job creation
  - Eight percent interest rate loans for businesses’ operating capital and equipment purchases
- **10,000 Small Businesses**: in partnership with Goldman Sachs for the creation of jobs and economic growth, provides business owners with support, education and access to capital
- **Tax Incentive Programs**
  - **Restoration Tax Abatement**: improvement of already existing commercial and residential structures
    - Structures in Downtown Development District, Economic or Historic Districts, properties listed on National Register of Historical Places
  - **Quality Jobs**: Businesses in certain industries that create full-time jobs and offer health plans have the ability to receive tax benefits
    - 5% or 6% cash rebate of gross annual payroll for new jobs up to 10 years; 4% sales/use tax rebate on capital expenditures or 1.5% investment tax credit for certain expenses
    - For more information on eligibility and how to apply, visit [www.nola.gov](http://www.nola.gov) clicking economic development, then business services, then tax incentive programs and finally quality jobs.
      - Applications on Fastlane on the Louisiana Economic Development website and fill out an Advance Notification form
  - **Enterprise Zone**: Tax credits and rebates to businesses that hire within the following target groups:
    - Resident of an enterprise zone
    - Receive public assistance
    - Unemployable by traditional standards or physically challenged
    - Must hire at least 5 new employees or increase workforce by 10%
    - Apply via Fastlane on the Louisiana Economic Development website and fill out an advanced notification form
➢ **Small Business Resources**: tax credits, workforce development, industry specific initiatives, investment and capital matching assistance for small businesses

➢ **Help with Business**
  - Business Information Sessions: connects small businesses to technical assistance providers and financial resources to stimulate growth
  - Sessions occur at least 3-4 times per year

### Workforce Development

- **Mid-City Office**:
  - 3400 Tulane Avenue, New Orleans, La 70119; (504) 658-4500

- **Algiers Office**
  - 3520 General DeGaulle Drive, Suite 1030 New Orleans, LA 70114; (504) 658-4580

- **Description**: Matches businesses’ needs with potential employees around the city. Provides career counseling and training through the following programs:
  - **Training Scholarship Skilled Crafts**
  - **JOB1 Career Center**
    - **Services for Job Seekers**
      - Job Search & Placement Assistance
      - Labor Market Information
      - Resume Development
      - Job Readiness Seminars
      - Occupational Skills Training
      - Comprehensive and Specialized Assessments
      - Case Management
      - Access to Computers, Fax and Copy Machines
      - Support Services: Childcare, transportation assistance, other necessary items for maintaining employment
    - **Partner Services**
      - Veteran Services
      - Older Workers Program
      - Rehabilitation Services
      - Wagner Peyser Employment Services
      - Community Development Block Grant
      - Job Corps
    - **Services for Employers**
      - Employee Recruitment
      - On-the-Job training
      - Customized training
      - Interview space
      - Employment and Labor Statics
      - Information on Tax Incentives
      - Employee Skills Information
      - Assessment of Incumbent Worker Skills
      - Lay-Off Assistance
      - Business Outreach
        - Networking and Educational Events
        - Business Advisory Council
        - Collaborations with partner organizations
        - Workforce Initiative Act (WIA) Information
        - Job Fairs
  - **YouthWork Center**
    - Youth between 14 and 21 who are:
      - Interested in learning a skill/trade & getting work experience
      - Seeking training or employment
      - In pursuit of their high school diploma
• JOB1 Youth Services
  o Tutoring & Study Skills
  o Alternative Secondary School
  o Summer Employment
  o Paid/Unpaid Work Experience
  o Occupational Skills Training
  o Leadership Development
  o Supportive Services
  o Adult Mentoring
  o Follow-up services
  o Comprehensive counseling

- NOLA YouthWorks Summer Program
  • For local youths ages 13-21
  • Creating a career-ready workforce
  • Youths apply online by visiting [www.nola.gov](http://www.nola.gov), clicking economic development, then workforce development, then NOLA YouthWorks, and finally youth.
Emergency Medical Services
300 Calliope Street
New Orleans, LA 70130
Hours: 24/7

EMS Administration
400 N. Jeff Davis Pkwy
New Orleans, LA 70119

www.nola.gov/ems
Phone (non-emergency): (504) 568-2653; Emergency: 911
Office Hours: Monday-Friday 8:30 AM - 5:00 PM

Description: New Orleans Medical Emergency Services is dedicated to providing the highest quality pre-hospital emergency care to individuals living in and visiting New Orleans.

Services:

Special Event Medical Coverage Requests
Including festivals, parades, and holiday celebrations. EMS services offered for special events include ambulance crews, bike teams, sprint cars (with one paramedic), and miniature all-terrain ambulances.
To send requests or learn more about pricing for these services, visit www.nola.gov, clicking emergency medical services, then services we provide, and finally special event medical coverage.

Community Outreach Request Forms for the following programs are available at www.nola.gov, clicking emergency medical services, then community outreach, and finally community outreach request form.

❖ TASK: Teaching Awareness and Safety to Kids
   ➢ Arrange visits from the TASK force to your school, daycare or youth group.

❖ Child Passenger Safety

❖ Mock Crashes
   ➢ Mock crashes, a part of Sudden Impact, helps teach kids the importance of safe driving and the dangers of impaired driving. New Orleans EMS participates in these simulated crashes.

❖ CPR Training
   ➢ Contact New Orleans EMS to schedule a free CPR training.

❖ Public Safety Explorers
   ➢ Allowing youths to explore careers in public safety. Meets every other Tuesday in the early evening.

❖ VIGOR Volunteer Program
   ➢ Volunteer opportunities with EMS crews for potential new employees. Apply at www.nola.gov/ems/vigor/apply/
Note: The Mayor’s Office of Coastal and Environmental Affairs will transition into a permanent Office of Resilience and Sustainability, led by the Chief Resilience Officer. The Mayor’s Office of Resilience and Sustainability will maintain the functions of the former Office of Coastal and Environmental Affairs and integrate with the Resilience Initiatives at the New Orleans Redevelopment Authority (NORA).

Energy Smart Information Center: 1300 Perdido Street, Hours: Wednesday 10 AM-1 PM
Description: The Office of Coastal and Environmental Affairs focuses on energy efficiency, green development, sustainable coastal zone management, urban water management and public, green-centered education

Coastal Programs

Coastal-Use Permit Program
Any activities in wetlands or water outside the protective levee system require a coastal use permit. To apply, visit www.nola.gov, clicking office of Coastal and Environmental Affairs, then coastal programs, and finally coastal-use permit.

Coastal/Wetlands Restoration
Over 9,000 Christmas trees are recycled annually for coastal restoration at Bayou Sauvage National Wildlife Refuge in New Orleans East.

Environmental Programs

Municipal Separate Storm Sewer System (MS4) Program
To avoid harmful storm water runoff, the city of New Orleans in conjunction with Sewerage & Water Board, Port of New Orleans, Orleans Levee District, Jefferson Parish and Louisiana Department of Transportation must obtain an NPDES permit and develop a storm water management program.

Energy Efficiency Program
Energy Smart: EnergySmartNOLA.info; (866) 721-0249
Offers energy audits and cash rebates for Entergy customers who make qualifying energy efficiency improvements in their homes.

NOLA WISE; www.nolawise.org; (504) 523-WISE
Program that helps New Orleans residents reduce their utility use by 30% and increase energy efficiency.
Louisiana HELP (Loan) Program; DNR.lousiana.gov (search HELP); (225) 342-4500
Citizens may be eligible to receive a five year loan to help improve energy efficiency in their home.

Federal Tax Credits; www.ENERGYSTAR.gov/taxcredits
The federal government offers tax credits for energy efficiency and renewable energy.

Louisiana State Credits: www.dsireusa.org
Louisiana provides tax credits of 50% of the cost of solar energy systems and wind systems up to a maximum of $12,500 per system

Low Income Home Energy Assistance Program (LIHEAP); www.tca-nola.org
Weatherization assistance program (WAP) offers insulation and weatherization of homes that meet specific income guidelines. For more information, visit Total Community Action, Inc., 1420 S Jefferson Davis Pkwy. or call (504) 324-8609 for weatherization program and bill payment assistance.

Education and Outreach
NWF Sponsored Coastal Restoration Forum
City-hosted public forums on coastal restoration in partnership with the National Wildlife Federation.

MS4 Public Outreach
Outreach based on the goal of sustainable storm water management.

Energy Efficiency Outreach
Energy efficiency pamphlets in partnership with Energy Wise Alliance and the Office of Safety and Permits for public dispersal at One Stop Shop.
Finance
Department of Finance
1300 Perdido Street, Suite 3E06
New Orleans, LA 70112
www.nola.gov/finance
Phone: (504) 658-1500
Office Hours:
Monday-Friday, 8 AM - 6 PM

Description:
- forecasting of annual city revenues
- recommendation of fiscal policy and budgetary strategies
- maintenance of financial records for all fund accounts
- collection of all taxes, licensing and permitting fees due the City
- management of cash flow and maximization of investment earnings on idle cash
- management of lawful, efficient and cost effective procurement services
- coordination of the annual external audit and internal audit activities; and coordination of operations of the Employee Retirement System

Available Documents
❖ Comprehensive Annual Financial Reports
❖ Annual Budget Reports
❖ Quarterly Economic Review/Revenue Estimating Conference

Divisions
❖ Bureau of Accounting
Maintains the General Ledger for all City funds, provides interim financial statements, and prepares audit reports. The Accounts Payable unit of the Bureau processes vendor payments and employee travel requests, while the Payroll Unit processes payroll and deductions for City employees and Federal/State income taxes.

❖ Bureau of Revenue Tax
Administers and enforces ordinances pertaining to collection of sales, hotel-motel, parking, and other taxes, licenses and permits.

❖ Bureau of Treasury
Allows you to pay your Business Personal Property Tax, Real Estate Tax, or Sales/Parking Tax online or by mail to:
City of New Orleans, Bureau of the Treasury
1300 Perdido St, Room 1W38
New Orleans, LA 70112

❖ Procurement Office/Bureau of Purchasing
Serves as the central authority for all City departments and agencies’ purchasing needs.

❖ New Orleans Municipal Employees’ Retirement System
Oversees retirement allowances and death benefits for officers and City employees, as well as parochial and judicial officers and employees of the parish.
Fire Department
New Orleans Fire Department
317 Decatur Street
New Orleans, LA 70130
www.nola.gov/nofd
Phone:
Non-Emergency Calls:
(504) 658-4700
Emergency Calls: 911
Office Hours:
Monday-Friday, 8:30 AM - 4:30 PM

Description: The New Orleans Fire Department will respond to all emergency situations in the City of New Orleans to protect and save life and property. Further, the Department will strive to reduce the incidence of fire and loss of life and injuries to civilians and fire personnel.

Services
Fire Truck Apparatus Demonstration: Citizens can request a demonstration of fire-fighting equipment, warning devices, and civilian responses by completing an online form or sending a request by mail or fax to:
Public Education, NOFD
317 Decatur Street
New Orleans, Louisiana 70130
Phone: (504) 658-4714; Fax: (504) 565-8068

City Assisted Evacuation
NOFD helps to coordinate City-Assisted Evacuation. For more information, see Office of Homeland Security and Emergency Preparedness.

Color Guard
Drill volunteers who represent NOFD. To request the Color Guard for special events, call (504) 658-4713.

Engine House Visits
Visits to the Engine House enable children to understand the role firefighters play in the community. Visits must be scheduled three weeks in advance. To request a visit, go to www.nola.gov, click NOFD, then Citizen Services, and finally Program Request Form.
Fire Safety Presentation
Conducts educational presentations for the public about fire hazards at home or at work, eliminating these hazards, and preparing emergency responses. Call (504) 658-4713 or visit the online Program Request form to schedule the program.

Free Smoke Alarm Installation
NOFD installs up to two smoke alarms in residents’ homes free of charge. Battery replacements are offered for those who cannot change the batteries themselves. For smoke alarm installation, call (504) 658-4714 or fill out the Program Request Form online.

Flashy the Fire Dog
Helps children learn fire safety. Fill out a Program Request Form to request a visit from Flashy.

Fire Incident Reports
Fire Incident Reports may be obtained by visiting the Fire Prevention Department in person at 3178 Decatur St or via mail. For questions about this process, call (504) 658-4622. For EMS reports, call (504) 658-4622.

To view a map of Fire Stations, see www.nola.gov/nofd/fire-stations or locations shown below:
Housing Authority of New Orleans (HANO)

4100 Touro Street
New Orleans, LA 70122
www.hano.org
Phone: (504) 670-3300
Fax: (504) 286-8788
Email: info@hano.org
Office Hours: Monday - Friday
8:30 AM – 11:30 AM; 1:30-4:00 PM

Description: Works to provide the development of affordable housing of quality in healthy, vibrant neighborhoods for the promotion of self-sufficiency and economic opportunity. Manages public housing in New Orleans.

Housing Programs

❖ Housing Choice Voucher Program (HCVP): As vouchers become available, HANO will invite applicants from the waiting list and screen them for eligibility. Families who meet income guidelines and pass a background check are issued vouchers. HCVP manages Annual Contributions Contract (ACC) to help low-income families with rental payments through Section 8 Programs. Budget, finance, communication and counseling programs are available for participants.

To look up your position on the HCVP waiting list, visit www.hano.org, click on the housing tab, and on the right bar then click HCVP Waitlist Position Lookup with your Tenant ID.

If you are on the waiting list, any changes in address or household composition should be mailed to:

Housing Authority of New Orleans
Section 8 Waiting List
4100 Touro Street
New Orleans, LA 70122

Changes can also be emailed to info@hano.org.
Project Based Voucher Program

A program through HCVP that subsidizes units in HANO and privately-owned properties. Families pay thirty percent of their income for rent/utilities, while the rest is covered by HANO. For application and housing information, visit www.hano.org, click on the housing tab, and then the project based voucher program on the right tab or call (504) 670-3335.

❖ Public Housing
The HANO Asset Management Department is responsible for managing public housing and the oversight of affordable housing by private companies. Communities include seniors, families and persons with disabilities.

❖ Homeownership Program
Assists Section 8 residents in becoming first-time homebuyers, including assistance in areas such as homebuyer preparation, homebuyer assistance and marketing/sales. For more information, email homeownership@hano.org. To fill out a homeownership pre-application, visit www.hano.org, click the tenant tab, then the homeownership pre-app tab along the right.

❖ Mobile Computer Lab
HANO provides computer training through a Mobile Computer Lab that visits each supported housing site. For the schedule, visit www.hano.org, click the tenant tab, then the mobile computer lab along the right.

❖ Client Services for Tenants
HANO, among partnerships with other organizations, provides tenants with services that advance livelihood and well-being, such as job training, employment opportunities, ACT/SAT prep, after-school tutorials, college tours, technical assistance, summer camps, and domestic violence and health education for youths.

Other services for HANO residents include:

❖ Restorative Justice Circles
❖ Employment Opportunities for youth and adults
❖ Making Proud Choices Program: Sexual Health Education for youth ages 13-18
❖ Teen Outreach Program

Landlords: Landlords can advertise their properties to HANO’s potential residents. Submit properties via the online form (www.hano.org/landlords). Properties must be ready for occupation 10 days before they are listed. Properties must pass inspection to conclude the HCVP process.
Description: Safeguards heritage of the city by preserving and regulating historic landmarks and historic districts outside of the Vieux Carré. Local historic district designation is the most effective form of protection to maintain the historic character of a neighborhood. It has been proven to have a positive and stabilizing effect on property values. HDLC staff can assist in filling out applications, as well as making site visits and providing design review assistance. Reviews construction, renovation, alterations of properties in the historic districts, per Application section below.

The types of projects reviewed by the HDLC include:

- Changes to the exterior appearance of building, site, monument or structure including maintenance and repair
- Changes to fences, walls, walkways, driveways and garden structures (not including public sidewalks)
- Modification, addition or removal of signs and awnings
- Construction of any new building or addition
- Relocation or demolition of all or part of any building, site, monument or structure

Historic District Map (www.nola.gov/hdlc/map): Regulates historical districts in the areas below:
Applications

- Applications for exterior work on a building in a historic district can be found in the One Stop Shop (www.nola.gov/onestop). For assistance, contact (504) 658-7040. To find out if HDLC regulates maintenance on your home, visit www.nola.gov/hdlc/map.
- HDLC has jurisdiction over all proposed exterior changes to individual landmarks
- Applicant should obtain a Certificate of Appropriateness (CofA) and gain approval by HDLC before beginning a project. The CofA must be posted at the property.
  - HDLC reviews changes to the property to determine if they are appropriate within the surrounding historical context in terms of architectural style and general design

Nominate a Building as a Historic Landmark

- Submit a brief history to the HDLC staff. HDLC will do research and recommend for or against the nomination.
Health Department

1300 Perdido Street, Suite 8E18
New Orleans, LA 70112

www.nola.gov/health-department/

Phone: Dial 311 from any phone in New Orleans
Email: healthdepartment@nola.gov

Description: Promotion of the overall health of all residents in New Orleans.

Services:

❖ Behavioral Health
  ➢ Mental health, substance abuse, other behavioral health issues
  ➢ Services include:
    ■ crisis services
    ■ detoxification services
    ■ Medicaid information
    ■ hotline access
  Behavioral Health Guides available through City Health Department

❖ Disability Services
  ➢ Special Needs Registry
  ➢ Medical Special Needs Shelters

❖ Domestic Violence Prevention
  ➢ Louisiana Domestic Violence Hotline: (888) 411-1333
    ■ Open 24/7
  ➢ New Orleans Family Justice Center: (504) 492-4005
  ➢ Harmony House: (504) 827-8539
    ■ Safe, supervised visits between families, see Sheriff’s Office for more information

❖ Emergency Preparedness
  ➢ see Department of Homeland Security

❖ Environmental Health
## Family Health

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<td><strong>Healthy Start</strong></td>
<td>- Be pregnant or parenting a child under the age of 2&lt;br&gt;- Live in Orleans Parish or one of the following zip codes in Jefferson Parish: 70002, 70058, 70072, 70121, 70123</td>
<td>Link families with primary care services, social services, education services&lt;br&gt;Health education&lt;br&gt;Best babies zone: Hollygrove neighborhood&lt;br&gt;Services for expecting teen mothers and fathers</td>
<td>1515 Poydras St., Suite 1150&lt;br&gt;New Orleans, LA 70112&lt;br&gt;Phone: (504) 658-2600&lt;br&gt;Fax: (504) 658-2680</td>
<td>Case Management available in English and Spanish</td>
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<tr>
<td><strong>Women, Infants and Children (WIC)</strong></td>
<td>Pregnant women&lt;br&gt;Breastfeeding women up to infant’s 1st birthday&lt;br&gt;Postpartum women&lt;br&gt;Infants&lt;br&gt;Children ages 1-5 years&lt;br&gt;And you must meet the following:&lt;br&gt;- Income requirements (contact WIC)&lt;br&gt;- Be a resident of Louisiana&lt;br&gt;- Have a nutrition related problem</td>
<td>Monthly vouchers for food for mother and infants&lt;br&gt;Breastfeeding support and education&lt;br&gt;Nutrition counseling&lt;br&gt;Group education classes&lt;br&gt;Referrals to other health and social services</td>
<td>Call and set up an appointment to see if you’re eligible for WIC at a clinic below:</td>
<td>Contact WIC</td>
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<td>All clinics are open 8am - 12pm and 1pm - 4pm, Monday through Friday</td>
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<td>Ida Hymel Health Center (Algiers)&lt;br&gt;1111 Newton St.&lt;br&gt;New Orleans, LA 70114&lt;br&gt;Phone: (504) 658-2795</td>
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<td>Edna Pilsbury Health Clinic (Central City)&lt;br&gt;2222 Simon Bolivar Ave., 2nd Floor&lt;br&gt;New Orleans, LA 70112&lt;br&gt;Phone: (504) 658-2895</td>
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<td>NO East Health Care Center (New Orleans East)&lt;br&gt;5640 Read Blvd., Suite 840&lt;br&gt;New Orleans, LA 70127&lt;br&gt;Phone: (504) 658-2760</td>
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<tr>
<td><strong>Greater New Orleans Community Health Connection (GNOCHC)</strong></td>
<td>- 19-64 years old&lt;br&gt;- Live in Orleans, Jefferson, Plaquemines or St Bernard Parish&lt;br&gt;- Currently uninsured US Citizen or permanent resident&lt;br&gt;- Gross monthly income less than dictated values</td>
<td>Medicaid waiver that covers primary care and mental health visits</td>
<td>Visit participating clinics to apply 504 HealthNet Online on the Department of Health and Hospital’s Medicaid Portal Print and fill out an application form. Fax it in.</td>
<td>Application forms available in English, Spanish and Vietnamese</td>
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</table>
Fit NOLA
➢ Committed to a healthier and more active New Orleans
➢ Fit NOLA Partnership events include group training, farmers markets, boot camp, yoga, kickboxing and Zumba

Parks offering Fit NOLA Services
■ St. Roch Park: 1800 St. Roch Ave.
■ Taylor Park: 2600 S. Roman St.
■ Norwood Thompson Park: 7200 Forshey St.
■ Conrad Park: 3400 Hamilton St.
■ Stallings Gentilly Park: 2700 Lapeyrouse St
■ Behrman Rec Center and Park: 2529 General Meyer Ave.

➢ Businesses, community organizations, and academic institution can become Fit NOLA partners

Healthcare for the Homeless
➢ Quality services for those without homes, regardless of ability to pay
➢ Eligible for persons in the following living conditions
■ Transitional housing
■ Shelter
■ Doubled up with friends, neighbors or relatives
■ Living on the streets or in a vehicle
■ Abandoned houses or buildings

➢ Locations
■ Main Location: 2222 Simon Bolivar Avenue, Floor 2, New Orleans, LA 70113
  • Hours: Monday-Thursday: 8 AM - noon and 1 PM - 4PM; Friday: 8 AM - noon
  • Phone: (504) 658-2785
  • Fax: (504) 658-2874
■ Satellite Locations
  • VA CRC Clinic: 1530 Gravier Street, New Orleans, LA 70112
    ◆ Hours: Monday, Tuesday, Thursday: 8 AM - noon and 1 PM - 4 PM
    ◆ Phone: (504) 658-2785
    ◆ Fax: (504) 658-2874
  • Drop-in clinic at Covenant House for Homeless Adolescents
    611 North Rampart Street New Orleans, LA 70112
    ◆ Hours: Monday- Friday 9 AM - 5 PM
    ◆ Phone: (504) 584-1112

HIV/AIDS Services
➢ Services provided through funding from the Ryan White HIV/AIDS fund are as follows:
  ➢ Case Management
  ➢ Dental Services
  ➢ Emergency Financial Assistance
  ➢ Food Bank
  ➢ Health Insurance
  ➢ Home Delivered Meals
  ➢ Home Health Care
  ➢ Housing Assistance
  ➢ Medical: Nutrition Therapy, Transportation, Primary Care
  ➢ Medications
  ➢ Mental Health
  ➢ Outpatient Substance Abuse Support
  ➢ Psychosocial Support
  ➢ Tenant Based Rental Assistance Program (TBRA)
For more information on specific agencies that provide these services, visit [www.nola.gov](http://www.nola.gov), click on Health Department, then [Ryan White HIV/AIDS Program](http://www.nola.gov).
Homeland Security and Emergency Preparedness

Office of Homeland Security and Emergency Preparedness (NOHSEP)

1300 Perdido Street, 9W03
New Orleans, LA 70122

www.nola.gov/homeland-security

Phone: Non-emergency: (504) 658-8700
Emergency: 911

Office Hours:
Monday-Friday, 8:30 AM - 5 PM

Description: Office of Homeland Security and Emergency Preparedness (NOHSEP) is responsible for crisis planning, response and recovery for the City of New Orleans. It coordinates the activities needed to protect the lives and property of its citizens, from natural to man-made disasters, through “all hazards” emergency planning to increase New Orleans’ capacity to prevent, protect against, respond to, and recover from major emergencies.

Programs and Services:

NOLAReady:

❖ Hurricane Season Emergency Preparedness Portal: services and resources for before, during and after a storm
❖ Emergency Alerts via phone or email: you must register online to get city emergency alerts
❖ Special Needs Registry: those needing special assistance during emergencies
  ➢ To register, call 311 or visit www.nola.gov, clicking NOLA Ready, then Public Health & Special Needs, and finally Special Need Registry Enrollment.
  ➢ Medical and special needs shelters offered during emergencies
❖ Evacuteer: City Assisted Evacuation
  ➢ For residents and tourists who cannot self-evacuate
  ➢ 17 Designated Pick-Up spots around the city
  ➢ Must be registered to use city assisted evacuation: www.nola.gov/ready/evacuspots/
  ➢ Designated pick-up spots for seniors
    ■ Arthur Mondy Center, 1111 Newton Avenue (neighborhood: Algiers; nearby zip codes: 70114)
    ■ Kingsley House, 1600 Constance Street (neighborhood: Lower Garden District; nearby Zip Codes: 70130, 70115)
    ■ Mater Dolorosa, 1226 S. Carrollton Avenue (neighborhood: Carrollton; nearby zip codes: 70118, 70125, 70115)
    ■ Central City Senior Center, 2101 Philip Street (neighborhood: Central City; nearby zip codes: 70113, 70130, 70115)
Community Emergency Response Team (CERT) Training on disaster preparedness so you can help out in your neighborhood during an emergency. Visit www.nola.gov, click NOLA Ready, then City-Assisted Evacuation, and finally EvacSpot Pick-Up Map.

Hazard Mitigation Office
1300 Perdido St., 9th Floor
New Orleans, LA 70112
www.nola.gov/hazard-mitigation
Phone: (504) 658-8740
Email: mitigation@nola.gov

Description: The Hazard Mitigation Office is a branch of NOHSEP that is responsible for identifying hazards that threaten the City of New Orleans and crafting a policy to reduce the loss of life and property from future hazard events.

Services:

- Provides information about small-scale (individual properties) storm water mitigation techniques, such as rain barrels, permeable pavement, and planter boxes as well as providing information about neighborhood-level mitigation and city-wide mitigation.
- Provides information about federal grant programs dealing with flood mitigation and hazard mitigation.
- Provides homeowners with the necessary information for hazard mitigation in their homes, including flood insurance and house elevation. For more information, visit www.nola.gov/hazard-mitigation/faq.
Independent Police Monitor

525 St. Charles Ave
New Orleans, LA 70130
www.nolaipm.org
Phone: (504) 681-3223
Email: policemonitor@nolaoig.org

Description: An independent, civilian oversight agency to ensure police misconduct allegations are recorded and investigated, and to aggregate data to make informed recommendations to improve NOPD.

Complaints (misconduct by NOPD) / Commendations (reports of exemplary behavior by law enforcement).

To report:
❖ Send a complaint at the IPM website.
❖ Send a commendation at the IPM website
❖ Print form and mail to: Independent Police Monitor, 525 St Charles Ave., New Orleans, LA 70130
❖ E-mail a copy of the form to policemonitor@nolaoig.org.
❖ Call the Independent Police Monitor Hotline at (504) 681-3217
❖ Call (504) 681-3217 to make an appointment to meet at the office
❖ Walk-in without an appointment between 10 AM – 2 PM Mondays, Wednesday & Fridays at 525 St. Charles Avenue, New Orleans, LA 70130

Complaints can also be filed with NOPD Public Integrity Bureau (NOPD PIB) by phone, by mail or in person at 118 North Rocheblave St., New Orleans, LA 70119 - (504) 658-6800

The Independent Police Monitor receives complaints that allege misconduct by an individual police officer or officers acting in their own discretion, including, but not limited to:
❖ Use of Excessive Force
❖ Theft
❖ Retaliation for filing a complaint with the NOPD or the Independent Police Monitor
❖ Failure to Supervise
❖ Falsification of Records
❖ Inappropriate Language or Attitude
❖ Harassment
❖ Discrimination in the provision of police services or other discriminatory conduct on the basis of race, color, creed, religion, ancestry, national origin, gender, sexual orientation
❖ Abuse of authority, such as unlawful searches and seizures, premises entered and searched, no warrant, threats to notify child services, threats to damage property, refusal to take complaint, refusal to identify themselves, damages to property seized

After filing a complaint, you will receive periodic written notification from NOPD PIB. You can file a complaint anonymously as well. It may be more difficult to see the results.
Inspector General

525 St Charles Avenue
New Orleans, LA 70130

www.nolaoig.org

Phone: (504) 681-3200
Fax: (504) 681-3230
Email: info@nolaoig.org

Office Hours:
Monday-Friday, 8:30 AM - 5 PM

Description: Prevents and detects fraud and abuse and promotes efficiency of operations of the City of New Orleans. Promotes effectiveness through audits, inspections, evaluations of City programs and operations.

Complaints

Complaints can be made by employees, contractors, customers and the general public.

To report waste, fraud and abuse by New Orleans City Government, contact:

Phone: (504) 681-3247; Fax (504) 681-3230

Email: hotline@nolaoig.org

Write to: New Orleans Office of Inspector General
525 St. Charles Ave, Suite 300
New Orleans, LA 70130

Online reporting form can be found at the New Orleans OIG website.

Construction Fraud Division: Prevent and detect fraud, waste and abuse in public projects around New Orleans. Reports can be made via telephone (504-303-7630), email (cfd@nolaoig.org) or written to:

New Orleans Office of Inspector General
Construction Fraud Division
525 St. Charles Ave. Suite 300
New Orleans, LA 70130

Sources of reports will remain confidential.
Library
New Orleans Public Library
Main Library: 219 Loyola Avenue
New Orleans, LA 70112
www.neworleanspubliclibrary.org
Phone: (504) 596-2560
Office Hours:
Monday-Thursday 10 AM -6 PM; Friday & Saturday 10 AM-5 PM

Description: New Orleans Public Library (NOPL) offers services including free library cards to residents of Orleans, Jefferson or St. Bernard Parishes; lending materials including books, CDs, DVDs, eBooks and more; online research tools, computers & printers; book sales; access to books and computers inside the libraries.

❖ Other services include:
➢ Community Programs such as book clubs, computer classes and language circles
➢ YMCA Adult Literacy Center
➢ Test Proctoring
➢ Meeting Rooms
➢ Interpretation for the hearing-impaired

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<td>Children's Resource Center</td>
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<td>Cita Dennis Hubbell Library</td>
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<td>Library Name</td>
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<tr>
<td><strong>Rosa F. Keller Library &amp; Community Center</strong></td>
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<td><strong>Martin Luther King Library</strong></td>
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<td><strong>Nix Library</strong></td>
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<td><strong>Robert E. Smith Library</strong></td>
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[Note: hours may be extended at some or all branches in early 2016]
Mayor’s Office
1300 Perdido Street, 2nd Floor
New Orleans, LA 70112
www.nola.gov/mayor
Phone: (504) 658-4900
Email: mayor@nola.gov

Description: The mayor acts as the chief executive of city government. Priorities include city-wide reform that benefits all residents of New Orleans.

Services

❖ Requests
Event Requests: request the Mayor’s appearance at an event. Submit requests at www.nola.gov, click Mayor’s Office, then Requests to the Mayor, and finally event requests.

Proclamation Requests: Requests for certain honors requiring a proclamation from the mayor. Applications can be found on the second floor of City Hall at the Mayor’s Office or online. Applications must be submitted 5-7 business days before an event. Proclamation request forms can be found at www.nola.gov, clicking on Mayor’s Office, then Requests to the Mayor, and finally Proclamation Requests.

Welcome Letter Requests: Welcome letters from the Mayor of New Orleans are only granted for conferences and other events that are being hosted in the City of New Orleans, and program booklets for organizations in the New Orleans area. Welcome letter requests can be submitted at www.nola.gov, clicking on Mayor’s Office, then Requests to the Mayor, and finally Welcome Letter Requests.

❖ Communications
Media Requests: Send an email to communications@nola.gov or call the Communications main line at (504) 658-4945.

❖ Wisner Grant Donations
Wisner grants aim to advance beautification, education, recreation and human services in the city of New Orleans. Public and nonprofit organizations may apply. Explanations on how the project would benefit the public and specific dollar amount requests are needed. For more information, contact wisner@nola.gov.

Mayor’s Office of Cultural Economy

Purpose: To create systems that advance economic growth for cultural economy stakeholders and the public. Fosters innovation to achieve outcomes in City projects.

Includes film-related business, special event permits, and cultural product districts (works of arts and renovations that may be eligible for certain tax credits or exemptions).

For a map of cultural businesses, festivals and other aspects of cultural economy, visit gis.nola.gov/apps/cepmap
Mosquito, Termite and Rodent Control Board

2100 Leon C. Simon Drive
New Orleans, LA 70122
www.nola.gov/mosquito
Phone: (504) 658-2400
Fax: (504) 658-2405
Email: mosquitocontrol@nola.gov
Office Hours:
Monday-Friday 8 AM-5 PM

Description
To reduce negative economic and health impacts, including disease transmission, caused by rodents, termites and mosquitoes, by offering comprehensive approaches to pest management.

Report a Problem
Mosquito, rodent or termite report: call 311 Monday-Friday 8 AM-5 PM.

Mosquitos: Residents experiencing mosquito problems can call 311 to have their yards inspected. The NOMTCB will determine if the area needs to be sprayed. Mosquito control tactics by NOMTCB include the application of larvicides to storm drains and standing water, engaging in source reduction activities, and the conduction of aerial and truck adulticide applications.

To avoid getting bitten by mosquitoes, limit outdoor activity between dusk and dawn. Wear CDC approved repellent and light, loose-fitting clothing.

Reduction of mosquito problems can be accomplished with the “Five D’s” (Dusk, Dawn, Dress, DEET, and Drainage):

❖ **Dusk and Dawn** — avoid being outdoors when mosquitoes are most active
❖ **Dress** — wear long, loose, light-colored clothing that covers the skin
❖ **DEET** — use mosquito repellents that contain DEET. DEET is the most effective mosquito repellent
❖ **Drainage** — eliminate standing water around the home in places such as buckets, cans, old tires and plant containers

Nuisance Wildlife Removal: For removal of alligators, birds and other animals contact the state or for birds contact the biologist at (504) 658-2400.

Identify your bug: Staff of Mosquito, Termite and Rodent Control Board has entomologists and experts. Residents with bug problems can request assistance with identification from Board Staff.

Residents can bring a sample to 2100 Leon C. Simon Drive any day M-F between 8 AM-4 PM for identification and treatment recommendation.

For more information about preparing the sample specimen for a bug, pest or droppings, visit www.nola.gov, clicking New Orleans Mosquito, then Termite and Rodent control, then Report a Problem, and Identify a bug or
visit [www.nola.gov](http://www.nola.gov), clicking New Orleans Mosquito, Termite and Rodent Control, Report a Problem, and Identify Pests or Droppings.

**Rodents**
NOMTCB aids in rodent control through:
- response to service requests from citizens
- survey properties and establish treatment plans
- respond to rodent transmitted diseases
- educate the public about rodent control

**Termites**
Termite control for private homes is conducted by private businesses. Citizens may call the entomologist at NOMTCB for questions about treatment options.

The best option for termite control is prevention. Preventative strategies include exclusion (i.e. use of termicide impregnated vapor barriers, stainless steel mesh or other physical barriers), use of non-cellulose building materials, sanitation, and moisture problem remediation.

**Education**
Educational seminars on mosquito, rodent and termite control are offered by the Board. For more information on educational opportunities, visit [www.nola.gov/mosquito/education](http://www.nola.gov/mosquito/education) or call (504) 658-2400.
Neighborhood Engagement Office
1300 Perdido Street, 8E06
New Orleans, LA 70112
www.nola.gov/neighborhood-engagement/

Phone: (504) 658-4980
Fax: (504) 658-4969
Email: neighborhoods@nola.gov
Office Hours:
Monday-Friday 8 AM - 5 PM

Description: The City’s mechanism for public participation in government decision-making. The Office creates opportunities for dialogue, information sharing, partnership, and action between City government and neighborhood residents and leaders.

❖ Civic Leadership Academy
  ➢ Provides residents with an in-depth look at city government. Applications are open to individuals who live or work in New Orleans, are at least 18 years old and are involved in a business or neighborhood association.

❖ Coffee on Your Corner
  ➢ Held at local venues to hear about City programs and initiatives in response to frustration with public meetings to make City government more accessible.

❖ Neighborhood Capacity Building Initiative (NCBI)
  ➢ Training program for community development across the City.
    ➢ Collaborative Training Program
      ❖ Community building skills training for neighborhood leaders.

❖ NOLA Community Building Grants/Creating Communities for Change Grants
  ➢ One time grants for certain neighborhood groups that help increase effectiveness and create relationships with government and non-government groups.

❖ Neighborhood Leaders Roundtable
  ➢ Quarterly roundtables to foster conversation between neighborhood leaders and City leadership. For dates and location of the roundtable, visit www.nola.gov, click Neighborhood Engagement, then programs, and finally Neighborhood Leaders Roundtable.

❖ Online Resources for Neighborhoods: Ways to engage the city government on important issues facing neighborhoods.
  ➢ Blight
  ➢ Capacity Building
  ➢ Land Use
  ➢ Leadership Development
  ➢ Public Infrastructure
  ➢ Public Safety
  ➢ Maps of Neighborhood and Community Organizations, visit www.nola.gov, clicking neighborhood engagement, then neighborhood Organizations.
- **Neighborhood Association Registration**
  - Organizations can register or update their information at [www.nola.gov](http://www.nola.gov), clicking on Neighborhood Engagement, then Neighborhood Organizations, and finally the Information Update Form.

- **Police Community Advisory Board (PCAB)** see *New Orleans Police Department*

- **Community Advisory Teams (CAT)** see *New Orleans Recreation Development Commission*
New Orleans Redevelopment Authority (NORA)

1409 Oretha Castle Haley Boulevard
New Orleans, LA 70113
www.noraworks.org
Phone: (504) 658-4400
Fax: (504) 658-4551

Description: NORA is a catalyst for the revitalization of the city, focusing on affordable housing, commercial revitalization and land stewardship.

Affordable Housing
NORA partners with housing developers to ensure affordable, energy efficient homes across all income levels aimed at increasing quality of life for the citizens of New Orleans.

Commercial Revitalization
Encourages the redevelopment of commercial spaces to support small businesses and make the city more walkable. This includes funding for businesses in key corridors around the city and facade improvements for the enhancement of storefronts and the reduction of blight.

Land Stewardship
NORA has ownership of over 2500 properties, many of which are vacant lots, which are intended to be redeveloped to reduce flooding and increase community use for greening projects. The Growing Green program allows individuals and community organizations to lease vacant lots for gardens, agriculture, and fruit orchards.

Examples of Projects:
- Cafe Reconcile: Commercial Revitalization
- Broad Street ReFresh Project (Whole Foods, Liberty’s Kitchen, Tulane Goldring Culinary Center): Commercial Revitalization
- Affordable Single Family Home Development: Affordable Housing
- Pilot Rain Gardens: Collect water from the streets to reduce flooding: Land Stewardship

Auctions
NORA hosts auctions twice annually, at which time selected properties are sold to the highest bidder. Properties purchased through auction require adherence to a development schedule and minimum building standards so neighbors near these properties will benefit from swift and attractive improvements. Visit www.noraworks.org/news/updates to get announcements on upcoming auctions including auction venue, list of properties, and instructions for participating.
Description
Department of Parks and Parkways manages, maintains, develops, beautifies and preserves over 2,000 acres of New Orleans' public green space, which includes 2 major parks, 200 smaller parks and squares including Jackson Square, Armstrong Park/Congo Square, Lafayette Square, neutral grounds, the 18-hole Joseph M. Bartholomew Municipal Golf Course and over 450,000 trees.

Parks
Jackson Square
Lafayette Square
Palmer Park
Louis Armstrong Park/Congo Square
Washington Square
Brechtel Park
Mississippi River Heritage Park
Neighborhood parks

Services
❖ Adopt a neutral ground: call (504) 620-2224 or visit parkwaypartnersnola.org
❖ Book events, such as weddings and photography, in parks.
❖ Response to city/resident requests for tree removal, trimming or stump removal
Joseph M. Bartholomew Municipal Golf Course
   ➢ 6514 Congress Drive, New Orleans, LA 70126 (Pontchartrain Park)
   ➢ (504) 658-3387
   ➢ Hours: Thursday-Friday 7 am-7pm; Saturday and Sunday 6:30 am-7:00pm
   ❖ Schedule tee times at www.playnolagolf.com

Permits Overseen by Parks and Parkways

Maintenance or Alteration to Public Property
❖ Neighborhood Sign Permit - The permit required to place a permanent neighborhood sign on a neutral ground
❖ Public Greenspace Planting Permit - The permit required for planting shrubs or garden beds on City property.
   ➢ Space between sidewalks and street is city property
❖ Tree Maintenance Work Permit - The permit required to do any work on any City tree.
❖ Tree Planting Permit - The permit needed to plant a tree(s) on City property.

Event Permits
❖ Public Park Permit
❖ Temporary Use of Neutral Ground Permit
❖ Shelter Rental Permit

Plant Sales hosted by Parkway Partners
➢ 2nd Saturdays: Plant sale second Saturday of each month, 1137 Baronne St, 9am-Noon
❖ Annual Tree and Plant Sale
   ➢ 2829 Gentilly Blvd., New Orleans, 70122
   ➢ For more details on the dates, visit parkwaypartnersnola.org or call (504) 658-3200
Orleans Parish School Board
3520 General DeGaulle Drive, Suite 5055
New Orleans, LA 70114
www.opsb.us
Phone: (504) 304-3520

Description: To provide quality learning environments that promote academic excellence and engage the family and community in the support of student achievement.

For a list of schools under OPSB, visit opsb.us/about/our-schools
Application Calendar for Charter Schools can be found at opsb.us, click portfolio office, then charter school applications.
To apply using One App, visit www.enrollnola.org

Resources for Parents:
OPSB Family Information and Resource provides parents and families with resources that encourage a child’s academic success, including information and trainings located at 3520 General De Gaulle Drive, Suite 1050, N.O., LA 70114. The resource center can be reached at (888) 820-1554 or (504) 359-5437(KIDS)

Bullying
To report bullying, fill out the form at opsb.us; click Report Bullying, then Report Bullying form or call the hotline at (504) 394-5782

OPSB Network Schools
Benjamin Franklin Elementary School
Bethune Elementary
Mahalia Jackson Elementary School
McDonogh 35 High School
McDonogh 35 Middle School
McMain Secondary School

OPSB Charter Schools
Andrew Wilson Elementary
Audubon Charter School
Benjamin Franklin High School
Bricolage Academy
Cypress Academy
Dr. Martin Luther King Charter School
Einstein Charter School
Encore Academy
Foundation Preparatory
Harte Elementary
Homer A. Plessy Community School
Hynes Elementary
Karr High School
Lake Forest Elementary Charter
Lusher Elementary & High School
Moton Elementary
New Orleans Charter Science and Math School
Warren Easton High School
Police Department
New Orleans Police Department
715 South Broad Street
New Orleans, LA 70119
www.nola.gov/nopd

Non-Emergency Calls/To File a Report:
(504) 821-2222

Emergency Calls (24/7): 911
Crimestoppers Hotline: (504) 822-1111 or (877) 903-STOP

Office Hours:
Monday-Friday 8 AM - 5 PM

Description: The mission of the New Orleans Police Department is to provide professional police services to the public in order to maintain order and protect life and property.

Services

Assistance for Victims of Crime
➢ Victim/Witness Assistance Unit; 715 S Broad Street New Orleans, LA 70119
➢ (504) 658-6795

Citizen’s Police Academy
➢ Provides citizens with information regarding NOPD and criminal justice. Managed by the crime prevention unit. Applications can be found at www.nola.gov, click New Orleans Police Department, then Press Releases, then 2013, then 20130620 Citizen’s Police Academy, and finally click on the Citizen Police Academy Application.

Complaint/Commendation
❖ Submit complaints and commendations online through Public Integrity Bureau
❖ Filing a complaint in Person:
➢ Non-emergences: (504) 658-6800
➢ Emergencies after hours (request to speak to a ranking officer): (504) 821-2222
➢ Write to: Commander Public Integrity Bureau
118 N Rocheblave Street
New Orleans, LA 70119
❖ Visit: Public Integrity Office, 118 N Rocheblave Street
  ○ Hours: 9:00 AM - 4:30 PM
Consent Decree Information
❖ Find Consent Decree Publications at www.nola.gov/nopd

Crime Data
❖ Includes Crime Statistics, Crime Map, 911 Calls for Service, Historical Crime Records
❖ www.nola.gov/nopd/crime-data

Crime Maps
❖ View reported criminal activity in Orleans Parish by location
❖ Visit crimemapping.com, look up New Orleans.

Crimestoppers: Non-profit organization run by civilians
❖ To make an anonymous tip:
  ➢ Call Crimestoppers hotline: (504) 822-1111 or (877) 903-STOP
  ➢ Text TELLCS to CRIMES (274637)
  ➢ Submit a tip online

Citizen Services
❖ Event Barricade Requests
❖ Expunging Records
  ➢ Expungement means a removal of record from public access
  ➢ Citizens must go to specific court to request an expungement package.
  ➢ Only certain felony convictions qualify for expungements. Rules for qualification include, but are not limited to:
    ■ only one (1) felony conviction expungement in a lifetime
    ■ only one (1) misdemeanor conviction expungement within a five year period.
    ■ only one (1) Driving While Intoxicated conviction expungement in a ten year period
❖ Homicide Cold Cases
  ➢ NOPD reviews cold cases based on new technologies that might lead to renewed investigations. For information about cold cases and/or to give new information, contact the Cold Case Unit at (504) 658-5300
❖ Neighborhood and Community Organizations
  ➢ Organizations helping fight crime in their given neighborhood
  ➢ For a full list or to update information, see www.nola.gov, click neighborhood engagement, then neighborhood organizations.
❖ Property Disposals
  ➢ Unclaimed property listed at www.nola.gov, clicking New Orleans Police Department, then Community Services, then Property Disposals.
  ➢ Property listed is currently in line for disposal; if property found is yours, bring proof of ownership during regular business days, 8 AM-2 PM
  ➢ For more information, contact warehouse/disposal and public release personnel at (504) 658-5550
❖ Quality of Life (QoL) and Community Affairs Coordinators (CoCo)
  ➢ Allows citizens to connect to their individual police district
  ➢ QoL: Performs patrol duties, assists with code enforcement, anti-crime meetings, neighborhood watch meetings
  ➢ CoCo: Provides point of contact for citizens, disseminate crime-related information, attend neighborhood meetings, foster relationships with community members
❖ Records and Identification/Support Services
  ➢ Phone: (504) 658-5455
  ➢ Fax: (504) 658-7665
  ➢ Obtain police reports, background checks, letters of good conduct
Public records requests: Citizens wishing to file a public records request may do so in person at the Records and Identification Division, located at 715 South Broad Street on the first floor. Operating hours are Monday, Wednesday, and Friday from 8:30-3:30pm. Preferably, you may also send an e-mail with your public record request to NOPDPRR@nola.gov.

Sex Offender and Child Predator Registry: OffenderWatch
To find registered Sex Offenders and Child Predators in your area, visit OffenderWatch at nola.gov/nopd/citizen-services

Subpoena Requests
- Subpoena requests to be filled through the criminal records section of NOPD
- All requests for subpoenas should be made out to NOPD Custodian of Records, and mailed to:
  Management Services Bureau
  715 South Broad St
  New Orleans, LA 70119

Police Community Advisory Board (PCAB)
- PCABs provide the ability for community members to make recommendations to the eight police districts in New Orleans. There are eight PCABs for each of the eight police districts.

Map of Police Districts:
Public Defender
2601 Tulane Avenue, Suite 700
New Orleans, LA 70119
www.opdla.org
Phone: (504) 821-8101
Fax: (504) 821-5285
Office Hours:
Monday-Friday 9 AM-5 PM

Description: Provides residents of Orleans Parish who cannot afford an attorney with legal representation in the criminal and juvenile justice systems.

Qualifications for a Public Defender
Orleans Public Defender (OPD) cannot appoint a PD directly. Public defenders must be appointed by a judge. If a judge does not appoint a PD and you cannot afford one, you may go back to the judge to explain why you need one. The judge may require documentation of income and other social services.

Case Status
To find out the status of a case visit the DocketMaster at the Orleans Parish Sheriff’s office (www.opsco.org).

Social Services
Connects clients to services both in and out of jail to facilitate re-entry into the community. Services include shelters, substance abuse programs, employment programs, mental and physical health care, education and support services. For a complete list of services and contact information, see www.opdla.org, then click what we do, then Legal resources.

Immigration Resources for Non-Citizen Arrests
See Orleans Parish Sheriff’s Office
Public Works
Department of Public Works
1300 Perdido Street, Rm 2W89
New Orleans, LA 70112
www.nola.gov/dpw
Phone: (504) 658-8000
Email: dpw@nola.gov
Office Hours:
Monday - Friday 9 AM - 5 PM

Description
DPW is responsible for maintaining the city’s streets, sidewalks, bridges, traffic lights, streetlights, school zone lights, and other pieces of city infrastructure. It is also responsible for enforcing city ordinances relating to on-street parking, including ticketing and towing, immobilizing vehicles and towing abandoned vehicles. Additionally the Department is responsible for establishing and maintaining residential parking zones.

Engineering Division
Department of Public Works, Engineering
1300 Perdido Street, Room 6W03
New Orleans, LA 70112
Phone: (504) 658-8000

Description
Responsible for maintaining streets and bridges in New Orleans. Reconstructs, rehabilitates and repaves roadways.

Maintenance Division
Department of Public Works
Maintenance Division
838 South Genois Street
New Orleans, LA 70119
Phone: (504) 658-8151
(504) 658-8152
Description
Responsible for repairs to potholes and depressions, and maintenance work on overpasses and bridges as well as cleaning surfaces of catch basins. Also installs American-Disability Act (ADA) compliant ramps at intersections.

❖ Call 311 between 8 AM and 5 PM Monday-Friday for problems with:
  ➢ Potholes (Reporting): DPW is responsible for filling potholes
  ➢ Catch Basins: report clogged catch basins & missing catch basin covers

Parking Division
1300 Perdido Street, Rm 2W89
New Orleans, LA 70112
Phone: (504) 658-8200
Hours of Operation: Monday - Friday 8 AM-5 PM
Cashiering: 9 AM-4 PM
Residential Parking Permit: Monday - Friday 8 AM -4 PM

❖ On-Vehicle-Noticing Ticketing Program
  ➢ Pay by phone: (504) 525-0088
  ➢ Pay online: www.nola.gov
  ➢ Pay in Person:

  Administrative Hearing Center
  1300 Perdido Street, Rm 1W09
  New Orleans, LA 70112
  M-F 8 AM - 5 PM

  N. Claiborne Ave. Auto Impound Lot
  400 N Claiborne Avenue
  New Orleans, LA 70112
  7 Days a week 7 AM - 1 AM

Towed vehicles found at N. Claiborne Ave Auto Impound Lot

❖ Pay by Mail:
City of New Orleans
P. O. Box 52828
New Orleans, LA 70152

Camera Safety Ticket
❖ Pay by Mail: City of New Orleans, Photo Safety Program
  P.O. Box 742503
  Cincinnati OH, 45274-2503
❖ Pay in Person: at above locations

Parking Ticket
❖ Pay Online: www.nola.gov/pay-tickets
❖ Pay by Mail: Parking Violations Bureau, PO Box 52828, New Orleans, LA 70152-2828
❖ Pay in Person: at above locations
❖ No cash payments by mail
❖ Ticket payment plan: offered in person at the Administrative Hearing Center
Questions: Contact Administrative Hearing Center at (504) 658-8250
❖ **Residential Parking Permit:** zones found online at [www.nola.gov](http://www.nola.gov), click Department of Public Works, then *Residential Parking Permits*.

❖ To establish a Residential parking zone, a letter from the Neighborhood Association should be sent to:
  ➢ Parking Division
    RPP Office
    1300 Perdido Street, Rm 2W89
    New Orleans, LA 70112

❖ **Removal of Residential Parking Zones**
  ➢ Obtain signatures of those residing in RPZ
  ➢ A report will be sent to City Council, who will either approve or disapprove of the recommendation

### Traffic Division

Department of Public Works, Traffic Engineering Division
1300 Perdido Street, RM. 6W03
New Orleans, LA 70112
Phone: (504) 658-8040

**Description:** This division manages the City's traffic engineering functions by maintaining and replacing pavement markings, and maintaining, replacing, installing and repairing street signs (name and directional) and traffic signals.

  ➢ Streetlights (Broken): conversion to all LED streetlights is in process
  ➢ Missing or Damaged Traffic Signs
  ➢ Traffic Signal Light (Fallen or Malfunctioning)
  ➢ Speed Limit Signs: to be placed on street
  ➢ Handicapped Parking Spaces
Recreation Development Commission (NORDC)
5420 Franklin Avenue
New Orleans, LA 70122
www.nola.gov/nordc
Phone: (504) 658-3000
Office Hours:
Monday - Friday 9 AM - 5 PM

Description: NORDC offers recreation programs such as sports, aquatics, dance, fitness, music, art, outdoors and summer camp programs. The Commission is comprised of 13 members appointed by the Mayor.

List of Recreation Centers and Playgrounds
❖ AL Davis Playground; 2600 Lasalle St. 70113
❖ Alma Peters Playground; Annunciation St. & Eleonore St. 70115
❖ Annunciation Playground; 800 Race St. 70130
❖ Atkinson Stern Tennis Center; 4025 S. Saratoga St. 70115
  ➢ 9 Tennis Courts; $7/Hour
  ➢ Contact: (504) 658-3060
❖ Behrman Rec Center; 2529 General Meyer Ave. 70114
  ➢ Indoor basketball court
  ➢ Multi-purpose rooms
  ➢ Library for young readers
  ➢ Contact: (504) 364-4092
❖ Bodenger Playground 3400 Kansas St. 70114
❖ Boe Playspot 6100 St. Roch Ave. 70122
❖ Brignac Playspot; Laurel St. & Pleasant St. 70115
❖ Broadmoor Playspot; S. Broad St. & General Pershing St. 70125
❖ Bunny Friend Playground; 1900 Desire St. 70117
❖ Cabrini Playground; Barracks St. & Burgundy St. 70116
❖ Cadiz Park; Cadiz & S. Rocheblave 70125
❖ Carver Playground; 7400 Prytania St. 70118
❖ Comiskey Playground; 600 S. Jeff Davis Pkwy. 70119
❖ Conrad Playground; 3600 Hamilton St. 70118
❖ Cut-Off Recreation Center (West Bank); 6600 Belgrade St., New Orleans, LA 70131
  ➢ (504) 364-4059
  ➢ Boys and Girls Basketball; Line Dancing; Piano Lessons
- Daneel Playground; 5501 St. Charles Avenue 70115
- Del Mar Villa Playground Castlewood Dr. & Dearborn Rd. 70127
- Dauterive Playspot 5500 Wildair St. 70112
- Delery Playground Delery and Alhambra St. 70117
- Desmare Playground 3296 Esplanade Ave. 70119
- Delcazel Playground Verrett and Opelousas 70114
- DiBenedetto Playground 4730 Papania St. 70127
- Digby Playground 6600 Virginian St. 70126
- Donnelly Playground 500 Wildair Dr. 70122
- Donsereaux/Harrison Playground De Armes St. and Odeon St. 70114
- Delery Playground Delery and Alhambra St. 70117
- East Shore Playground 14600 Curran Blvd. 70126
- Easton Playground 3141 Toulouse St. 70119
- Evans Playground 5100 LaSalle St. 70115
- Digby Playground 6600 Virgilian St. 70126
- Donnelly Playground 500 Wildair Dr. 70122
- Donsereaux/Harrison Playground De Armes St. and Odeon St. 70114
- Dublin Park Dublin St. and Maple St. 70118
- Easton Playground 3141 Toulouse St. 70119
- East Shore Playground 14600 Curran Blvd. 70126
- Dublin Park Dublin St. and Maple St. 70118
- Easton Playground 3141 Toulouse St. 70119
- Flanders Playground Flanders and Newton St. 70114
- Fleur de Lis Playground 6700 Fleur de Lis Dr. 70124
- FP Jackson Playground 2200 Louisa St. 70117
- Gatto Playspot Windsair Dr. and Wildair Dr. 70112
- Gernon Brown Rec Center; 1001 Harrison Ave, New Orleans, LA 70124
  ➢ (504) 658-3151
  ➢ Basketball courts; multi-purpose rooms; dance lessons
- Goretti Playground 7500 Benson St. 70127
- Harris Playground 4982 Louisa St. 70126
- Harrell Playground and Pool  2202 Leonidas St. 70118
- Hunters Field Playground 1600 N. Claiborne Ave. 70116
- Huffett Playground 1300 Gen Collins St. 70114
- Ideal Playspot 2650 Franklin Ave. 70117
- Joe W. Brown Rec Center; 5601 Read Blvd, New Orleans, LA 70127
  ➢ Recreation Center (504) 658-3080
  ➢ Pool (504) 658-3020
  ➢ Tennis Center (504) 658-3071
- Keller Center Magnolia St. and Andrew St. 70130
- Kerry Curley Playground 4843 Knight Dr. 70127
- Kingswood Playground 7181 Edgefield Dr. 70128
- Kiwanis Playspot Pelican St. and Verrett St. 70114
- Kenilworth Playground 7820 Redfish St. 70126
- Lakeview Playground 5501 Gen Diaz St. 70124
- Lambert Playground Mercedes St. and MacArthur St. 70114
- Larkin Playground Paterson St. and Bauman St. 70114
- Larry Gilbert Stadium/Cuccia-Byrnes Playground 8400 Olive St. 70118
- Laurence Square 900 Napoleon Ave. 70115
- Lemann Playground 628 N. Claiborne Ave. 70112
- Lemann Pool 536 N. Prieur St.
- Lyons Recreation Center; 624 Louisiana Ave, New Orleans, LA 70115
  ➢ (504) 658-3004
  ➢ Indoor basketball court; Chevron dance studio; multi-purpose rooms; multi-purpose fields; playground equipment
- McKay Playspot Mound St. and Rosemary Pl. 70124
- McCue Playground 2600 Franklin Ave. 70117
- McDonogh Playground 1515 Teche St. 70114
- Mickey Markey Park 3301 Royal St. 70117
- Milne Playground 2500 Filmore St. 70122
- Miltenberg Playground 5300 Peoples Ave. 70122
- Mirabeau Playground Chatham Dr. and Chase St. 70122
- Montiero Park Camp St. and Pleasant St. 70115
- Musicians Village Playground Bartholomew and N. Prieur St. 70117
N. Jefferson Davis Playspot N. Jefferson Pkwy. and Canal St. & Iberville St. 70130
National Square Robert E. Lee and St. Roch Ave. 70122
Norman Playground 3100 Eton St. 70131
Norwood Thompson Playground 7200 Forshey St. 70125
Oakpark Playground Riviera Ave. and Cartier Ave. 70122
Odile Davis Park 3000 Law St. 70117
Oliver Bush Playground 2500 Caffin Ave. 70117
Parisite Skate Park Paris Ave. and Pleasure St. 70112
Perry Rhoem 2939 Touro St. 70122
Peace Playground Chantilly Dr. and Dreux Ave. 70126
Pontchartrain Park Playground 6500 Press Dr. 70126
  ➢ Contact: (504) 813-4164
Pradat Park 5700 Chatham Dr. 70122
Richard Lee Playground 2200 Andry St. 70117
River Park 3700 Pittari Pl. 70131
Robert Playground 3700 Lonely Oak Dr. 70126
Roffignac Playspot Alabo S. and N. Dorgenois St. 70117
Rome Playspot Robert E. Lee and St. Roch Ave. 70122
Rosenwald Rec Center 3832 Earhardt Blvd 70125
  ➢ Contact: (504) 826-5120
S. Jeff Davis Playspot S. Jefferson Davis Pkwy, Canal St. & Cleveland 70119
Sam Bonart Playground and Pool 1200 Forstall St. 70117
Sampson Playground and Pool 3100 Louisa St. 70114
Samuel Square Napoleon Ave and S. Saratoga St. 70113
Sanchez Center and Pool 1616 Caffin Ave.
  ➢ Contact: (504) 658-3059
Schabel Playground Iroquois St. and Hiawatha St. 70126
Skelly Rupp Stadium 1233 Pacific Ave. 70114
Soraparu Playground Soraparu and Tchoupitoulas Ave. 70130
St. Bernard Recreation Center; 1500 Lafreniere St., New Orleans, LA 70122
  ➢ (504) 658-3041
  ➢ Indoor basketball court; multi-purpose rooms; playground equipment
St. James Playground 2500 Filmore Ave. 70122
St. Patrick Playground 4700 Baudin St. 70119
St. Roch Playground 1800 St. Roch Ave. 70117
Stallings Gentilly Playground and Pool 2700 Lapeyrouse St. 70119
Stallings St. Claude Rec Center and Pool 4300 St. Claude Ave.
Taylor Playground and Pool 2600 S. Roman St. 70125
Treme Recreation Community Center
  ➢ Recreation Center (504) 658-3160
  ➢ Pool (504) 658-3162
Union Playspot St. Roch Ave and Humanity St. 70122
Van McMurray Park 2126 Philip St. 70113
Village de L'Est Playground 13512 Granville St. 70129
Whitney Young Pool 6500 Magazine St. 70118
Willie Hall
Wisner Playground and Dog Run; 4877 Laurel St., New Orleans, LA 70115
Wembledon Playground Edenboro Rd and Tilford Rd. 70127
Werner Playground 4614 Werner Dr. 70126
Wesley Barrow Stadium Urban Youth Academy 6403 Press Dr. 70126
Athletics
For registration information and season start dates visit www.nola.gov/nordc/athletic-programs or call (504) 658-3037
❖ Soccer
❖ Track and Field
❖ Baseball
❖ Softball
❖ Flag Football
❖ Tackle Football
❖ Cheerleading
❖ Volleyball
❖ Basketball

Aquatics
❖ Year Round Indoor Pools:
  ➢ Joe W. Brown Indoor Pool
    ■ Hours: M-F 8am-8pm; Sat 9am-4pm; closed Sunday
  ➢ Sanchez Center Indoor Pool
    ■ Hours M-F 8am-8pm; Sat 9am-4pm; closed Sunday
  ➢ Treme Indoor Pool
    ■ Hours: M-F 3pm-8pm; Sat 8am-6pm; closed Sunday
  ➢ Services Offered:
    ■ Swim lessons (6 months - 16+ years old)
    ■ Aqua Fitness Classes
    ■ Lifeguard Program
      ● Junior Lifeguard Program
      ● Lifeguard Prerequisite Program
      ● Becoming a Lifeguard
      ● For employment opportunities as a lifeguard, see
        www.nola.gov/nordc/employment

Cultural
❖ Casa Samba
  ➢ Lyons Center
  ➢ Treme Center
  ➢ Registration open anytime, for more information, call (504) 553-9500
❖ NORDC/NOBA Dance Program
  ➢ After-school dance classes at several recreation centers
  ➢ Early Childhood Development Dance Program
  ➢ Senior Dance Fitness (Age 55+)
  ➢ Adult Movement (Age 18+)
❖ Piano and Vocal Lessons
❖ Visual Art: Treme Rec Center
  ➢ Youth art classes
  ➢ Saturday community workshops
❖ Senior Choir: Joe W. Brown Rec Center
  ➢ Ongoing registration
NORDC Teen Council
❖ Ages 12-17
❖ Goal: to empower teens through NORDC programs by creating city-wide teen programs
❖ To apply, turn in an application at 5420 Franklin Avenue, New Orleans, LA 70122

Outdoor Programs
❖ Canoeing
❖ Young Birders Association
❖ Public Nature Walks
❖ Homeschool Nature Walks; for more information contact Outdoor Programs Manager (504) 658-3082
❖ Park2Park: field trips from Parasite Skate park

Youth Programs
❖ NORDC Kids Café: Free afterschool meals Monday-Friday at NORDC Rec Centers and Playgrounds
❖ Summer Camp: Ages 4-17
➢ Visit www.nordc.org, click activities and events, then Summer camps
❖ STEM NOLA (Science Technology Engineering Math)
➢ STEM Saturdays each month
■ For STEM Saturday schedule, see www.nordc.org, click activities and events, then special events.

NORDC Community Advisory Teams
Neighborhood participation process for recreation. The Community Advisory Team (CAT) allows community members to give feedback to NORDC on recreation and park maintenance. There are 15 NORDC CATs and three per City Council District. Members are volunteers of all ages who serve for a year. CATs host quarterly meetings to give recommendations to NORDC. Apply to be a CAT member at www.nola.gov, clicking on Neighborhood engagement, then programs, then NORDC community advisory teams. Any resident over 8 years old can be a CAT member.

Movies in the Park
❖ 44 NORDC Parks and Playgrounds around the city hold movie viewings. For the schedule visit www.nordc.org/activities/special-events or call NORDC.

NORDC Commission Meetings
❖ First Tuesday of every month; 5 PM. For meeting location, visit www.nordc.org/calendar/ or call NORDC

NORDC Facility Rental
❖ Available spaces include
➢ Picnic shelters in Joe W. Brown Memorial Park
➢ Greenspace and/or playgrounds at various parks/playgrounds around the city
➢ Meetings spaces for groups ranging in size from 10 – 100 attendees
➢ Multipurpose athletic fields (football, baseball/softball, soccer fields; covered and uncovered basketball courts)
➢ Recreational center gymnasiums
➢ Dance rooms
➢ Football and/or track stadiums
➢ Indoor pool in Joe W. Brown Memorial Park
➢ To rent facility space, complete an application (visit nordc.org and click on rentals) and return to the NORDC Rental Division.
Description: The RSD is a State of Louisiana entity that is responsible for the oversight of public schools that have failed to meet certain performance measures. While it manages schools in various districts around the state, the largest number are in Orleans Parish.

Family Resources
Parent Concerns: For RSD Issue Resolution for school-related issues, visit the RSD website and click Parent Concerns for a guide on who to contact.

Student Privacy: For concerns related to student privacy, submit an email to laura.hawkins@rsdla.net and include first and last name, phone number, agreement related to inquiry (see RSD website), question/concern.

Enrollment: To enroll in a New Orleans RSD school, visit the Enroll NOLA website at www.enrollnola.org. For a list of RSD schools visit, www.rsdla.net and click Family Resources, then Enrollment.

Programs
New Orleans Therapeutic Day Program (NOTDP) is a joint collaboration between Recovery School District, Orleans Parish School Board, and Tulane Medical School’s Department of Child and Adolescent Psychiatry. NOTDP serves RSD and OPSB students with the most severe diagnosed behavioral health disabilities in grades K-8. More information about referral to the program can be found by emailing notdp.referral@rsdla.net. The referral window is usually in mid-late August.

Youth Opportunity Center is focused on reducing chronic absences through student case management. Social workers partner with school staff and advocates to help each student access services to ensure the student re-engages in school. For more information contact (504) 343-6754.

Student Record Request Forms can be downloaded at the RSD website by clicking “Student Records Requests.”
Citywide Exceptional Needs Fund for Students with Disabilities (CENF): Schools can apply for funding to support students with disabilities. For full application forms and details, visit rsdla.net or call (504) 373-6200.

Disadvantaged Business Enterprise (DBE) Program encourages DBE contractors to participate in building and renovating schools throughout the city. Email RSD DBE Program at DBE@rsdla.net, click DBE Forms and Resources, and then click on the DBE Information Sheet.
Regional Transit Authority
2817 Canal Street
New Orleans, LA 70119
www.norta.com
Phone: (504) 248-3900
Office Hours:
Monday - Friday 9 AM - 5 PM

Description: The mission of the RTA is to provide safe and sustainable transportation services to the citizens of New Orleans.

❖ Buses
❖ Streetcars
❖ Paratransit: to support riders with disabilities
  ➢ Apply for RTA paratransit service
❖ Ferries

Reduced fares available for senior citizens (65+), Medicare card holders and certain individuals with disabilities. Reduced fare card applications can be found at www.norta.com, clicking fares and passes, and then reduced fares, and then RTA Reduced Fare Application Form, under the disabled riders category.

If you receive Medicare, you can automatically get an RTA Reduced Fare Card. Come into the RTA ID Center with the following:
❖ Your Medicare card
❖ A Social Security award letter that verifies Medicare benefits
❖ A state ID or driver's license

Employer Programs: for companies that employ persons who use RTA services to get to their jobs, you can pay for their 31-day Jazzy Pass in return for tax write-off for the money it puts into the program.

Jazzy Passes for 1 day, 3 days or 31 days can be purchased online at www.norta.com/Fares-Passes/Jazzy-Pass.aspx and will be mailed within 5-10 days of purchase. Jazzy passes can also be purchased at certain locations, found here: www.norta.com, click fare and passes, then Jazzy Passes.

System Map can be found at www.norta.com, clicking on maps and schedules, and then system map.
Registrar of Voters
1300 Perdido Street, Room 1W24
New Orleans, LA 70112
www.nola.gov/registrar/
Phone: (504) 658-8300
Fax: (504) 658-8315
Email: orleansrovcsos.la.gov
Office Hours:
Monday - Friday 8 AM - 4:30 PM

Branch Location
Algiers Courthouse
225 Morgan Street, Room 105
New Orleans, LA 70114
Phone: (504) 658-0195
Fax: (504) 658-0196

Description: The Registrar of Voters’ Office safeguards each citizen’s basic right to vote and is a non-partisan, parochial office responsible for voter registration, voter education, administrating voter regulations and programs for those with disabilities, absentee voting, voting at nursing homes, voting for military and citizens overseas, among others.

Qualifications to Vote
❖ be a U.S. Citizen;
❖ be at least 17 years old, but must be 18 years old by the next election to vote;
❖ not be under an order of imprisonment for conviction of a felony;
❖ not be under a judgment of full interdiction for mental incompetence or partial interdiction with suspension of voting rights; and
❖ reside in the state parish in which you seek to register.

To Register
❖ Register online (onlinevoterregistration.sos.la.gov)
❖ Register in person at either location listed above
❖ Fill out the Louisiana Voter Registration and mail to 1300 Perdido Street Room 1W24, New Orleans, LA 70112.

Early Voting: For early voting dates for each election, visit www.nola.gov/registrar/early-voting. Sites include:
City Hall; 1300 Perdido Street, Room 1W24. New Orleans, LA 70112
Algiers Courthouse; 225 Morgan Street, Room 105, New Orleans, LA 70114
Chef Menteur Voting Machine Warehouse Site; 8870 Chef Menteur Highway, New Orleans, LA 70126
Lake Vista Community Center; 6500 Spanish Fort Boulevard, New Orleans, LA 70124
❖ For election dates, visit www.sos.la.gov, click elections and voting, then get election information, and finally search election dates.
❖ For help, call (504) 658-8300
Safety and Permits
Department of Safety and Permits
1300 Perdido Street, 7th Floor
New Orleans, LA 70112
www.nola.gov/safety-and-permits
Phone: (504) 248-3900
Office Hours:
Monday–Thursday 8 AM–5 PM
Friday 8 AM–3:30 PM

Description:
Responsible for enforcing standards for construction and property use, promoting public interest and safety, enforcing the Comprehensive Zoning Ordinance (CZO), and enforcing code provisions related to taxi cab and vehicle inspections (brake tags).

One Stop: Permits and Licenses
Information on permits, licenses and City Planning Commission (CPC) actions in a single place. Includes all applications for permits and licenses along with related materials.

Business Permits & Licenses
- Occupational/General Business: License
  - Conducting business in Orleans Parish
  - If selling alcohol, begin at the Bureau of Revenue
- Certificate of Occupancy - Home Business: Permit
  - Home-based business operating in Orleans Parish
  - Must be inspected and approved
- Certificate of Occupancy - No Work: Permit
  - Ensures business location complies with zoning laws
- Mayoralty Permit
  - Required for vendors, artists and individuals conducting business or promoting themselves in the city of New Orleans
- Food Truck Permit
  - Only allowed to operate food trucks in certain locations
  - Obtain city issued food truck permit and occupational license
- Alcoholic Beverage License
  - Any institution planning on selling alcohol must apply
  - Renewal: Alcoholic beverage licenses must be renewed before May 31st of each year
- Manager’s Permit
  - Any manager of an institution that sells alcohol
- Mobile Ice Cream Vendor’s Permit and License
- Pushcart/Animal Drawn Food Vending License
- Stationary Food Vending Permit and Franchise
- Certificate of Public Necessity and Convenience (CPNC) - Initial Insurance, Renewal, Special Events/Special Needs, Special Charter
  - Required for all for-hire vehicles
  - Renewal appointment schedule available at One Stop
- Pedi Cab Operator's Permit
- Tour Guide Permit
- Tour Planner License
- Class “A” Master Electrical License
- Class “D” Journeyman Electrical License
- Class “C” Maintenance Electrician License
- Class “E” Electrical Helper’s License
- Class "B" Journeyman (Mechanic and Gasfitters) Mechanical Contractor License
- Emergency Medical Technician (EMT) Permit
- Mobile Vendor Permit: for conducting of any kind of business from a mobile base
- Adult Services License: for the operation of adult bookstores and other adult-themed businesses
- Amusement and Game License: required for video poker and other similar gaming devices
- Pawnbroker License

### Event/Film Permits and Licenses
- Special Event Permit
- Special Event Promoter
  - When a special event involves 3 or more vendors
- Fair/Market/Festival Permit
- Film Location Permit
- Retail Sales Location Permit
- Mardi Gras Fixed Location Vendor Permit
- Mardi Gras 1-Day Location Vendor Permit
- Mardi Gras Walker Permit
- Bracing Permit
  - Required to add support for balconies and galleries during Mardi Gras
- Concession Stand Permit
- Reviewing Stand Permit
  - Required to erect a stand for Mardi Gras
- Parade/Race Permit
- Special Event Parking Lot Permit
- Park or Rec Center Permit
- Shelter Rental Permit
  - Required for shelters in Brechtel Park
- Meter Rental Permit
- Temporary Use of Neutral Ground Permit
- Street Closure/Block Party Permit
- Tent/Canopy/Temporary Membrane Structure Permit
- Entertainment Permit - Stage(s), Reviewing Stand, Bracing, Banner, Projection, Concession Stand
- Searchlight/Spotlight/Outdoor Projection Screen Permit

### Building Permits and Licenses
- New Construction- Building Permit
- Substantial Improvement Permit
- Renovation/Elevation (Structural) Permit
- Renovation (Non-Structural) Permit
Accessory Structure Permit
  ➢ Example: Garage or storage sheds are accessory structures
Swimming Pool Permit
Change of Use Permit
Zoning Verification
Certification of Appropriateness/Review (HDLC)
  ➢ required for work on the exterior of all buildings located within historic districts
Paint Permit (Vieux Carré Commission)
  ➢ Any building situated on private property in the French Quarter
General Work Permit (Vieux Carré Commission)
Interior Demolition Permit
Demolition Permit
Electrical Permit
Mechanical Permit
Attached/Detached Sign Permit
Banner Permit
Billboard Permit
Mural Permit
Sign Permit (Vieux Carré Commission)
Banner Permit (Vieux Carré Commission)
Certificate of Occupancy (Construction Trailer)
Temporary Certificate of Occupancy
  ➢ When a commercial project is done in phases or prior approval is granted by building official
Dumpster Permit
Construction Zone Permit
Street / Sidewalk Cut Permit
  ➢ Required for cutting/digging in the public right of way
Driveway/Curb Cut Permit
Sidewalk Café permit
Meter Rental Permit
  ➢ Block off street meter parking for a defined period of time
Sidewalk Repair Permit
Land Use Request - Text Amendment (this and several following items are referenced in City Planning)
  ➢ Apply for zoning text amendment for text within the CZO
Land Use Request - Zoning Change
Land Use Request - Conditional Use
Site Plan/Design Review
Variances - BZA
  ➢ Relief from CZO when hardship or practical difficulty exists
Appeal of Administrative Decision of the Department of Safety and Permits
Minor Subdivision
Major Subdivision
  ➢ Division or merging of more than 5 individual lots
Change of Non-Conforming Use
  ➢ Change regulations for land or building that does not conform to city’s underlying zoning districts
City-owned property Disposition/Acquisition
  ➢ Process for the city to sell city-owned land/builds or acquire them
Residential Permits - *(also referred to in Parks and Parkways)*

- Public Greenspace Planting Permit
- Tree Planting Permit
- Tree Work Permit (Tree Maintenance)
- Neighborhood Sign Permit
- Residential Parking Permit
  - To obtain a permit, go to:
    PARKING DIVISION
    RPP OFFICE
    1300 Perdido St, Rm 2W89
    New Orleans, LA 70112
    - Phone: (504) 658-8200

Hazard Permits

- Blasting
- Cutting/Welding or Hot Work
- Explosive Shipment
- Flammable or Combustible Liquid Storage (Fuel Tank Installation or Removal)
- Fumigation
- Land Clearing
- Motor fuel dispensing operations (Service Stations)
- Open Fire/Bonfire Permit
- Open Flame Devices
- Oversized Load
  - For vehicles that are larger than legally permissible by the City
- Paint burning
- Pyrotechnics License (Class B- Outdoor, Class C- Indoor, Class D- Flame Effect License)
  - Pyrotechnics, flames, laser special effects
- Pyrotechnics Permit
- Signaling/Suppression Permit
  - In compliance with Fire Prevention Division of the City

Fines are enforced for violation of these permits and licenses

Zoning information for all properties available online at the Property Viewer:
www.nola.gov/onestop/property-viewer
Sanitation

Department of Sanitation
1300 Perdido Street, Suite 1W03
New Orleans, LA 70112
www.nola.gov/sanitation

Phone: 311 or (504) 658-2299
Fax: (504) 658-3801
Email: sanitation@nola.gov

Office Hours:
Monday–Friday
8:00 AM – 5:00 PM

Field Operations:
Monday–Saturday
6:00 AM – 2:00 PM
Sunday
6:00 AM - noon

Description: The Department of Sanitation directs all activities related to garbage collection, disposal, recycling, and street cleaning, including registration of new garbage and recycling cans. It is also responsible for ensuring compliance with local, state and federal regulations for solid waste collection and disposal for the City of New Orleans.

Trash Collection: To register for a trash collection roll cart or report a missed collection, call 311. Trash collection roll carts will be delivered within 2 weeks of the request. To collect bulky waste, sofas, mattresses, tires, and other large items, residents must call 311 to schedule collection.

Recycling: The Recycling Drop-off Center is located at 2829 Elysian Fields Avenue. Citizens can drop off items on the second Saturday of every month (except for the month of Mardi Gras) from 8:00 AM until 1:00 PM

Construction & Demolition Materials, Large Amounts of Vegetation and Garbage:
Currently two landfills accept Construction and Demolition (C&D) and other materials:

Gentilly C&D Landfill
10200 Almonaster Boulevard
New Orleans, LA 70127; Phone: (504) 240-0380

RiverBirch Landfill
2000 S. Kenner Avenue
Avondale, LA 70094; Phone: (504) 436-1288

Illegal Dumping: The City encourages anyone who observes someone illegally dumping to report it by calling 311 Monday to Friday between 8 AM and 5 PM.
Sewerage and Water Board
625 Saint Joseph Street, Room 140
New Orleans, LA 70165
www.sbno.org
Phone: (504) 529-2837
Fax: (504) 585-2455

Description: The Sewerage and Water Board ensures clean drinking water, drainage and sewerage facilities, including water meter readings, green infrastructure, road work, drainage systems, water line replacement and storm water management.

Water Bill: Where to Pay
To Pay by Mail:
Send checks or money orders to:
Cashiers Department
625 Saint Joseph Street
New Orleans, LA 70165

To Pay by Web:
Visit www.sbno.org to pay bill online: Accepts Visa and MasterCard (small fee) and checks (no fee).
To find account number, look on the most recent water bill in the top right or bottom of the page next to where it says “Account Number.”

To Pay In Person:
You may pay at any one of the Customer Service Centers, found below:

<table>
<thead>
<tr>
<th>East Bank</th>
<th>West Bank</th>
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</thead>
<tbody>
<tr>
<td>625 Saint Joseph Street</td>
<td>4021 Behrman Place, Suite M-2</td>
</tr>
<tr>
<td>New Orleans, LA 70165</td>
<td>New Orleans, LA 70131</td>
</tr>
<tr>
<td>Hours: Monday - Friday 8:00AM - 5:00PM</td>
<td>Hours: Monday - Friday 8:30AM - 4:30PM</td>
</tr>
<tr>
<td>This Office Accepts: Cash, Checks &amp; Money Orders</td>
<td>This Office Accepts: Cash, Checks &amp; Money Orders</td>
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</tbody>
</table>
To establish a new account for the Sewerage and Water Board, residents must apply in person and bring:
1) a valid picture I.D. (State I.D. or driver’s license); 2) Social Security Number; 3) proof of occupancy (examples: A) damage deposit receipt; B) lease; C) act of sale; D) landlord’s statement).

To report a leak or field problem, visit www.swbno.org, click customer service, then Report a Leak or Field problem.

Accounts can be closed online at www.swbno.org, click FAQ & Forms, and then Close an Account.

Visit www.swbno.org, click FAQ & Forms, and then change mailing address for changes in mailing addresses
**Sheriff’s Office**

Orleans Parish Sheriff’s Office

<table>
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<tr>
<th>Eastbank Office</th>
<th>Westbank Office</th>
<th>Civil Division Office</th>
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</thead>
<tbody>
<tr>
<td>819 South Broad Street</td>
<td>3630 MacArthur Boulevard, Suite E</td>
<td>421 Loyola Avenue</td>
</tr>
<tr>
<td>New Orleans, LA 70119-7418</td>
<td>New Orleans, LA 70114-6826</td>
<td>403 Civil Courts Building</td>
</tr>
<tr>
<td>Phone: (504) 822-8000</td>
<td>Phone: (504) 826-7045</td>
<td>New Orleans, LA 70112</td>
</tr>
<tr>
<td><a href="http://www.opcso.org">www.opcso.org</a></td>
<td></td>
<td>Phone: (504) 523-6143</td>
</tr>
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</table>

**Description:** Sheriff’s Office provides for the care, custody, control, and rehabilitation of inmates. The Sheriff’s Office also provides service and security to the court systems; completes the execution of court mandates; operates jails; and is responsible for the protection of individuals’ rights and freedoms to provide citizens with public safety and service.

**Inmate Mail:** When sending mail to an inmate:
- Must include INMATE’S NAME, FOLDER NUMBER, and LOCATION (if known)
- Address to 3000 Perdido Street, New Orleans, Louisiana, 70119

**Docket Master:** [www.opcso.org](http://www.opcso.org) and click [docket master](http://www.opcso.org).

If you have a **medical question** about an inmate, call the Medical Inmate Advocate at 504-822-8000, ext. 4134.

**Inmate Master Search:** [www.opcso.org](http://www.opcso.org), clicking inmate information, and then [inmate query](http://www.opcso.org).

**Add Funds to an Inmate’s Account** using [the Tiger Deposits website](http://www.opcso.org).
Civil Division

Contact:
Office of the Sheriff (Civil Division)
403 Civil Courts Building
421 Loyola Avenue
New Orleans, LA 70112
(504) 523-6143

Extensions:

<table>
<thead>
<tr>
<th>Extension</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>SERVING DEPUTIES</td>
<td>(504) 679-5303</td>
</tr>
<tr>
<td>JUDICIAL ENFORCEMENT</td>
<td>(504) 679-5314</td>
</tr>
<tr>
<td>DOCKET</td>
<td>(504) 679-6350</td>
</tr>
<tr>
<td>MOVABLES</td>
<td>(504) 679-6373</td>
</tr>
<tr>
<td>REAL ESTATE</td>
<td>(504) 679-6380</td>
</tr>
</tbody>
</table>

**Case Inquiry:** Search cases in the Civil District Court of Orleans Parish by case number.

**Real Estate Auctions** occur every Thursday at noon unless otherwise noted. It takes 45 days from receipt of the writ to advertisement at the auction.

**Auctions of Movables:** Includes anything that is not real estate. Auctions are held at Rudy Smith Service Inc. at 425 N Claiborne Avenue.

**Community**

**Crime Victim Reparation Program (Elderly and Non-Elderly):** Reparations for victims of violent crimes via State of Louisiana. For more information, see [www.opcsd.org](http://www.opcsd.org), click Community, then Crime Victims Reparation Program, then Crime Victims Reparations Brochure and Application, then forms applications and annual reports, and finally the CVR brochure.

**Supervised Visitation Center**, in partnership with Harmony House, provides non-custodial parents a safe drop-off or visitation area. Clients may be self-enrolled or court-referred. Contact 504-826-7034.

**Harmony House** offers supervised visitation and exchanges for parents who have been court ordered to access supervised visitations. Volunteer and self-referred clients are also accepted. An intake packet must be completed before the first appointment. You must mail a completed registration packet with a copy of your identification and a copy of the court order setting supervised visitation or exchanges to: Harmony House, Orleans Parish Sheriff's Office, and 819 South Broad Street, New Orleans, Louisiana 70119. **All interviews and services are by appointment only.**
Young Marines: Youth under the age of 18 enroll for drill, games, field trips, education. Contact 504-827-8579 or visit www.opcso.org/YoungMarines

Juvenile Curfew Center: Youth under the age of 18 are brought to the facility when they violate City of New Orleans curfew laws and are held in a non-secure environment until a parent or guardian arrives for them.

The Great Body Shop is a school-based program which covers drug prevention, health, bullying, emergency situations, nutrition, and other topics for youth from kindergarten through twelfth grade. For more information, call (504) 827-8579.

Drug Abuse Resistance Education (DARE) is a school-based drug awareness program for youth sixth graders through high school. To enroll your school, call (504) 827-8810.

For Inmates
Alcoholics Anonymous: Available to inmates at the House of Detention and the Warren McDaniels Transitional Workforce Center.

Community Service: Inmates who are considered low risk are assigned Community Service, where they perform civic tasks.

Electronic Monitoring: Per the court’s discretion, individuals will be fitted with an electronic monitoring ankle bracelet.

HIV Counseling and Testing

Intensive Incarceration: Female inmates will receive intensive drug treatment, counseling and educational services.

Low Literacy to GED Educational Services & GED Testing Center

Narcotics Anonymous

Re-Entry: Includes job training, counseling and drug treatments services to inmates.

Warren McDaniels Transitional Workforce Center: Inmates who have 18 months or less and a suitable record can end their sentence in the work release program.
Orleans Parish Courts

Description: Orleans Parish City Courts decide cases and disputes on a range of different legal matters.

Civil District Court
- Legal disputes between two or more parties
- 421 Loyola Avenue, Suite 402, 70112
- (504) 592-9100

Criminal Court
- Cases involving offenses against criminal law
- 2700 Tulane Avenue, 70119
- (504) 658-9100; Fax: (504) 658-9113

Juvenile Court
- Child Protection: Safety and well-being of the child
- Delinquency Cases: Juvenile violations of the law
- 421 Loyola Avenue, 70112
- (504) 658-9500; Fax: (504) 658-9556

Traffic Court
- Moving violations and traffic citations
- 727 S Broad Street, 70119
- (504) 658-8500

Civil District Court
- **Main Phone Number**
  (504) 407-0000
- **Civil Division**
  (504) 407-0000
- **Land Records Division**
  - Conveyance Department: (504) 407-0007
  - Mortgage Department: (504) 407-0005
- **Notarial Archives Department**: Historical records dating back to 1827. Copies are available for a fee
  (504) 407-0006
  - Notarial Archives Research Center; (504) 407-0106
### Civil Court Districts

<table>
<thead>
<tr>
<th>Civil Court Districts</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
<th>Office Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Division A- Section 15</td>
<td>421 Loyola Avenue, Room 304A, New Orleans, LA 70112</td>
<td>(504) 407-0200</td>
<td>(504) 558-9342</td>
<td>9 AM - 4 PM</td>
</tr>
<tr>
<td>Division B – Section 14</td>
<td>Room 406</td>
<td>(504) 407-0210</td>
<td>(504) 522-3552</td>
<td>9 AM – 4 PM; closed 12 PM-1PM</td>
</tr>
<tr>
<td>Division C- Section 10</td>
<td>Room 306</td>
<td>(504) 407-0220</td>
<td>(504) 558-9794</td>
<td>9 AM – 4 PM</td>
</tr>
<tr>
<td>Division D – DRS 1</td>
<td>Room 303</td>
<td>(504) 407-0230</td>
<td>(504) 558-0060</td>
<td>9 AM – 4 PM</td>
</tr>
<tr>
<td>Division E- Section 16</td>
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<td>(504) 592-9340</td>
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<td>Division F – Section 7</td>
<td>Room 302</td>
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<td>(504) 522-2660</td>
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<td>(504) 523-8193</td>
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<td>(504) 558-0257</td>
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<td>Division N- Section 8</td>
<td>Room 312</td>
<td>(504) 407-0330</td>
<td>(504) 304-1694</td>
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### Criminal Court

**Court Services**

- Court Intervention Services
  - Drug Court: 2601 Tulane Avenue, New Orleans LA, 70119
  - **Drug Court Phone Number**: (504) 658-9400
  - **Fax Number**: (504) 658-9401
  - **Drug Test Color Number**: (504) 658-9476
  - **Hours**: 8 AM – 4 PM

- Drug Testing
  - **Phone**: (504) 658-9430
  - **Random Drug Testing Color**: (504) 658-9476
  - **Fax**: (504) 658-9431
  - **Cash or Money Orders only**
  - **Hours**: 8 AM – 4 PM

- Collections (payment plans for specific cases)
  - **Phone**: (504) 658-9440
  - **Fax**: (504) 658-9442
➢ **Location:** S. Broad Street and Tulane Avenue, Room 110
➢ **Hours:** 8 AM – 4 PM
➢ **Jury Commission**
➢ **Phone:** (504) 658-9200
➢ **Fax:** (504) 658-9201
➢ **Email:** ejuror@criminalcourt.org
➢ **eResponse:** ejuror.orleanscdc.com

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<td>A</td>
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<td>(504) 658-9130</td>
<td><a href="mailto:SectionA@criminalcourt.org">SectionA@criminalcourt.org</a></td>
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<td>B</td>
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<td>C</td>
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<td>(504) 658-9310</td>
<td><a href="mailto:SectionI@criminalcourt.org">SectionI@criminalcourt.org</a></td>
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<td><a href="mailto:SectionK@criminalcourt.org">SectionK@criminalcourt.org</a></td>
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<td>(504) 658-9340</td>
<td><a href="mailto:SectionL@criminalcourt.org">SectionL@criminalcourt.org</a></td>
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Magistrate Court Presiding Judge: 1st Floor
- Phone: (504) 658-9350
- Fax: (504) 658-9351
- E-mail: Magistrate@criminalcourt.org

**Traffic Court**

Hours: 8 AM – 5 PM

**Trials held Monday to Friday at the following times:**
- Division A, 2:00 p.m.
- Division B, 9:00 a.m.
- Division C, 2:00 p.m.
- Division D, 9:00 a.m.
Ticket payment:

❖ www.traffic.nola.gov
❖ In person
❖ By mail

To request a trial date, go to the traffic court at 727 S. Broad Street.

Juvenile Court
421 Loyola Avenue, Suite 402, New Orleans, LA 70112
Phone: (504) 658-9500   Fax: (504) 658-9556
Office Hours: Monday-Friday 8:30 AM – 4:00 PM

Programs
Behavioral Health Services: eligible to those receiving services through Orleans Parish Juvenile Court (OPJC) /Office of Juvenile Justice (OJJ)
   Parenting Education: Teens and Adults
   Youth Anger Management Group

Assist juveniles/families with accessing services including:
❖ Counseling
❖ Evaluation
❖ Parenting
❖ Employment
❖ Mentoring
❖ Juvenile Training programs
❖ Education
❖ Medication Management
❖ Housing

Drug Court
Assistance for juveniles with substance abuse problems. Includes substance abuse treatment, individual and family counseling services and supervision. 18-24 month program including 12 months of aftercare monitoring. Ages 13-17; pre-adjudication or pending disposition.
Contact: (504) 658-9576

Electronic Monitoring Program
Electronic Monitoring is used to ensure the prevention of curfew violations and territorial restrictions. Youths will be considered based on history, threat to the community, pending charges and a Risk Assessment Instrument (RAI). Ages eligible: 10-17.

Family in Need of Services (FINS)
See Orleans Parish District Attorney: Juvenile Division.
Contact: (504) 658-9590
Juvenile Detention Alternatives Initiative
Reduce reliance on secure detention while decreasing re-arrest and compliance failures in addition to stimulating juvenile justice reforms.

Juvenile Justice Model Court Project
The Juvenile Justice Model Court Project is aimed at improving court practices. The project identifies current practices, identifies room for improvement, and develops a strategic plan for improvement. Guidelines created by the project will help to spread best courtroom practices and will improve juvenile courts in Orleans Parish.
Contact: (504) 658-9500

Orleans Detention Alternative Program (ODAP)
ODAP is a pre-adjudication alternative to detention program. It is focused on high need but not high risk youths and is a family focused alternative to detention. Focusing on empowerment, youths are partnered with an advocate who focuses on their strengths in an attempt to resolve problem behavior. Eligible youths are age 10-17 years old with a Risk Assessment Instrument (RAI).
Contact: (504) 658-9500

Restitution/Community Service
Restitution has a therapeutic value for both victims and offenders and offers an alternative to traditionally punitive forms of punishment. Young offenders between the ages of 12 and 17 are eligible for the program that places participants with a community partner including Goodwill and Bridge House Thrift Store.
Contact: (504) 658-9562
### Key Phone Numbers

<table>
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<tr>
<th>Department</th>
<th>Phone Number</th>
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<td>Arts Council</td>
<td>(504) 523-1465</td>
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<tr>
<td>Assessor’s Office</td>
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</tr>
<tr>
<td>Board of Zoning Adjustments</td>
<td>(504) 658-7100</td>
</tr>
<tr>
<td>Chief Administrative Office</td>
<td>(504) 658-8600</td>
</tr>
<tr>
<td>City Attorney’s Office</td>
<td>(504) 658-9800</td>
</tr>
<tr>
<td>City Council</td>
<td>(504) 658-1000</td>
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<tr>
<td>City Planning Commission</td>
<td>(504) 658-7000</td>
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<tr>
<td>Civil Court</td>
<td>(504) 407-0000</td>
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<tr>
<td>Clerk Of Council</td>
<td>(504) 658-1085</td>
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<tr>
<td>Cox</td>
<td>(504) 304-8444</td>
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<td>Economic Development</td>
<td>(504) 658-4200</td>
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<td>Emergency Medical Services</td>
<td>(504) 658-2653</td>
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<td>Emergency Phone: 911</td>
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<td>Entergy</td>
<td>(800) 368-3749</td>
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<td>Fair Housing Action Center (FHAC)</td>
<td>(504) 596-2100</td>
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<td>Finance</td>
<td>(504) 658-1500</td>
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<tr>
<td>First City Court</td>
<td>(504) 368-4099</td>
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<td>HDLC</td>
<td>(504) 658-7040</td>
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<tr>
<td>Health Department</td>
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<tr>
<td>Homeland Security/Emergency Preparedness</td>
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<td>(504) 558-3344</td>
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<td>Mosquito, Termite, Rodent Control Board</td>
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Public Works
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Public Works
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NOPD
NOPD
NOPD
Parks & Parkways
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Clerk of City Council
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District Attorney / New Orleans Family Justice Center
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NOPD
State of Louisiana
Public Works

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Transit Ride Scheduling
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Election Information
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RTA
Registrar of Voters
Safety & Permits
NOPD
NOFD
NOFD
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COMMITTEE FOR A BETTER NEW ORLEANS

The Metropolitan Area Committee was founded in 1966 as the first major community organization in New Orleans to reach across race and class lines. Over the years, its primary areas of focus were public education and good government issues, as well as putting on the annual Metropolitan Leadership Forum. The Committee for a Better New Orleans was founded in 2000 with a similar commitment to comprehensive diversity, and with Task Forces in the areas of City Management, Economic Development, Education, Housing, Public Safety, and Transportation. Its initial objective was to create a citizen platform for the 2002 mayoral and city council elections, producing the highly regarded Blueprint for a Better New Orleans.

In 2001 the two organizations, sharing similar philosophies and a number of board members, decided to merge. The resulting Committee for a Better New Orleans is a diverse community organization working to bring all voices to the table to build a better future for all New Orleanians. Among its major accomplishments are the following:

- Since 1968, conducting the annual Bryan Bell Metropolitan Leadership Forum, having now trained some 2500 community leaders from all backgrounds and sectors.
- Development of a model Citizen Participation Program (CPP) for New Orleans (2004) and leadership of post-Katrina work to finish and implement a New Orleans CPP (2006 – ongoing); this has been the basis for the NORDC participation plan and the City Planning Neighborhood Participation Plan (NPP), adopted as an amendment to the Comprehensive Zoning Ordinance in August 2013).
- Co-founder of the Orleans Public Education Network (OPEN).
- Participation in the Urban Stormwater Management Plan Steering Committee, followed by leading the effort to create the Greater New Orleans Water Collaborative as a strategy for implementing recommendations in the Plan (2013 – 2015).
- As part of the Latino Community of Interest pilot project (with Puentes New Orleans), completion of the Latino Community Survey (2012) and Latino Community Health Survey (2014), the first major surveys of Latino residents in New Orleans; the survey findings have been used to improve everything from civic engagement to health outcomes (in partnership with the New Orleans Department of Health) for New Orleans’ fast-growing Latino population.

Today, CBNO fills a unique role in New Orleans, serving as a powerful catalyst and convener, bringing diverse interests to the table to comprehensively address and resolve the most critical issues. Its board is representative of the full spectrum of race, class, age, sector, and geography in New Orleans.

The Committee for a Better New Orleans always seeks to engage and to listen, to build coalitions, to seek the voice of the people, and to effect meaningful, lasting change at systemic levels. It leads when called upon; it happily serves and supports when others demonstrate leadership. And always, it works to build a better New Orleans.

For more information about the Citizen Participation Program, please go to www.nolacpp.wordpress.com

For more information about the Greater New Orleans Water Collaborative, please go to www.nolawater.org

For additional information on the Bryan Bell Metropolitan Leadership Forum and CBNO in general, please go to www.cbno.org.

Celebrating 50 years in 2016!