

City of Frankfort

Capital of Kentucky

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March 17, 2020

FOR IMMEDIATE RELEASE
FROM THE OFFICE OF THE MAYOR
CITY OF FRANKFORT COVID-19 OPERATIONS

FRANKFORT, KY. – The City of Frankfort will close all city government buildings to the public beginning Tuesday, March 17, in an effort to mitigate the spread of the COVID-19 virus. This includes City Hall, the Public Safety Building, and Parks and Recreation offices. Nonessential City of Frankfort employees will be working remotely as needed during this time. Expect delays for all nonessential business. Open records requests will be accepted via email but will have delayed response times.

Essential city functions, such as fire, EMS, police and dispatch services will all be operating normally at this time. Police reports may be made via telephone, by calling 502-875-8523 and an officer will return your call, or online at www.kspportal.ky.gov.

The City of Frankfort Animal Control Office is suspending all non-emergency animal control functions until further notice, which includes non-aggressive stray animal pickup, answering to leash law and licensing complaints, answering to barking and nuisance complaints, trapping and transporting community cats, and reducing non-essential animal shelter intake. Animal Control Officers will still answer to high priority and emergency calls including law enforcement assistance, calls pertaining to injured or sick stray animals, answering to cruelty, neglect, and bite complaints, and dangerous and aggressive dog complaints.

The Frankfort Sewer Department will continue service as normal. In order to provide response to customers, there are two ways for customers to contact the Sewer Department. The first is for any emergency please call 502-875-2448 or 502-229-6304. Staff will be available to answer these calls 24/7. For all other questions please send an email to sewerbilling@frankfort.ky.gov.

Transit services will be operating daily on a Saturday route from 6:30 AM- 6:30 PM. For emergencies, medical transport, and further information that will be updated regularly, visit the Transit website, www.frankfort.ky.gov/216/Frankfort-Transit.

City of Frankfort garbage curbside service is operating normal routes for the duration of the week, with outdoor collection containers for recyclables still accessible at Rouse Avenue. Effective immediately, E-scrap recycling services located at Rouse Avenue are suspended until further notice. Beginning Monday, March 23, only curbside garbage in trash and recycling carts will be collected. Residents are asked not to put out bulky items and overflow bags. Further updates may be found on the Sanitation website, www.frankfort.ky.gov/166/Solid-Waste.

Planning and Community Development inspection staff will be operating on a limited basis. All rental inspections are suspended at this time. Neighborhood and Building Inspectors are operating on a limited basis and only responding to essential requests. Nuisance code, property maintenance complaints, and building inspection requests may be emailed to ecockley@frankfort.ky.gov or made via telephone at 502- 352-2094. New permits will be accepted via the same email or hard copies by mail but will have delayed response time. All other department inquiries will be accepted via the same email and will be responded to as quickly as possible.

Parks facilities are generally open for passive recreation only, however this could change if the situation worsens. Public restrooms in parks are closed. Please use extra caution, follow CDC guidelines on washing hands, social distancing, and other precautionary measures. If you are sick and not feeling well, please stay home. Juniper Hill Golf Course is currently operating, however at reduced hours and with limited services. Please contact the golf course before arriving at 502-875-8559. Please be patient as responses to messages may be delayed.

For any other city inquiries, residents may call City Hall at 502-875-8500 and use the department directory to direct you to the appropriate staff person. Staff will answer phone calls for essential business as they are able. Or residents may use the City's website, Frankfort.ky.gov, to locate department-specific information.

Residents are encouraged to remain at home if possible, practice social distancing, and practice effective hand washing. Verified community updates related to the COVID-19 pandemic will be posted through the Office of Emergency Management, Frankfortema.org, and will be updated regularly. Thank you for your patience as we all work together to protect the health of our community.



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