



Observations about
**Drainage Service
Delivery in New Orleans**

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Outline

- Reading background, Raftelis services
- SWBNO current state of affairs regarding drainage program and key observations
- Selected high performing drainage programs and notable characteristics
- Conclusions and advice

Keith Reading

- Executive VP – Raftelis
- Civil Engineer
- For Raftelis -- responsible for stormwater management, data services, management consulting
- Since 1991 -- personal focus on developing stormwater programs and funding

Keith Reading

- Worked with > 40 stormwater programs; many large and complex:

SWBNO

Charlotte

NEORS

Dallas

St Louis

PWSA

BWSC

Fort Worth

Nashville

Baltimore

Philadelphia

- Organizational and funding focus

Local Services

- SWBNO / New Orleans Services:
 - 2016: Drainage fee feasibility study
 - 2017: Fee in lieu study
- Raftelis (not Readling): Financial planning and ratemaking for water / wastewater

Five SWBNO / New Orleans Observations

- **Service delivery model:** drainage program obligations split (major / minor system)
- **Funding:** severe underfunding at City and SWBNO, and no fee component
- **Authorities:** obligations and authorities disconnected
- **Processes:** billing, collections, customer service and data maintenance and management are a struggle
- **Operations:** system operations compound some problems

High Performing Systems

- Charlotte-Mecklenburg Stormwater Services
- Northeast Ohio Regional Sewer District

Service Delivery Model

Funding

Authority

Processes

Operations

Conclusions

- **Service delivery model:** there's more than one way to skin the cat but tight coordination is required if responsibilities are shared; implications for streets
- **Funding:** more money is needed – a lot more money, and expectations will grow with spending
- **Authority:** authority should come with responsibility
- **Processes:** drainage fees come with complicated processes that must be well run to retain customer support
- **Operations:** system operations should be integrated and coordinated