



SWBNO Task Force

Draft Recommendations

City of New Orleans
January 9, 2019

Summary of Issues to Consider

What we've heard from experts...

Funding

- Board has obligation but not authority
- Drainage is historically underfunded due to millage funding
- Looming obligations (SELA)

Coordination

- Drainage system split (City/SWBNO)
- Regional duplication (Other Parishes)

Equity

- property taxpayers fund 100%; based on assessment
- Workforce and small business opportunities unrealized

Mission Creep

- Nobody responsible for groundwater / subsidence
- Green Infrastructure

Summary of Issues to Consider

What we've heard from the community...

Support for Stormwater Utility

- General support for a fee to fund drainage with no exemptions
- Support for a unified approach to drainage- “one call” service

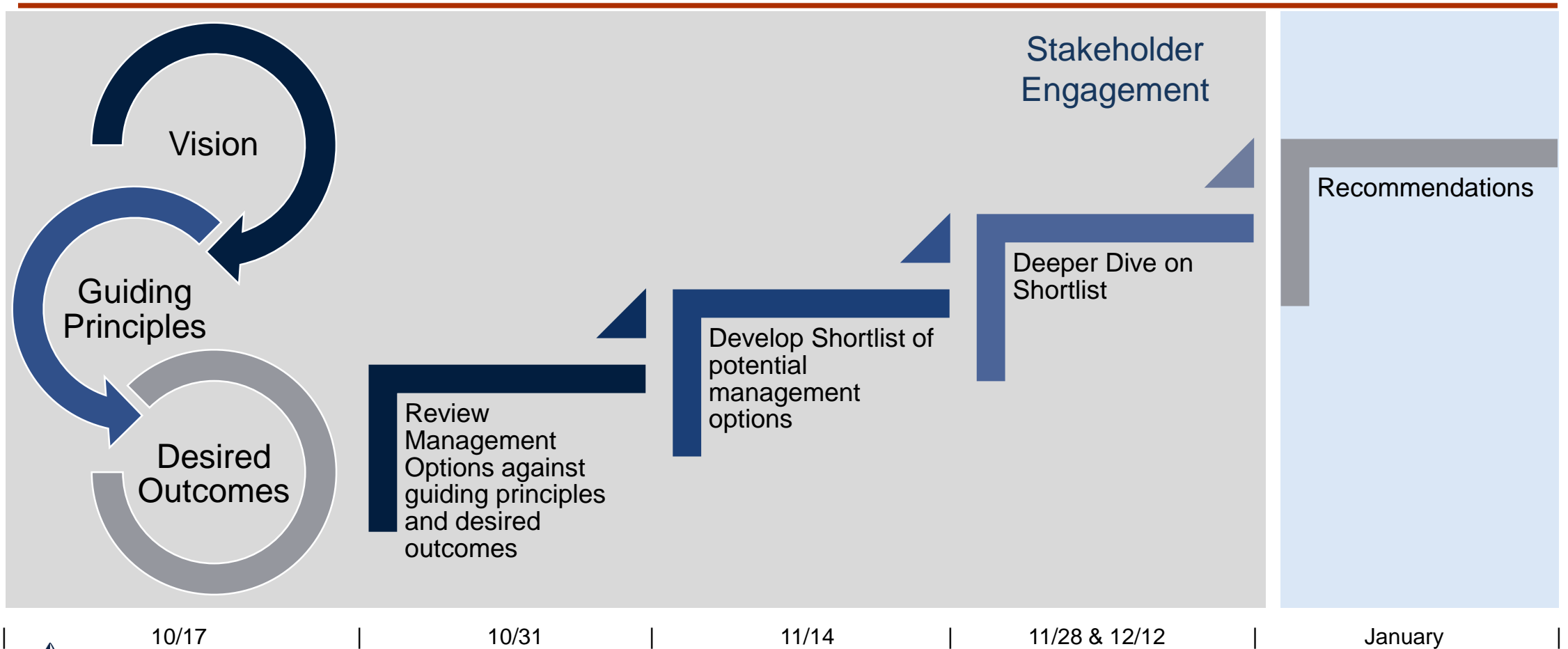
Accountability / Leadership

- Want to see SWBNO as a strong community asset

Issues with Management

- Contracting
- Boil water advisories
- Repairing streets after work
- Maintenance of catch basins and ditches
- Leaks in the water system
- Billing
- No place to lodge complaints

Process Outline



Desired Outcomes

Our recommended options should accomplish...

- Mitigation of Federal debt
- Consolidation of drainage O&M
- Groundwater management
- Sustainable and equitable funding source for drainage
- Comprehensive implementation plan for green infrastructure (Urban Water Plan)
- Workforce and small business training programs
- Holistic approach: regional MOUs with neighboring parishes and other agencies
- **Improve efficiency and accountability of existing management**
- **Direct engagement with ratepayers**

Recommendation Timeline

Our recommendations should support a long-term vision

Short Term (1-2 years)

Medium Term (2-5 years)

Long Term (5+ years)

Short Term Strategy

Immediate actions to show action

- **Management**
 - Undertake internal strategic planning process
 - Reorganized management structure for efficiency and performance
 - Flexibility in optimized staffing
- **Customer Service**
 - Continue improvements in billing and making staff available to interface with ratepayers
- **Establish Citizen Advisory Board**
 - Guide Strategic and Master Planning processes
 - Review rate cases and build public support
 - Review Capital Plans

Medium Term Strategy

Intermediate actions to improve service

■ Fund Drainage with Fee

- Based on impervious area, everyone pays
- Consolidated City/SWBNO system
- Responsible for all drainage and groundwater management / green infrastructure
- Inclusive of affordability/grant programs

■ Develop System Master Plans

- 100 year vision
 - Water
 - Sewerage
 - Drainage (combined)
 - Power

Long Term Strategy

Aspirational actions to ensure success for the next Century

- Governance Review

- Determine if a governance change is needed
 - Public Benefit Corporation?
 - Regional Utility?

- Systems Integration

- Levees, PCCP, drainage - now all connected but governed separately

Next Steps

- Refine recommendations
 - What legislative needs are there to accomplish goals?
- Present final draft recommendations 1/16
- Distribute draft report for review 1/23
 - Review and provide comments by 1/28
- Final report approval and distribution 1/30