

Volume 2
chapter



COMMUNITY FACILITIES, SERVICES AND INFRASTRUCTURE

GOAL		POLICIES FOR DECISION MAKERS	FOR MORE INFORMATION, SEE PAGE:
1	<i>Transform City services through improved cross-departmental collaboration</i>	1.A. All City assets and resources are electronically mapped, documented, and maintained in the City’s Enterprise GIS platform.	10.XX
		1.B. Facilitate consistent use of data across all City departments.	10.XX
		1.C. Consolidate public and quasi-public resources for improved efficiency and data sharing where appropriate.	10.XX
2	<i>Water, sewer, and drainage infrastructure repaired, upgraded, safe and resilient</i>	2.A. Rebuild the city’s water, sewer and drainage system to add resiliency, improve efficiency and preserve public health.	10.XX
		2.B Prioritize, for capital spending, those projects that advance the Greater New Orleans Urban Water Plan principals and/or reflect stormwater best management practices.	10.XX
3	<i>Public safety services and facilities that meet best-practices performance standards for all areas of the city</i>	3.A. Make all public safety facilities state of the art and with integrated services.	10.XX
		3.B. Maintain a sustainable, reliable and safe fleet of emergency and support vehicles that support the needs of the department.	10.XX
		3.C. Implement a more robust community policing program and overall communication with the public.	10.XX

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		3.D. Continue to pursue implementation of the Fire Department Master Plan.	10.XX
		3.E. Enhance the EMS program.	10.XX
		3.F. Improve customer service and response tracking in the Community Information/311 office.	10.XX
4	<i>Cost-efficient, resource-efficient, well maintained public facilities and services.</i>	4.A Monitor the performance of the network of public facilities and service clusters as neighborhood civic centers designed to fit into neighborhood character.	10.XX
		4.B Require public facilities to comply with floodplain management ordinance.	10.XX
		4.C Monitor the performance of the new library facilities as accessible centers of learning and community.	10.XX
		4.D Establish an asset management system for all city property and facilities, including streets.	10.XX
		4.E. Encourage citizens to become actively involved in the care and maintenance of public space and civic infrastructure in neighborhoods.	10.XX
5	<i>Publically accessible computer labs, Wi-Fi, and other devices within 5 mile of every resident</i>	5.A Create computer labs at existing City facilities and other locations to facilitate access	10.XX
6	<i>State-of-the-art public school campuses and facilities accessible to all neighborhoods</i>	6.A. Promote collaboration among city agencies and community and neighborhood groups in implementation of the New Orleans School Facilities Master Plan.	10.XX
7	<i>Up-to-date justice system facilities and programs</i>	7.A. Rebuild and expand justice facilities in ways that contribute to the commercial district and neighborhood vitality.	10.XX
8	<i>Renewable energy, energy efficiency and utility-service reliability and reasonable cost</i>	8.A. Reorganize incentives to utilities and to households and business to emphasize conservation, reliability and reasonable cost.	10.XX

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		8.B. Increase the share of electricity generated from renewable sources, and pro-mote the continued development of reliable and resilient energy transmission infrastructure.	10.XX
9	<i>State-of-the-art telecommunications communications infrastructure</i>	9.A Enact regulations and pursue contracts that result in the highest level of cost-efficient services for businesses and individuals.	10.XX
		9.B Use modern management and monitoring tools to deliver more stable and predictable City services over up-graded and expanded telecommunications infrastructure.	10.XX



fact sheet

INFRASTRUCTURE

Water Supply

- 1,610 miles of water mains and 16,500 hydrants
 - Two water treatment plants purify raw Mississippi River water
 - > Carrollton Plant services East Bank and producing 135 MGD – million gallons per day (design capacity = 232 MGD)
 - > Algiers Plant produces 10 MGD (design capacity = 40 MGD)
- Water main breaks are scheduled for repair as they are identified.
- > It will take years to restore water service

system to pre-Katrina levels

- > Estimated cost for repairing currently identified water system damage: **\$30M to \$35M**

Sewerage

- 1,600 feet of gravity sewer lines, 8-inches to 7-feet in diameter
- 84 pumping and lift stations
- All sewage pumping stations have been repaired since Katrina and are operating at capacity.
 - > The approximately \$80M in repairs to pumping stations will be paid for by FEMA
- Two sewerage treatment plants service the entire City
 - > East Bank capacity = 122 MGD (dry weather); currently receiving 100 MGD)
 - > West Bank capacity = 20 MGD; currently receiving 10 MGD
- 1998 Consent Decree between the City of New Orleans, the Sewerage & Water Board of New Orleans, and the U.S. Government; scheduled completion October 2025
- About \$500M remaining work in the over \$650M of sewerage system capacity improvements on-going

WHAT DOES IT MEAN?

- Current water plant capacity meets needs but distribution system requires significant repairs and improvements to reduce leaks.
- A significant amount of work is necessary to restore the sewerage system.
- Adequate funding needed for necessary significant improvements to drainage system.
- A safer, smarter, and more intelligent electrical grid is necessary.

Drainage

- 90 miles of open canals and 90 miles of subsurface canals
- 24 major drainage pumping stations and 13 roadway underpass pumping stations
- System pumping capacity is 32 billion gallons per day
- On the East Bank, 22 pumping stations send flow to Lake Pontchartrain and 2 send flow to the Intracoastal Waterway
- On the West Bank, 2 pumping stations send flow to the Intracoastal Waterway
- \$803M budget for five-year Capital Improvement Program (2007-2011); \$407M of this provided through funding sources other than SWB revenue
- Minor drainage is maintained by the City of New Orleans and the SWB maintains major drainage

Street Lights

- 55,000 street lights
- The City has assumed responsibility for the street light maintenance program in lieu of continuing to contract with Entergy.
- The City has converted most of its street lighting to energy efficient LEDs

Electric Grid

- Entergy no longer maintains generation facilities within the city limits; however, Entergy has just completed the construction of a 1MW solar farm in NO East with up to 500KW of battery storage.
- The Michoud Plant closed in 2016 and the Nine Mile 6 Plant opened in Westwego.
- Entergy completed a \$30 million transmission system overhaul in 2016
- Today's transmission infrastructure is designed to withstand 140 mph winds. Towers built in 1950s and 1960s designed to withstand 100 mph winds.



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COMMUNITY FACILITIES

School Facilities

- 82 Public Schools in operation in Orleans Parish including OPSB, RSD and charter schools.
- 43,948 students for the 2014-2015 school year.
- The School Facilities Master Plan (SFMP) for Orleans Parish
 - > Outlines the renovation/rebuilding of public school facilities.
 - > Outlines schools within a ½-mile walking radius of every neighborhood.
 - > The plan was approved by the Orleans Parish School Board and the Louisiana Board of Elementary and Secondary Education in November, 2008.

Libraries

- 14 Public libraries open in Orleans Parish (as of August 2016)

Child Care Centers

- 117 Child care centers open in New Orleans (2008)

Police Facilities (Headquarters and District Stations)

- 15 Stations
 - > 2 new stations have been developed and 1 is in design
 - > 3 buildings were recently purchased to relocate some NOPD operations

Fire Department Facilities

- 31 Stations
 - > 2 new stations constructed in Lower Ninth Ward and Venetian Isles. 2 additional new stations are in design.

Emergency Medical Service

- 92 full-time employees
 - > 1 Board Certified Emergency Medical Physician
 - > 68 paramedics
 - > 1 Community Nurse Paramedic
 - > 22 EMTs (Emergency Medical Technicians)
- Answered 61,000 calls in 2015

WHAT DOES IT MEAN?

- New Orleans is a city built around strong neighborhoods with the capacity for multiple community resources in each neighborhood.
- Many of our community facilities were heavily impacted by the storms.
- Significant progress has been made in bringing our community facilities back on line; however, there is still a long way to go to ensure all neighborhoods have equitable access to community facilities and services.
- New Orleans cannot be a functioning city without rebuilding the community facilities that are at the core of neighborhoods.
- Our historic pattern of clustering services within neighborhoods is an easily re-attainable sustainability strategy.

Justice Facilities

- Majority of existing law enforcement and court facilities were damaged or destroyed by Hurricane Katrina.
- The Justice Facilities Master Plan
 - > Redevelopment of the Israel M. Augustine, Jr. Criminal Justice Center (Tulane and Broad) facilities into a campus divided into three “zones” – Police, Courts, and Sheriff.
 - > The plan recommends reuse of existing facilities as well as new facilities to consolidate similar and compatible uses (ex. Consolidated Crime Lab, Coroner’s Office, and Evidence Storage).
 - > Consolidation of the Courts system at the Tulane/Broad campus has received some resistance. Some prefer a consolidated facility at a downtown location instead.
- 19 recovery projects for justice facilities have been completed, ranging from replacement of mechanical systems to design and construction of new facilities.

Sources:
 Louisiana Department of Education, New Orleans Capital Projects Administration, New Orleans EMS, Sewerage and Water Board of New Orleans, Chief Administrative Officer’s Office, 2016.

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FINDINGS

- New Orleans facilities and infrastructure were under-maintained and in need of upgrades before Hurricane Katrina.
- Many of the city's community facilities were heavily damaged by Hurricanes Katrina and Rita.
- Millions of dollars of recovery funds have been invested in public facilities all over New Orleans since Hurricanes Katrina and Rita.
- The water, sewer and drainage infrastructure requires billions of dollars in repairs and improvements.

CHALLENGES

- Community facilities to serve residents and businesses in a coordinated way.
- Community facilities to be more sustainable and cost-efficient than before the storm.
- Coordinating diverse agencies to attain the historic pattern of clustering services within neighborhoods.
- Filling the financing gap to restore and enhance the City's sewer, water and drainage infrastructure.
- Establishing non-structural approaches to drainage, wastewater and other needs.

Acronyms

To aid in reading this section, below is a list of acronyms used within the text:

CAO	Chief Administrative Officer	MGD	Million Gallons per Day
CPC	City Planning Commission	NOFD	New Orleans Fire Department
EMS	Emergency Medical Services	NOPD	New Orleans Police Department
EMT	Emergency Medical Technician	OPSB	Orleans Parish School Board
FEMA	Federal Emergency Management Agency	RSD	Recovery School District
GIS	Geographic Information Systems	S&WB	Sewerage and Water Board

A Introduction

New Orleans' infrastructure and many community facilities, such as police and fire stations, libraries and community centers, were severely damaged or destroyed in the aftermath of Hurricanes Katrina and Rita and federal funding has supported millions of dollars in investments in new and rehabilitated facilities and infrastructure since then. The Capital Program for restoration of facilities damaged by Hurricanes Katrina and Rita includes over 254 projects with a Capital Budget of \$558 million.

The Master Plan emphasizes co-location of community facilities and incorporation of resiliency, energy efficiency and green building techniques. Community-serving facilities should be combined, where possible, in centralized locations within neighborhoods—forming a nexus of community facilities and services. Many facilities have been designed for flexible uses: schools and police stations can have community meeting rooms; schools can share clinics with the surrounding neighborhood; libraries can accommodate adult learning centers. Renovation of existing facilities and construction of new ones are being executed to increase resiliency, mitigate future storm damage and reduce recovery time after a storm event or other emergency. Like older cities all over the country, New Orleans' aging infrastructure, some of which has elements nearly 100 years old, needed very costly improvements estimated at \$6 billion even before the storm. While many repairs and replacements require traditional hardened solutions, there are also opportunities to explore innovative non-structure solutions to enhance cost-efficient rehabilitation of the system.

Every neighborhood has seen facility and infrastructure improvements as a result of the recovery-related capital improvement program, but the full value will depend on the City's capacity to maintain these investments over the long term. Establishment of an asset management system for City-owned properties is a high priority recommendation of the Master Plan.

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B Recommendations

A recommendations **Summary** linking goals, strategies and actions appears below and is followed by one or more early-action items under the heading **Getting Started**. The **Narrative** follows, providing a detailed description of how the strategies and actions further the goals. Background and existing conditions discussion to inform understanding of the goals, policies, strategies and actions are included in Volume 3, Chapter 10.

Summary

FIRST FIVE YEARS: 2010–2014 MEDIUM TERM: 2015–2019 LONG TERM: 2020–2030

GOAL	RECOMMENDED STRATEGIES	RECOMMENDED ACTIONS:				
		HOW	WHO	WHEN	RESOURCES	FOR MORE INFORMATION, SEE PAGE:
1. Transform City services through improved cross-departmental collaboration	1. A. All City assets and resources are electronically mapped, documented, and maintained in the City's Enterprise GIS platform	1. Store and map fixed assets in Enterprise GIS Database through a City Asset Management System by GPS and other means that reference the city's authoritative data and basemaps.	Data Owners and/or Data Stewards within specific departments/agencies; City IT.	First five years		
	1. B. Facilitate consistent use of data across all City departments	1. Implement policy outlining standards for consistency of use.	City IT	First five years		
		2. Discourage creation of information silos by encouraging use of enterprise data systems.	City IT	First five years		
1. C. Consolidate public and quasi-public resources for improved efficiency and data sharing where appropriate	1. Feed external data into centralized data warehouses. When geographic in nature, the records should be stored in the Enterprise GIS Geodatabase wherever possible.	Quasi-public and public organizations; City IT	First five years			
2. Water, sewer and drainage infrastructure repaired, upgraded, safe and resilient	2. A. Rebuild the city's water, sewer and drainage system to add resiliency, improve efficiency, and preserve public health.	1. Continued needed improvements as provided for in the Sewerage and Water Board Master Plans.	Sewerage & Water Board (S&WB)	Long term	Federal; bonds; rate payers; grants. Estimated \$6 B cost	10.15
		2. Inventory and confirm specifications of all known City infrastructure and assets, including legal boundaries and waterways.	S&WB; ITI	Short term		
		3. Implement centralized GIS-centric enterprise asset management system to coordinate construction efforts.	S&WB; ITI	Short term		

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	4. Develop funding strategies combining federal, state, local bond and local rate financing.	S&WB; possible consultants	First five years	S&WB resources	10.15
	5. Establish a priority ranking system to resolve existing drainage problems and communicate the priorities and rationale to the public.	S&WB; DPW	First five years	Staff time	10.16
	6. Pursue innovative, non-structural solutions for treating effluent (e.g., wetlands restoration) and managing storm water (e.g., natural drainage), to reduce the need for more expensive structural approaches.	S&WB; DPW	First five years	Staff time; grant funding; federal funds;	10.16
	7. Address lead and copper rule for private property house connections.	S&WB		Staff time	
2.B Prioritize, for capital spending, those projects that advance the Greater New Orleans Urban Water Plan principals and/or reflect stormwater best management practices.	1. Establish and overarching, interdepartmental governance structure to coordinate capital investment and program decision making among local governmental agencies whose jurisdiction includes drainage or land assets necessary for integrated stormwater management as described in the Greater New Orleans Urban Water Plan	S & WB, DPW, Parks and Parkways, NORA, City Park, Audubon Commission, etc.	Medium Term		
	2. Develop a sustainable, comprehensive, and locally derived funding stream for all surface and subsurface drainage assets, exploring alternatives to sewer and water rate increases, and ensure adequate resources are allocated for operations and maintenance.	S & WB, DPW, Parks and Parkways, NORA, City Park, Audubon Commission, etc.	Medium Term		

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		3. Enact a parcel based drainage service fee calculated on the basis of runoff volume, which would fund servicing of drainage related assets.	S&WB; DPW	Medium Term		
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FIRST FIVE YEARS: 2010–2014
 MEDIUM TERM: 2015–2019
 LONG TERM: 2020–2030

GOAL	RECOMMENDED STRATEGIES	RECOMMENDED ACTIONS:				
		HOW	WHO	WHEN	RESOURCES	FOR MORE INFORMATION, SEE PAGE:
3. Public safety services and facilities that meet best practices standards for all areas of the city	3.A. Make all public safety facilities state of the art and with integrated services.	1. Continue to build facilities, infrastructure and to withstand Category 5 storms at a minimum.	Mayor's Office; CAO; Public Safety Departments; Project Delivery Unit	First five years	Non-recurring disaster funding	10.17
		2. Replace faulty equipment .	Mayor's Office; CAO; Public Safety Departments; Project Delivery Unit	First five years	Disaster funding; capital budget	10.17
		3. Apply for grants as a funding source for implementing necessary improvements.	Mayor's Office	First five years	Grants	10.17
		4. Require mandatory interagency management teams and training for all firstresponders.	Mayor's Office; CAO	First five years	Staff time	10.17
	3.B. Maintain a sustainable, reliable and safe fleet of emergency and support vehicles that support the needs of the department	1. Develop and maintain a fleet preventative maintenance program	Mayor's Office; CAO; Public Safety Departments	First five years	Staff time	
		2. Develop and maintain a fleet replacement program that includes pre-identified replacement /	Mayor's Office; CAO; Public Safety Departments	First five years	Staff time	
		3. Implement fleet management best practices including idle reduction technology, fleet management software to enhance cost savings and decrease environmental effects.	Mayor's Office; CAO; Public Safety Departments	First five years	Staff time	
		4. Apply for grants as a funding source for fleet improvements.	Mayor's Office; CAO; Public Safety Departments; Project	First five years	Grants	
	3.C. Implement a more robust community policing program and overall communication with the	1. Continue to implement the Brown Report's Strategic Action Plan's recommendations on community policing.	Police Department	First five years	Federal grants; Staff time	10.17

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public.	2. Organize systems to assure support from other agencies for community policing efforts, such as code enforcement, liquor licensing, and so on, including ticketing for quality of life offenses.	Police Department; other agencies	First five years	Staff time	10.17
	3. Continue to collaborate with other justice system entities in development information sharing and efficient communications.	Police Department and other justice system agencies	First five years	Staff time	10.17
	4. Enhance the public communications office for more effective communication with the public.	Police Department	First five years	Staff time	10.18
	5. Improve the quality and accessibility of information on the department's website.	Police Department	First five years	Staff time	10.18

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FIRST FIVE YEARS: 2010–2014
 MEDIUM TERM: 2015–2019
 LONG TERM: 2020–2030

GOAL	RECOMMENDED STRATEGIES	RECOMMENDED ACTIONS:				
		HOW	WHO	WHEN	RESOURCES	FOR MORE INFORMATION, SEE PAGE:
3. Public safety services and facilities that meet best practices standards for all areas of the city	3.D. Continue to pursue implementation of the Fire Department Master Plan.	1. Review and update the 2006 Fire Master Plan	Fire Department	First five years	General fund	
		2. Recruit highly qualified personnel, including multilingual candidates.	Fire Department	First five years	General fund	10.18
		3. Include the department in planning meetings for fire department facilities to ensure that renovated and new facilities meet the needs for the department	Fire Department; PDU; CPA	First five years	Staff time	10.18
		4. Review training programs and procedures and rebuild the training facility adjacent to the NSA.	Fire Department	First five years	General fund	10.18
		5. Repair water hydrants to allow faster and more access to water supply.	S&WB; Project Delivery Unit	First five years	Recovery funds; general fund	10.18
	3.E. Enhance the EMS program.	1. Develop and operate a GIS mapping system or similar program and explore use of other software, such as electronic patient care reports.	EMS to work with Office of Technology	First five years	General fund	10.18
		2. Increase NOEMS field resources (personnel, equipment and fleet) to meet national best practice response time compliance of <9 Minutes for all Code 3 calls for service	EMS	First five years	Staff time	10.19
		3. Create a comprehensive risk analysis to identify specific risks and to tailor emergency response.	EMS; CAO	First five years	Consultant	
		4. Implement a policy for non-emergent calls for service.	EMS; CAO, Mayor's Office, City Council	First five years		
		5. Improve access to medical knowledge, skills and abilities within the department and partnering public safety agencies.	EMS, NOFD,	First five years	State and local funds	
		6. Expand staff training and leadership development to enable the department to cultivate a high-quality workforce.	EMS	First five years	State and local funds	

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	<p>7. Increase department staffing to include additional physicians, a training and education specialist, and a database analyst.</p>	<p>EMS; Civil Service</p>	<p>First five years</p>		
	<p>8. Adjust billing practices to reflect national billing practices for services rendered.</p>	<p>NOEMS, CAO</p>	<p>First five years</p>		
	<p>9. Partner with local universities to provide EMTs and paramedics with continuing education and training.</p>	<p>EMS; Fire Department</p>	<p>First five years</p>	<p>State and local funds</p>	<p>10.19</p>
	<p>10. Expand delivery of the department's safety programs in schools, summer camps, and other community-based programs, events and activities.</p>	<p>EMS, NOHD, NOFD, NOPD</p>	<p>Medium term</p>	<p>Staff time</p>	

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FIRST FIVE YEARS: 2010–2014
 MEDIUM TERM: 2015–2019
 LONG TERM: 2020–2030

GOAL	RECOMMENDED STRATEGIES	RECOMMENDED ACTIONS:					
		HOW	WHO	WHEN	RESOURCES	FOR MORE INFORMATION, SEE PAGE:	
3. Public safety services and facilities that meet best practices standards for all areas of the city	3.F Improve customer service and response tracking in the Community Information/311 office	1. Train 311 operators to answer common questions directly rather than refer callers to other departments.	311	First five years	Staff time	10.20	
		2. Create a community information center interactive web site with frequently asked questions, links to departments and outside resources.	Office of Technology	First five years	Staff time	10.20	
		3. Provide a 311 e-mail form where citizens can select any city service, not just reporting potholes, code violations, debris and dumping.	Office of Technology	First five years	Staff time	10.20	
		4. Increase the 311 Call Center's capacity for emergency assistance.	311; Office of Emergency Preparedness	First five years	Federal and state funds	10.20	
4. Cost, efficient, resource-efficient, well-maintained public facilities and services	4.A. Monitor the performance of the network of public facilities and service clusters to function as neighborhood civic centers.	1. Seek to co-locate city services with public schools, clinics, and similar services	CAO's office	First five years	Staff time	10.21	
	4.B Require public facilities to comply with floodplain management ordinance.	1. Commit to constructing new public buildings with additional freeboard.					
		2. Retrofit existing facilities for compliance with current floodplain management standards					
	4.C. Monitor the performance of the new library facilities as accessible centers of learning and community.	1. Leverage the Library Master Plan and completed libraries in neighborhood civic center planning.		CAO's office; Library system; Project Delivery Unit	First five years	Staff time	10.21
			2. Attract more patrons with a variety of services and	Library system	First five years	Recovery funding; capital funds	10.21

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		amenities, such as conference rooms, multi-media facilities, etc., to attract more patrons.				
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FIRST FIVE YEARS: 2010–2014
 MEDIUM TERM: 2015–2019
 LONG TERM: 2020–2030

GOAL	RECOMMENDED STRATEGIES	RECOMMENDED ACTIONS:				
		HOW	WHO	WHEN	RESOURCES	FOR MORE INFORMATION, SEE PAGE:
4. Cost, efficient, resource-efficient, well-maintained public facilities and services		3. Seek partnerships and new funding sources to enhance facilities and services.	Library system; public-private partnerships	First five years	Foundations	10.21
		4. Build capacity by increasing the print collection to meet peer standards, increasing the number of computers and non-print collection.	Library system; public-private partnerships	First five years	Foundations	10.21
		5. Continue to involve citizens in planning library design and operations.	Library System; Citizen Participation System	First five years	Staff time	10.21
		6. Continue to implement a range of branch sizes, from storefront to community to main branch in order to create an optimal network.	Library Systems; Project Delivery Unit	First five years	D-CDBG	10.22
	4.D. Establish an asset management system for all city property and facilities, including vehicle fleets and streets	1. Make establishment and implementation of an asset management system, including training and ongoing upkeep of the system, a high priority.	Mayor's Office; CAO	First five years	General fund	10.22
	4.E. Encourage citizens to become actively involved in the care and maintenance of public space and civic infrastructure in neighborhoods.	1. Create an ordinance that allows for collaboration between the City and citizen-led groups for the care and regeneration of public space and civic infrastructure.	Mayor's Office; Various City Agencies	First five years		
	5. Publically accessible computer labs, Wi-fi, and other devices within 5 mile of every resident	5.A Create computer labs at existing City facilities and other locations to facilitate access	1. Revitalize existing computer labs with updated infrastructure including computers, printers, and Internet service			

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		2. Revitalize existing computer labs with updated infrastructure including computers, printers, and Internet service				
		3. Commission development of a mobile computer lab that can travel to neighborhood bringing computer resources to neighborhoods who lack sufficient access or adoption of technology resources.				
		4. Develop technology mentorship and teaching program to support all City computer labs that will include digital literacy, technology education, and general user and technical support.				
		5. Track inventory of computers and computer resources in the enterprise asset management system; make location and specifications available to residents via GIS-based tool.				
6. State of the art public school campuses and facilities accessible to all neighborhoods	6.A. Promote collaboration among city agencies, community and neighborhood groups, and the school board in implementation of the School Facilities Master Plan.	1. Inventory and electronically document all school property, land, and other fixed assets with a GIS-centric Work Order/Asset Management System. This should be the same system that is implemented by City Hall and S&WB.	School District; ITI			
		2. Where feasible, combine school facilities with other community-serving functions like libraries and health centers.	School District; CAO's office	First five years	Staff time	10.22

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	<p>3. Ensure that elementary schools are within walking distance of neighborhoods and high schools have access to public transit.</p>	<p>School District</p>	<p>First five years</p>	<p>School funds</p>	<p>10.22</p>
	<p>4. Dispose of excess school property for adaptive reuse.</p>	<p>School District</p>	<p>First five years</p>	<p>Staff time</p>	<p>10.22</p>
	<p>5. Ensure city and community input in planning for projects to expand school land or facilities, or adaptive reuse of school lands or facilities no longer needed.</p>	<p>School District; CPC; Citizen Participation Program</p>	<p>First five years</p>	<p>School district funds</p>	<p>10.23</p>

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FIRST FIVE YEARS: 2010–2014

MEDIUM TERM: 2015–2019

LONG TERM: 2020–2030

GOAL	RECOMMENDED STRATEGIES	RECOMMENDED ACTIONS:				
		HOW	WHO	WHEN	RESOURCES	FOR MORE INFORMATION, SEE PAGE:
7. Up to date justice system facilities and programs that include a focus on the rehabilitation of offenders for re-entry into society	7.A. Rebuild and expand justice facilities in ways the contribute to commercial district and neighborhood vitality.	1. Keep Civil Courts downtown in order to contribute to downtown's health as an office and civic center.	Civil Courts	First five years	Staff time	10.23
		2. Continue to establish and expand best practice programs of alternative sentencing and rehabilitative justice.	Sheriff's Office	First five years	Grants; federal, state and local funding	10.23
		3. Continue efforts to enhance communications and information sharing within the justice system.	All justice system groups	First five years	Staff time	10.23
8. Renewable energy, energy efficiency and utility service reliability at reasonable cost	8.A. Using best practices, reorganize incentives to utilities and to households and business to emphasize conservation, reliability and reasonable cost.	1. Expand implementation of the Energy Smart New Orleans Plan and advance energy efficiency.	City Council; Mayor's Office; ORS; Entergy	First five years	Grants	10.23
		2. Adopt a regulatory system that decouples utility revenue from electric consumption.	City Council; Mayor's Office; ORS; Entergy	First five years	Staff time	10.23
		3. Implement the energy efficient portfolio standard of 2% annual savings.	City Council	First five years	Staff time	10.23
		4. Implement strategies and programs to reduce energy usage in all City-owned facilities by 15% by 2020.	City Council; Energy Coordinator	First five years	Staff time	10.24

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	5. Facilitate sharing of outage data between service provider and City authorities for situational awareness and planning for cooling stations (in areas with restored power) after outages from weather and non-weather events.	Mayor's office, ITI, Entergy	First five years	Staff time	
8.B. Increase the share of electricity generated from renewable sources, and promote the continued development of reliable and resilient energy transmission infrastructure.	1. Increase the share of renewable energy in the Integrated Resource Plan and adopt a renewable energy portfolio standard.	City Council; Mayor's Office; ORS; Entergy	First five years	Grants; federal, state and local funding	
	2. Continue to explore options for a long-term plan to harden transmission lines, bury overhead utilities, and implement smart grid technology.	City Council; Mayor's Office; ORS; Entergy	First five years	Staff time	10.24
	3. Continue to make citywide upgrades to the underground gas infrastructure to replace low-pressure lines with high-pressure lines.	Entergy	First five years	Utility receipts	10.24

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FIRST FIVE YEARS: 2010–2014
 MEDIUM TERM: 2015–2019
 LONG TERM: 2020–2030

GOAL	RECOMMENDED STRATEGIES	RECOMMENDED ACTIONS:				
		HOW	WHO	WHEN	RESOURCES	FOR MORE INFORMATION, SEE PAGE:
9. State of the art telecommunications infrastructure, including broadband, fiber optic, wireless and cable	9.A. Enact regulations and pursue contracts that result in the highest level of cost-efficient service for businesses and individuals	1. Make capital investments and implement strategies to ensure the resilience of the city's communications and telecommunications.	Mayor's Office; CAO	First five years	Staff time	10.24
		2. Determine feasibility, cost, funding sources and implementation schedule for housing, staffing and maintaining production facilities for digital public communication between the city and its citizens.	Mayor's Office; CAO	First five years	Staff time; Consultant	10.24
		3. When possible, work with public and private schools, universities, libraries and non-profit organizations to share facilities and avoid duplicating the costs associated with equipment and operations	RSD; OPSB; Library System; non profits	First five years	Staff time; Consultant	10.24
		4. Develop policies that will recoup and allocate funds from cable and video service providers and allocate new funding mechanisms to support government, educational, public programming for video-based communication with the city's residents.	Mayor's Office	First five years	Staff and volunteer time	10.24
		5. Transmit government, educational, public programming through all feasible means available for citizens' access, including cable, digital video services and public web sites.	Mayor's Office	First five years	Staff time	10.25
		6. Implement a strategy for monitoring and acting on FCC policies surrounding new interactive technologies for providing wireless communications.	Mayor's Office; Utility providers	First five years	Staff time	10.25
		7. Promote "fiber to the home; upgrades of broadband technology.	Mayor's Office; Utility providers	First five years	Staff time	10.25

ATTACHMENT A

9.B Use modern management and monitoring tools to deliver more stable and predictable City services over upgraded and expanded telecommunications infrastructure	1. Implement required technology infrastructure to collect information on the status and condition of City infrastructure supporting basic services				
	2. Implement monitoring and analytics tools to continually and proactively assess and address health of infrastructure				

ATTACHMENT A

Getting Started

This item is a short-term action that will help lay the groundwork for the longer-term actions that follow.

- Establish an asset-management system for all City property and facilities, including streets.

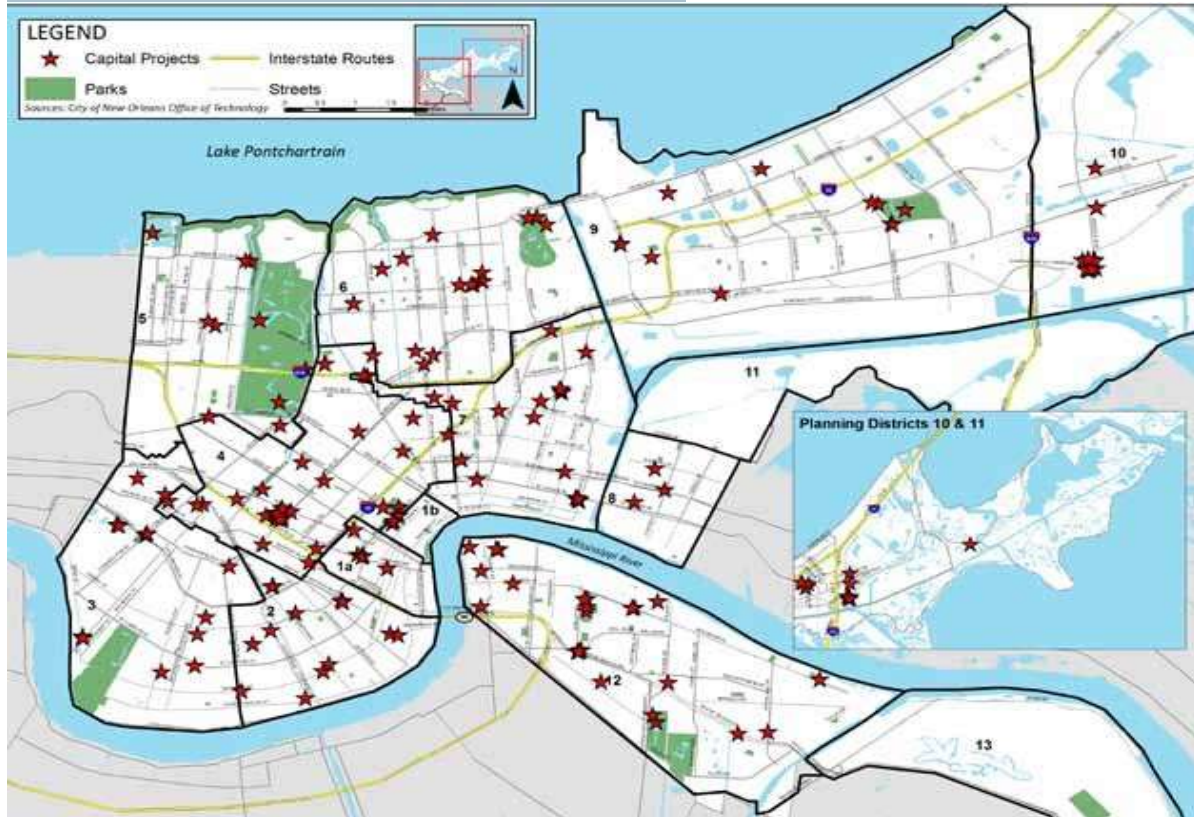
Narrative

In the aftermath of Hurricane Katrina, the City of New Orleans will see the investment of many millions of dollars of federal funds in city facilities and infrastructure, both for new construction and for renovation. This is a tremendous opportunity to upgrade community facilities, many of which were in poor condition or obsolete at the time of the storm, so that they meet contemporary standards.

As noted in previous chapters, community-serving facilities should be combined, where possible, in centralized locations within neighborhoods—forming a nexus of community facilities and services. Many facilities can be designed for flexible uses. Schools and police stations can have community meeting rooms, schools can share clinics with the surrounding neighborhood, libraries can accommodate adult learning centers. Energy efficiency and green building techniques can be incorporated to make new investments more cost-effective over the long term.

In addition, both the new construction of facilities as well as the renovation of existing facilities should be executed to increase resiliency, mitigate future storm damage, and increase recovery time after a storm event or other community emergency. While building these shared-use community facilities makes sense from a neighborhood services perspective, they should also be designed for potential use as storm shelters

MAP 10.1: PUBLIC FACILITIES RECOVERY INVESTMENTS



ATTACHMENT A

and be built for a more sustainable future. By building community facilities in locations that can be easily mitigated in the event of a natural disaster or other community emergency, a neighborhood's recovery time could be dramatically reduced. If every neighborhood were to have these facilities central to the community, they could serve as centers of refuge, care, and supplies for the neighborhood immediately surrounding them.

Like older cities all over the country, New Orleans' aging infrastructure needed very costly improvements even before the storm. While many repairs and replacements require traditional hardened solutions, there are also opportunities to explore innovative non-structural solutions to enhance cost-efficient rehabilitation of the systems.

EQUITY

The City of New Orleans has established the practice of meeting with communities as part of the planning of its public facilities. It will also monitor and review the use and operation of these facilities through an Equity lens to see how well its outreach has resulted in facilities that meet the communities' needs and expectations. The facilities must also work within the context of other community investments that enhance the character and livability of community. Equity will encourage an ongoing discussion with all communities to see how adaptable facilities are to the daily use by citizens and how well facilities serve the range of needs for gathering, recreation, emergency centers, and cultural expression.

RESILIENCE

Given the natural setting and risk associated with our environment, city facilities must set the standard for resilient design, use, and operation. In addition to the intrinsic value that designing to this standards bring to community, our public facilities are anchors of community interaction and fellowship. These facilities are often the safe haven for many citizens whenever a natural threat ensues. We will continue to learn and master best practices through monitoring, planning, maintenance, and adaptive reuse.

GOAL 1

Transform City Services through improved cross-departmental collaboration

1.A All City assets and resources are electronically mapped, documented, and maintained in the City's Enterprise GIS platform

RECOMMENDED ACTIONS

1. Map fixed assets and store in Enterprise GIS Database that reference the city's authoritative data and basemaps.

Who: Data stewards within specific departments in partnership with City IT

When: First five years

1.B Facilitate consistent use of data across all City departments

RECOMMENDED ACTIONS

1. Implement policy outlining standards for consistency of use

Who: City IT

When: First five years

2. Discourage creation of information silos by encouraging use of enterprise data systems

Who: City IT

When: First five years

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1.C Consolidate public and quasi-public resources for improved efficiency and data sharing where appropriate

RECOMMENDED ACTIONS

1. Feed external data into centralized data warehouses. When geographic in nature, the records should be stored in the Enterprise GIS Geodatabase wherever possible.
Who: Quasi-public and public organizations and in partnership with City IT
When: First five years

GOAL 2

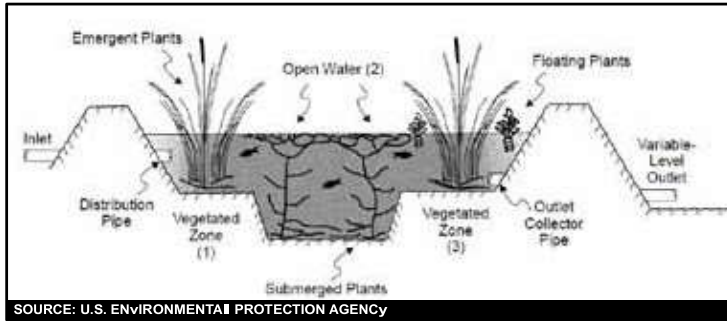
Water, sewer, and drainage infrastructure repaired, upgraded, safe and resilient

2.A rebuild the city's water, sewer and drainage system to add resiliency, improve efficiency, and preserve public health.

RECOMMENDED ACTIONS

1. Continue needed structural improvements as provided for in Sewerage and Water Board Master Plans by comprehensively rebuilding water and sewer infrastructure to reduce leaks, improve groundwater quality, and replace outmoded infrastructure.
Who: S & WB
When: Long term
Resources: Federal: bonds; rate pares. Estimated \$6 B cost
 - > Rebuild underground water and sewer infrastructure more robustly to account for subsidence and hedge against future damage to underground pipes.
 - > Improve the water purification and sewerage treatment plants to increase efficiency and resiliency.
 - > Develop alternative fresh water sources in case of contamination of the drinking water supply.
2. Inventory and confirm specifications of all known City infrastructure and assets, including legal boundaries and waterways
Who: S & WB; City IT
When: Short term
3. Implement centralized GIS-centric enterprise asset management system to coordinate construction efforts
Who: S & WB; City IT
When: Short term
4. Develop funding strategies including seeking federal funding for water and sewer infrastructure repairs and replacement. The city should secure adequate federal, state, and local funding streams to comprehensively replace underground infrastructure. For greater efficiency, water and sewer

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Constructed wetlands are artificial ponds planted with aquatic plants that are used to treat waste water, and have been successfully utilized in several municipalities throughout the U.S. The New Orleans Sewerage and Water Board is developing a project to restore degraded wetlands as a way of treating effluent from the East Bank wastewater treatment plant. If successful, this project could obviate the need for expensive infrastructure investments.

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replacements should be coordinated with road rebuilding projects to reduce costs and increase efficiency.

Who: S & WB; possible consultants

When: First five years

Resources: S & WB resources

5. *Establish a priority ranking system to resolve existing drainage problems and communicate the priorities and rationale to the public.*

Who: S & WB; DPW

When: First five years

Resources: Staff time

6. *Pursue innovative, where feasible, non-structural solutions for treating effluent, such as wetlands restoration, and for managing storm water, such as natural drainage, thereby reducing the need for more expensive structure approaches.*

Who: S & WB

When: First five years

Resources: Staff time; grant funding; federal funds; capital budget

> *Modify regulations to promote and implement strategies that encourage infiltration of storm water such as pervious surface, directing rooftop runoff to rain gardens, swales, and richly vegetated public spaces, where feasible.*

> *Establish a city-wide groundwater monitoring network to inform the city's efforts to decelerate subsidence through the use of green infrastructure and adaptive management of conventional drainage infrastructure. Make the resulting data available to the public.*

> *Aggregate available data and conduct additional soil sampling to produce a city-wide soils survey that will inform the siting and design of green infrastructure. Make the resulting data available to the public.*

7. *Address lead and copper rule for private property house connections.*

Who: S & WB When: First

five years Resources: Staff

time

- 1.B** *Prioritize for capital spending, those projects that advance the Greater New Orleans Urban Water Plan principals and/or reflect stormwater best management practices.*

RECOMMENDED ACTIONS

1. *Establish and over-arching, interdepartmental governance structure to coordinate capital investment and program decision making among local governmental agencies whose jurisdiction includes drainage or land assets necessary for integrated storm-water management as described in the Greater New Orleans Urban Water Plan*

Who: S & WB, DPW, Parks and Parkways, NORA, City Park, Audubon Commission, etc.

When: Medium term

Resources: General Fund, private foundations, federal grants

2. *Develop a sustainable, comprehensive, and locally derived funding stream for all surface and subsurface drainage assets, exploring alternatives to sewer and water rate increases, and ensure adequate re-sources are allocated for operations and maintenance.*

Who: S & WB, DPW, Parks and Parkways, NORA, City Park, Audubon Commission, etc.

When: Medium term

Resources: General Fund, drainage fee, private foundations, federal grants, etc.

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3. *Enact a parcel based drainage service fee calculated on the basis of runoff volume, which would fund servicing of drainage related assets.*

Who: S & WB, DPW

When: Medium term

Resources: Operating fund, etc.

>The process of establishing such a fee should include robust public outreach and public input. When designing the fee structure, consideration should be given to related priorities such as affordable housing. An analysis of comparable programs, often called stormwater utilities, can help inform the creation of an effective, equitable program for New Orleans. (according to a survey by Western Kentucky University, there are approximately 1600 stormwater utilities in North America:

<https://www.wku.edu/engineering/civil/fpm/swsurvey/swus2016.pdf>

Cities across the nation have been searching for alternatives to traditional hardscape solutions in solving their storm drainage problems. Common approaches include vegetated swales, rain gardens and protection and enhancement of wetlands and riparian buffers. These approaches are even more effective when implemented along with strategies that keep storm water runoff out of the storm sewer system, such as pervious pavement and directing rooftop runoff to vegetated areas. These approaches reduce the amount of storm water runoff, recharge the groundwater and prevent subsidence, reduce urban temperatures, improve urban aesthetics and community livability and save capital costs.

The cities of Portland (OR) and Seattle (WA) have pioneered using natural drainage systems within urbanized areas. With its



Upgraded police and fire stations will provide more reliable service in case of emergencies and can also serve as emergency shelters during storm events.

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numerous neutral grounds, neighborhood streets that lack curbs and drains, and, while the city is rebuilding, vacant lots, New Orleans is well-positioned to become a leader in incorporating natural drainage systems. The city will always need structural drainage systems, but by promoting natural drainage in new development, renovations and public projects, the city will help alleviate subsidence and reduce the need for expansion of structural systems.

GOAL 3

Public safety services and facilities that meet best practices performance standards for all areas of the city and can continue to function during 1-in-500-year storm events

3.A All public safety facilities should be state of the art and with integrated services.

RECOMMENDED ACTIONS

1. *Continue to build facilities and infrastructure to withstand Category 5 hurricanes.*
Who: Mayor's Office; CAO; Public Safety Departments; Project Delivery Unit
When: First five years
Resources: Non-recurring disaster funding
2. *Replace faulty equipment.*
Who: Mayor's Office; CAO; Public Safety Departments; Project Delivery Unit
When: First five years
Resources: Disaster funding; Capital budget
3. *Apply for grants as a funding source for implementing necessary improvements.*
Who: Mayor's Office
When: First five years
Resources: Grants
4. *Require mandatory interagency management teams and training for all first responders.*
Who: Mayor's Office; CAO
When: First five years
Resources: Staff time

3.B Maintain a sustainable, reliable and safe fleet of emergency and support vehicles that support the needs of the department.

RECOMMENDED ACTIONS

1. *Develop and maintain a fleet preventative maintenance program*
Who: Mayor's Office; CAO; Public Safety Departments
When: First five years
Resources: Staff time
2. *Develop and maintain a fleet replacement program that includes pre-identified re-placement / re-chassis time periods for vehicles and can accommodate additional purchases for vehicles involved in total loss incidents*
Who: Mayor's Office; CAO; Public Safety Departments
When: First five years
Resources: Staff time
3. *Implement fleet management best practices including idle reduction technology, fleet management software to enhance cost savings and de-crease environmental effects.*

ATTACHMENT A

Who: Mayor's Office; CAO; Public Safety Departments

When: First five years

Resources: Staff time

4. *Apply for grants as a funding source for fleet improvements.*

Who: Mayor's Office; CAO; Public Safety Departments

When: First five years

Resources: Grants

3.C Implement a more robust community policing program and overall communication with the public.

RECOMMENDED ACTIONS

1. *Continue to implement the Brown Report's Strategic Action Plan's recommendations on community policing.*

Who: Police Department

When: First five years

Resources: Grants; Staff time

2. *Organize systems to assure support from other agencies for community policing efforts, such as code enforcement, liquor licensing, and so on.*

Who: Police Department; other agencies

When: First five years

Resources: Staff time

3. *Continue to collaborate with other justice system entities in developing information sharing and*

ATTACHMENT A

efficient communications.

Who: Police Department; other Justice system agencies

When: First five years

Resources: Staff time

4. Enhance the public communications office to assist in communication with the public.

Who: Police Department

When: First five years

Resources: Staff time

5. Improve the quality and accessibility of information on the department's web site.

Who: Police Department

When: First five years

Resources: Staff time

3.D Continue to pursue implementation of the Fire Department Master Plan

RECOMMENDED ACTIONS

1. Review and update the 2006 Fire Department Master Plan

Who: Fire Department

When: First five years

Resources: General fund

2. Recruit highly qualified personnel, including multilingual candidates. Consider incentive programs to attract candidates.

Who: Fire Department

When: First five years

Resources: General fund

3. Include the department in planning meetings for fire department facilities to ensure that renovated and new facilities meet the needs of the department.

Who: Fire Department; PDU; CPA

When: First five years

Resources: General fund; Staff time

4. Review training programs and procedures—rebuild the training facility adjacent to the NSA

Who: Fire Department

When: First five years

Resources: General fund

5. Repair water hydrants to allow faster and more access to water supply.

Who: S&WB; Project Delivery Unit

When: First five years

Resources: Recovery funds; general fund

3. E Enhance the EMS program

RECOMMENDED ACTIONS

1. Develop and operate a GIS mapping system or other program such as Live MoveUP Module

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(LiveMUM) for tracking emergency response requests, and explore use of other programs like electronic patient care reports (ePCRs), etc.

Who: EMS to work with City IT

When: First five years

Resources: General fund

2. *Increase NOEMS field resources (personnel, equipment and fleet) to meet national best practice response time compliance of <9 Minutes for all Code 3 calls for service.*
Who: EMS
When: First five years
Resources: Staff time
3. *Create a comprehensive risk analysis to identify specific risks and to tailor emergency response.*
Who: EMS; CAO
When: First five years
Resources: Consultant
4. *Implement a policy for non-emergent calls for service.*
Who: EMS; CAO; Mayor's Office; City Council
When: First five years
Resources:
5. *Improve access to medical knowledge, skills and abilities within the department and partnering public safety agencies*
Who: EMS; NOFD
When: First five years
Resources: State and local funds
6. *Expand staff training and leadership development to enable the department to cultivate a high-quality workforce.*
Who: EMS
When: First five years
Resources: State and local funds
7. *Increase department staffing to include additional physicians, a training and education specialist, and a data-base analyst.*
Who: EMS; Civil Service
When: First five years
8. *Adjust billing practices to reflect national billing practices for services rendered.*
Who: EMS; Civil Service
When: First five years
9. *Partner with local universities to provide EMTs and paramedics with continuing education and trainings.*
Who: EMS; Mayor's Office
When: First five years

ATTACHMENT A



Community-based planning for the Andrew Wilson School in Broadmoor culminated in a state-of-the-art educational facility complimented by services and amenities for all area residents. Future decisions on the fate of school properties should be grounded in a thorough community planning process.

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Resources: State and local funds

10. *Expand delivery of the department's safety pro-grams in schools, summer camps, and other community-based pro-grams, events and activities.*

Who: EMS;NOHD;NOFD; NOPD

When: Medium Term

Resources: Staff time

3.F Improve customer service and response tracking in the Community Information/311 office.

RECOMMENDED ACTIONS

1. *Train 311 call center employees to be able to answer many common questions without having to direct residents to other departments.*

Who: 311

When: First five years

Resources: Staff time

2. *Create a community information center interactive web site for residents with answers to many common questions, links to other departments, and links to outside resources like non-profits. Look at other cities for ideas on how to model the most effective website.*

Who: Office of Technology

When: First five years

Resources: Staff time

3. *Provide a 311 e-mail form where residents can select any city service, not just reporting potholes, code violations, debris, and illegal dumping.*

Who: Office of Technology

When: First five years

Resources: Staff time

4. *Increase the 311 Call Center's capacity for emergency assistance:*

Who: 311; Office of Emergency Preparedness

When: First five years

Resources: State and Federal funds

- > *Train staff to answer questions on event-specific information including closures and reopenings, evacuation routes and their status, and support-services provided by the city, the state, and non-profits.*
- > *Provide an alternative number during times of increased demand as not to overload the 311 system.*
- > *Create a system for 311 operators to continue work even when evacuated from the city (such as providing operators with an internet phone they can use in any location on the same*

ATTACHMENT A

number as they do in New Orleans).

GOAL4

Cost-efficient, resource-efficient, well maintained public facilities and services

4.A Monitor the performance of the network of public facilities and service clusters to function as neighborhood civic centers designed to fit into neighborhood character.

(See Chapters 5 and 8 for more information on delivery of neighborhood services.)

RECOMMENDED ACTION

1. Seek to co-locate city services with public schools, clinics, and similar services.

Who: CAO's office

When: First five years

Resources: Staff time

4.B Require public facilities to comply with flood-plain management ordinance.

RECOMMENDED ACTIONS

1. Commit to constructing new public buildings with additional freeboard.
2. Retrofit existing facilities for compliance with current floodplain management standards

4.C Monitor the performance of the new library facilities as accessible centers of learning and community.

RECOMMENDED ACTIONS

1. Leverage the Library Master Plan and completed libraries in neighborhood civic center planning through consultation with the CPC and other city agencies and with community groups.

Who: CAO's office; Library system; Project Delivery Unit

When: First five years

Resources: Staff time

2. Attract more patrons with a variety of services and amenities, such as full-service conference rooms, computers with internet access, interior enterprises zones, and other additional amenities such as courtyards and innovative lecture spaces and multi-media facilities.

Who: Library system

When: First five years

Resources: Recovery funding; capital funds

3. Seek partnerships and new funding sources to enhance facilities and services.

Who: Library system; public-private partnerships

When: First five years

Resources: Foundations

4. Build capacity by increasing the print collection to meet peer standards, increasing the number of computers, and the non-print collection.

Who: Library system; public-private partnerships

When: First five years

Resources: Foundations

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5. *Continue to involve citizens in planning library design and programs through design charrettes.*
Who: Library system; Citizens Participation System
When: First five years

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Resources: Staff time

6. *Continue to implement a range of branch sizes, from storefront to community to main branch in order to create an optimal network.*

Who: Library System

When: First five years

Resources: D-CDBG

4.E Establish an asset management system for all city property and facilities, including vehicle fleets and streets.

RECOMMENDED ACTION

1. *Make establishment and implementation of asset management and training for employees a high priority.*

Who: Mayor's Office; CAO

When: First five years

Resources: General fund

An asset management program is essential to make sure that the investments in new facilities being made in the next five years and beyond will be maintained and provide many years of life to New Orleans residents.

- 4.F Encourage citizens to become actively involved in the care and maintenance of public space and civic infra-structure in neighbor-hoods.

RECOMMENDED ACTION

1. *Create and ordinance that allows for collaboration between the City and citizen-led groups for the care and regeneration of public space and civic infrastructure.*

Who: Mayor's Office; Various City Agencies

When: First five years

GOAL5

Publically accessible computer labs, Wi-Fi, and other devices within 5 miles of every resident

5.A Create computer labs at existing City facilities and other locations to facilitate access

RECOMMENDED ACTIONS

1. *Revitalize existing computer labs with updated infrastructure including computers, printers, and Internet service.*
2. *Commission development of a mobile computer lab that can travel to neighborhood bringing computer resources to neighborhoods who lack sufficient access or adoption of technology resources.*
3. *Develop technology mentorship and teaching program to support all City computer labs that will include digital literacy, technology education, and general user and technical support*
4. *Track inventory of computers and computer re-sources in the enterprise asset management sys-tem; make location and specifications available to residents via GIS-based tool*

GOAL6

State of the art public school campuses and facilities accessible to all neighborhoods

6.A Promote collaboration among city agencies, community and neighborhood groups, and the school board in implementation of the School Facilities Master plan.

RECOMMENDED ACTIONS

1. *Inventory and electronically document all school property, land, and other fixed assets with a GIS-centric Work Order/Asset.
Who: School District; City IT
When: First five years
Resources: Staff time*

2. *Where feasible, combine school facilities with other, community serving functions like libraries and community health centers.
Who: School District; CAO office
When: First five years
Resources: Staff time*

3. *Ensure that elementary schools are within walking distance of all neighborhoods and that high schools are sufficiently convenient and accessible by public transit.
Who: School District
When: First five years
Resources: School funds*

4. *Dispose of excess school property for adaptive reuse.
Who: School District
When: First five years
Resources: Staff time*

5. *Ensure city and community input in planning for projects to expand school land or reuse school lands or facilities no longer needed.*

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Who: School District; CPC; Neighborhood Participation Program
When: First five years
Resources: Staff time; School district funds

GOAL 7

Up-to-date justice system facilities and programs that include a focus on the rehabilitation of offenders for re-entry into society

5.A Rebuild and expand justice facilities in ways that contribute to commercial district and neighborhood vitality.

RECOMMENDED ACTIONS

1. *Keep Civic Courts downtown in order to contribute to downtown's health as an office and civic center.*
Who: Civil Courts
When: First five years
Resources: Staff time
2. *Continue to establish best practice programs of alternative sentencing and rehabilitative justice.*
Who: Sheriff's office
When: First five years
Resources: Grants; federal, state and local funding
3. *Continue efforts to enhance communications and information-sharing within the justice system.*
Who: All justice system groups
When: First five years
Resources: Staff time

GOAL 8

Renewable Energy, Energy efficiency and utility service reliability and reasonable cost

8.A Using best practices, reorganize incentives to utility company and to households and businesses to emphasize conservation, reliability and reasonable cost.

RECOMMENDED ACTIONS

1. *Expand implementation of the Energy Smart New Orleans Plan and advance energy efficiency.*
Who: City Council; Mayor's Office; ORS; Entergy
When: First five years
Resources: Grants
2. *Adopt a regulatory system that de couples utility revenue from electric consumption*
Who: City Council Mayor's Office; ORS; Entergy
When: First five years
Resources: Staff time
3. *Implement the energy efficient portfolio standard of 2% annual savings..*
Who: City Council

ATTACHMENT A

When: First five years
Resources: Staff time

4. *Facilitate sharing of outage data between service provider and City authorities for situational awareness and planning for cooling stations (in areas with restored power) after outages from weather and non-weather events.*

Who: City Council; City IT; Entergy
When: First five years
Resources: Staff time

8.B Increase the share of electricity generated from renewable sources, and promote the continued development of reliable and resilient energy transmission infrastructure.

RECOMMENDED ACTIONS

1. *Increase the share of renewable energy in the Integrated Resource Plan and adopt a renewable energy portfolio standard.*

Who: City Council; Mayor's Office; ORS; Entergy
When: First five years
Resources: Grants; federal, state and local funding

2. *Continue to explore options for a long-term plan to harden transmission lines, bury overhead utilities, and implement smart grid technology.*

Who: City Council; Entergy Coordinator
When: First five years
Resources: Staff time

3. *Continue to make citywide upgrades to the underground gas infrastructure to replace low-pressure lines with high-pressure lines.*

Who: Entergy
When: First five years
Resources:

GOAL 9

State of the art telecommunications infrastructure, including broadband, fiber optic, wireless, and cable

9.A Enact regulations and pursue contracts that result in the highest level of cost-efficient service for businesses and individuals.

RECOMMENDED ACTIONS

1. *Make capital investments and implement strategies to ensure the resilience of the city's communications and telecommunications.*

Who: Mayor's Office; CAO
When: First five years
Resources: Staff time

2. *Determine feasibility, cost, funding sources, and implementation schedule for housing, staffing, and maintaining production facilities for digital public communication between the city and its citizens.*

Who: Mayor's Office; CAO

ATTACHMENT A

When: First five years

Resources: Staff time; Consultant

- 3. When possible, work with public and private schools, universities, libraries, and nonprofit organizations to share facilities and avoid duplicating the costs associated with equipment and operations.*

Who: RSD; OPSB; Library System; non profits

When: First five years

Resources: Staff time

- 4. Develop policies that will recoup and allocate funds from cable and video service providers and allocate new funding mechanisms to support government, educational, public programming for video-based communication with the city's residents.*

Who: Mayor's Office

When: First five years

Resources: Staff and volunteer time

- 5. Transmit government, educational, public programming through all feasible means available for citizens' access, including cable, digital video services, and public web sites. Look into the ability to keep programming available to residents through a digitally based cache or library.*

Who: Mayor's Office

When: First five years

Resources: Staff time

- 6. Implement a strategy for monitoring and acting on FCC policies surrounding new interactive technologies for providing wireless communications. Integrate the advent of public communications technologies with other plans to underground utilities.*

Who: Mayor's Office; Utility providers

When: First five years

Resources: Staff time

- 7. Promote "fiberto the home: upgrades of broadband technology.*

Who: Cox; Utility providers

When: First five years

Resources: Staff time

9.B Use modern management and monitoring tools to deliver more stable and predictable City services over up-graded and expanded telecommunications infrastructure

RECOMMENDED ACTIONS

- 1. Implement required technology infrastructure to collect information on the status and condition of City infrastructure supporting basic services*
- 2. Implement monitoring and analytics tools to continually and proactively assess and address health of infrastructure*