
Text Amendment Requests: Chapter 10 (10-01 through 10-05)

I. GENERAL INFORMATION

Description: Chapter 10 of the Plan for the 21st Century outlines goals and policies related to City-provided community facilities, services, and infrastructure. The plan address community facilities such as schools, libraries, and justice facilities, services such as public safety and 311 Community Information, and finally, infrastructure such as water, sewer, and drainage systems, as well as electric utilities and telecommunications infrastructure. Many of the City's facilities were severely damaged due to substantial flooding in the aftermath of Hurricane Katrina, and many essential services were compromised as a result. Chapter 10 of the Master Plan contains several actions aimed at restoring and replacing infrastructure and facilities damaged as a result of Hurricane Katrina, or as a result of age and deferred maintenance. The goals are centered upon developing state of the art City facilities and programs in order to enhance public safety, encourage efficiency, and improve the general public welfare.

Assessment: In the past 5 years, the City has initiated several development projects in support of the goals of Chapter 10 of the Master Plan; most of these projects are in progress or ongoing.

Water, Sewer, & Drainage Infrastructure

With regard to the water, sewer, and drainage infrastructure strategies, the Sewerage and Water Board has invested billions of dollars in federal funding to finish up the SELA drainage project¹, to address sewer defects, to replace potable water mains, and for storm resiliency improvements. In 2012, the City Council also voted to increase sewer and water rates by 10% a year for 8 years in order to fund further replacement of City's aging infrastructure. Also, in 2016, the City and the Sewerage and Water Board embarked upon an 8 year \$2.4 billion infrastructure improvement program that will address long overdue sewer, water and road repairs across the City. It is one of the most comprehensive improvement programs the region has seen in a generation.

Public Facilities

Since Hurricane Katrina the City has invested \$43 million in the construction of new libraries and renovations to existing libraries throughout the City, \$84 million in the renovation and construction of Justice System facilities, and several more millions in the construction of new police and fire stations as well as a new

¹ The Southeast Louisiana Urban Flood Control Program (SELA), initiated in 1996, includes the expansion of canals to increase drainage capacity.

headquarters facility for the EMS. Since 2005, the City's capital program has also funded 137 NORO recreational facilities across several neighborhoods.

Public Safety Services

In 2012, the City, in partnership with the Police Department the Health Department and other agencies and community members, launched its NOLA for Life murder reduction strategy which utilized a public health approach to reducing violence. Through a set of several initiatives, including a group violence reduction strategy, investments in prevention, job programs, and NOPD enhancements, the city saw a 26% decrease in the murder rate from 2011 to 2015.² The initiatives have also simultaneously strengthened the City's community policing program and improved the quality and accessibility of policing data. The NOPD has recently hired two crime analysts and is developing a professional development and training plan in order to improve how NOPD uses data to conduct operations and track outcomes.

The New Orleans EMS program continues to utilize best practices and is increasingly using technology to improve the quality of clinical care services provided. In 2014, 2015 and 2016 NOEMS was recognized by the American Heart Association for its clinical excellence in pre-hospital cardiac and stroke care. The City continues to repair and replace those fire stations damaged as a result of Hurricane Katrina or on account of deferred maintenance. The City has constructed two new fire stations in the Lower Ninth Ward (NOFD Engine 22/39) and Venetian Isles (NOFD Engine 31). New stations are currently being planned for the West Bank (NOFD Engine 33/40), New Orleans East (NOFD Engine 36) and Bywater (Engine 8 & 24). In 2016, the City also allocated \$5 million to replace several outworn apparatuses in order to improve the efficacy of the department's fire suppression. The rest of the fleet will soon be replaced via lease agreements. It was recently reported that since 2002, the number of fires in New Orleans has decreased by 64% (764 to 275).

Schools

Implementation of the School Facilities Master Plan, funded by \$1.8 billion settlement from FEMA, continues. The plan called for rebuilding and renovating of 67 elementary schools and 17 high schools and the "landbanking," or closing, of 52 campuses. To date, 57 projects have been completed, 12 are under construction and 10 are in the design and planning phase. Several closed schools have been sold to private developers and repurposed for either commercial or residential use. The site of the former Mary Church Terrell Elementary School is the proposed site of a new public natatorium and the Second District Police Station.

² http://www.nolaforlife.org/files/nolaforlife_progressreport_2016_long_070816-web/

Energy Infrastructure

In the past five years, Entergy has made several upgrades to the City’s electric transmission infrastructure, investing \$30 million to increase transmission capacity and ensure more reliable distribution. Since 2007, Entergy also completed a citywide underground gas line replacement project in 8 neighborhoods. Entergy also maintains the Energy Smart program, which is a suite of programs available to residents to reduce their energy usage. In order to promote energy efficiency, the City Council, in December of 2015, directed Entergy to increase energy savings by .2% each year until a 2% reduction is realized. In doing so, Entergy plans to provide more energy efficiency programs for its customers, and is focusing on programs that also benefit renters. The City and Entergy have yet to adopt a renewable energy portfolio standard or formulate a regulatory system that would decouple utility revenue from electric consumption, but is continuing to explore these policies.

Telecommunications

The City Council recently passed a resolution which would expand fiber-to-home infrastructure which would improve telecommunications efficiency and prevent outages. The City is also currently working on the implementation and deployment of small-cell technology infrastructure. To increase public access to governmental programming, the City has expanded its contract with Granicus to allow for more streaming of public meetings. The Council Utilities Regulatory Office also continually monitors activity at the Federal Communications Commission, regarding the regulating of cable and telecommunications industries so that the City is prepared to modify its policies as necessary.

Requests: The City Planning Commission solicited proposals for Master Plan text amendments from the general public, as well as various City and other governmental agencies and departments. The table below is a summary of each request received by the City Planning Commission, the applicant, and the subject of the request.

| <i>Request</i> | <i>Applicant</i> | <i>Chapter</i> | <i>Subject</i> |
|-----------------------|---|-----------------------|--|
| Text 10-01 | Arts Council of New Orleans | V. 2 Ch. 10 | Include strategy to promote citizen-led efforts to maintain and enhance public property. |
| Text 10-02 | Greater New Orleans Water Collaborative | V. 2 Ch. 10 | Incorporate policies and strategy to promote green infrastructure development as it relates to the city’s water, sewer, and drainage systems. |
| Text 10-03 | Greater New Orleans Water Collaborative | V. 3 Ch. 10 | Update current conditions including highlighting recent infrastructure upgrades and investments as well as noting present-day challenges such as subsidence. |

| | | | |
|------------|--------------------------|--------------------------|---|
| Text 10-04 | Mayor's Office | V. 2 Ch. 10 & V.3 Ch. 10 | Multiple amendments to the text to include additional strategies which encourage new policy directives, and deletion of completed or obsolete action items. |
| Text 10-05 | City Planning Commission | V. 2 Ch. 10 | Update text to show which actions have been completed. Update Fact Sheet and Figures. |

II. ANALYSIS

A. What general and specific text changes were included in the requests made for the petitioned chapter(s)?

Text amendment 10-01 is a request to include a strategy which would enable citizen-led efforts to maintain and enhance public spaces and civic infrastructure, such as parks and recreation centers. The intent is to engage active citizenship while relieving some of the City's financial burdens related to upkeep and maintenance.

Text amendment 10-02 is a request to include additional strategies and actions to reflect the City's commitment to implement the Greater New Orleans Urban Water Plan. The proposed strategies and actions relate to the incorporation of more non-structural drainage development, the development of innovative and predictable funding streams for green infrastructure and its long-term maintenance, and finally, the requirement that public buildings and facilities be constructed or retrofitted to comply with current floodplain management standards. The proposal also calls for additional language within the narrative section of the chapter. Two of the directives in the narrative relate to strategies to encourage and incent stormwater management systems on private property. Others call for city-wide groundwater monitoring and soil sampling to inform efforts and placement of additional green infrastructure.

Text amendment 10-03 is request to update Chapter 10, Volume 3 to reflect the current conditions of New Orleans' infrastructure, notably, to recognize the investments made during the last five years. The request also includes a proposal to include more reference to the City's experience of land subsidence and the damage it does to streets and other public facilities, including the added drainage burden created by continued land subsidence.

Text amendment 10-04 is a request by the Administration and includes several changes proposed by the many agencies responsible for the provision and maintenance of community facilities, infrastructure, and public safety services. Changes include minor updates to the Fact Sheet and Implementation Table to reflect the most up-to-date information. Some of the more substantial amendments include a new goal for improved inter-departmental collaboration, strategies related to the utilization of GIS-centric asset management systems and facility inventories, and the inclusion of equity assurances making clear the City's goal to ensure that public facilities meet the entire range of needs of each community.

Text amendment 10-05 is a request by the City Planning Commission to insert text within Chapter 10, Volume 2 in order to reflect completed and ongoing strategies and actions. The request also includes amendments to update the chapter's fact sheet, and update Map 10.1 to reflect current capital projects, and update photos to show completed projects.

B. How did the staff respond to each request for text change for the petitioned chapter(s)?

Overview

In sum, the staff supports the proposed text amendments. However, the staff recommends some alteration of the ordering and numbering of the added strategies and actions for clarity purposes. Additional modifications are explained below.

Individual

Text 10-01: The staff is supportive of creative facility maintenance strategies and recognizes that the fostering of public/private partnerships leads to more cohesive communities. The staff also believes the goal could be feasibly executed with the establishment of an ordinance that outlines procedures. The staff recommends modifying the amendment to include more implementation details such as a time period and an agency lead.

Text 10-02: The staff is supportive of this request as it inserts strategies and actions which reflect the City's ongoing commitment to developing sustainable water management systems, systems that reduce the community's vulnerability to floods and that decrease land subsidence. The proposed actions include securing local funding streams for drainage assets as well as developing interagency governing structures to oversee capital investments for integrated stormwater management systems. The staff believes these actions are critical in realizing the vision of the 2013 Greater New Orleans Water Plan in addition to the City's resiliency goals established within the 2015 Resilience Strategy. The staff recommends one modification which would be to exclude the two directives recommended for the narrative that relate to stormwater management incentives for private developers. These recommendations are not applicable to publicly-owned facilities, but may more suited for Chapters 12 and 13 of the Master Plan.

Text 10-03: The staff is supportive of this request to update Chapter 10, Volume 3 to reflect infrastructure and facility investments and projects carried out since the Master Plan's initial adoption, especially since the City has come a long way in the past seven years not only repairing damaged facilities and infrastructure, but in securing billions in funding to make long overdue upgrades to several city systems. These investments will sustain the community into the middle of the 21st century, but is important that the City proactively guard these investments in order to prolong their lifespan and their effectiveness. The staff recommends modifying the amendment by including more information related to integrated stormwater management as described in the Greater New Orleans Urban Water Plan

Text 10-04: The staff supports the amendment recommendations of the several agency stakeholders who submitted changes, additions, and deletions as part of the Administration's request. In general, the amendments address present-day conditions and reflect current policy directives related to infrastructure and facilities which have taken

shape in the last six years since the Master Plan was initially adopted.³ The staff also recommends updating the goals and strategies related to energy infrastructure to be consistent with similar amendments being proposed in Chapter 12 of the Master Plan. Finally, the staff recommends including additional information and references in order to fill in missing information within the Implementation Table (i.e., how, who, when, resources, etc.).

Text 10-05: The staff is supportive of the request. The changes will reflect allow the chapter’s information to reflect current conditions as well as reflect completed strategies and actions.

Summary

The following table contains a summary of each request and how the staff responded to each. For requests that the staff recommends approval or modified approval, proposed text is included in the next section.

| Request | Subject | Staff Recommendation |
|----------------|--|-----------------------------|
| Text 10-01 | Include strategy to promote citizen-led efforts to maintain and enhance public property. | Modified Approval |
| Text 10-02 | Request to include strategies and actions which further the City’s commitment to implementing the Greater New Orleans Urban Water Plan. | Modified Approval |
| Text 10-03 | Update current conditions summaries in Chapter 10, Volume 3 including highlighting recent infrastructure upgrades and investments as well as noting present-day challenges such as subsidence. | Modified Approval |
| Text 10-04 | Multiple amendments to the text to include additional strategies which encourage new policy directives, and deletion of completed or obsolete action items. | Modified Approval |
| Text 10-05 | Update text to show which actions have been completed. Update Fact Sheet and Figures. | Approval |

³ It should be noted that the staff is including the recommended amendments made by Sewerage and Water Board, EMS, and the Mayor’s Office of Information Technology and Innovation, which were submitted prior to the deadline for submissions, but not included in the Administration’s submission.

III. SUMMARY

Since the adoption of the Master Plan in 2010, the City has been fortunate in receiving billions of dollars toward the repair and replacement of its urban infrastructure systems. The proposed amendments aim to reflect these recent capital developments, while shifting policy focus away from restoration and towards the promotion of better asset management, coordination, and more equitable service delivery. These efforts will make a more resilient city by improving daily life meanwhile preparing the community for future shocks.

IV. PRELIMINARY STAFF RECOMMENDATION⁴

The staff recommends **APPROVAL** of text amendment request 10-05 and **MODIFIED APPROVAL** of text amendment requests 10-01, 10-02, 10-03, and 10-04.

V. TEXT AMENDMENT RECOMMENDATION

Additions to the text are shown in **Bold & Underline** and deletions in ~~strikethrough~~.

⁴ Subject to modification by the City Planning Commission

VI. CITY PLANNING COMMISSION MEETING (FEBRUARY 7, 2017)

The Senior City Planner summarized the text amendments for Chapter 10. There were no speakers in support or opposition of the requests. Commissioner Brown made a motion to accept the staff's recommendations for **APPROVAL** of text amendment request 10-05 and **MODIFIED APPROVAL** of text amendment requests 10-01, 10-02, 10-03, and 10-04. Commissioner Stewart seconded the motion, which was adopted.

Motion

BE IT MOVED BY THE CITY PLANNING COMMISSION THAT TEXT 10-05 IS HEREBY RECOMMENDED FOR **APPROVAL** AND TEXTS 10-01, 10-02, 10-03, and 10-04 FOR **MODIFIED APPROVAL**. BE IT FURTHER MOVED THAT THE EXECUTIVE DIRECTOR IS HEREBY AUTHORIZED TO NOTIFY THE CITY COUNCIL OF SAID ACTION.

YEAS: Brown, Duplessis, Green, Steeg, Stewart

NAYS: None

ABSENT: Hughes, Isaacson, Mitchell Wedberg

chapter

10

COMMUNITY FACILITIES, SERVICES AND INFRASTRUCTURE

| GOAL | POLICIES FOR DECISION MAKERS | FOR MORE INFORMATION, SEE PAGE: |
|--|---|---------------------------------|
| <p>1 <u><i>Transform City services through improved cross-departmental collaboration</i></u></p> | <p>1. A. All City assets and resources are electronically mapped, documented, and maintained in the City's Enterprise GIS platform.</p> | <p>10.XX</p> |
| | <p>1. B. Facilitate consistent use of data across all City departments.</p> | <p>10.XX</p> |
| | <p>1. C. Consolidate public and quasi-public resources for improved efficiency and data sharing where appropriate.</p> | <p>10.XX</p> |
| <p>12 <i>Water, sewer, and drainage infrastructure repaired, upgraded, safe and resilient</i></p> | <p>12.A. Rebuild the city's water, sewer and drainage system to add resiliency, improve efficiency and preserve public health.</p> | <p>10.XX40-13</p> |
| | <p>2.B <u>Prioritize, for capital spending, those projects that advance the Greater New Orleans Urban Water Plan principals and/or reflect stormwater best management practices.</u></p> | <p>10.XX</p> |
| <p>23 <i>Public safety services and facilities that meet best-practices performance standards for all areas of the city</i></p> | <p>23.A. Make all public safety facilities state of the art and with integrated services.</p> | <p>10.XX40-15</p> |
| | <p>3.B. <u>Maintain a sustain-able, reliable and safe fleet of emergency and support vehicles that support the needs of the department.</u></p> | <p>10.XX</p> |
| | <p>2-B3.C. Implement a more robust community policing program and overall communication with the public.</p> | <p>10.XX40-15</p> |
| | <p>2-C-3.D. Continue to pursue implementation of the Fire Department Master Plan.</p> | <p>10.XX40-16</p> |
| | <p>2-D-3.E. Enhance the EMS program.</p> | <p>10.XX40-16</p> |

Comment [NPJ1]: Text 10-04

Comment [NPJ2]: Text 10-02

Comment [NPJ3]: Text 10-04

| | | | |
|---------------|--|---|------------------------|
| | | 2.E-3.F. Improve customer service and response tracking in the Community Information/311 office. | 10.XX 40-18 |
| 34 | <i>Cost-efficient, re-source-efficient, well maintained public facilities and services.</i> | 34.A Create 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 40-19 |
| | | 4.B Require public facilities to comply with floodplain management ordinance. | 10.XX |
| | | 3.B-4.C Monitor the performance of the new library facilities as accessible centers of learning and community. Provide a library system accessible to all neighborhoods with libraries that function as centers of learning and centers of community. | 10.XX 40-19 |
| | | 3.C-4.D Establish an asset management system for all city property and facilities, including streets, to be fully operating in 2015. | 10.XX 40-20 |
| | | 4.E. Encourage citizens to become actively involved in the care and maintenance of public space and civic infrastructure in neighborhoods. | 10.XX |
| 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 | 10.XX |
| 46 | <i>State-of-the-art public school campuses and facilities accessible to all neighborhoods</i> | 46.A. Promote collaboration among city agencies and community and neighborhood groups in implementation of the New Orleans School Facilities Master Plan. | 10.XX 40-20 |
| 57 | <i>Up-to-date justice system facilities and programs</i> | 57.A. Rebuild and expand justice facilities in ways that contribute to the commercial district and neighborhood vitality. | 10.XX 40-24 |
| 68 | <i>Renewable energy, energy efficiency and utility service reliability and reasonable cost</i> | 68.A. Reorganize incentives to utilities and to households and business to emphasize conservation, reliability and reasonable cost. | 10.XX 40-24 |
| | | 8.B. Increase the share of electricity generated from renewable sources, and promote the continued development of reliable and resilient energy transmission infrastructure. | 10.XX |
| 79 | <i>State-of-the-art telecommunications infrastructure</i> | 79.A Enact regulations and pursue contracts that result in the highest level of cost-efficient services for businesses and individuals. | 10.XX 40-22 |

Comment [NPJ4]: Text 10-04

Comment [NPJ5]: Text 10-02

Comment [NPJ6]: Text 10-04

Comment [NPJ7]: Text 10-05

Comment [NPJ8]: Text 10-01

Comment [NPJ9]: Text 10-04

Comment [NPJ10]: Text 12-04

Comment [NPJ11]: Text 12-04

| | | | |
|--|--|---|--------------|
| | | <u>9.B Use modern management and monitoring tools to deliver more stable and predictable City services over up-graded and expanded telecommunications infrastructure.</u> | <u>10.XX</u> |
|--|--|---|--------------|

Comment [NPJ12]: Text 10-04



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 120-135 MGD – million gallons per day (design capacity = 232 MGD)
 - > Algiers Plant produces 10MGD (design capacity = 40 MGD)
- **Water main breaks are scheduled for repair as they are identified. To date, all identified water main breaks have been fixed.**
 - > Several unidentified leaks have yet to be located and repaired, could take 2 to 3 years. **It will take years** to restore water service

WHAT DOES IT MEAN?

- Current water plant capacity meets needs but distribution system requires significant repairs and improvements to reduce leaks.
- As 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.

system to pre-Katrina levels
 > Estimated cost for repairing currently identified water system damage: ~~\$10M-30M~~ to ~~\$20M-35M~~

Sewerage

- 1,600 feet of gravity sewer lines, 8-inches to 7-feet in diameter
- ~~83-84~~ pumping and lift stations; ~~of which 2 are large ones on the East Bank and 1 large station on the West Bank~~
- **The majority of sewage pumping stations are still undergoing Katrina related repairs. Of the 65 pumping stations: 11 in service, 54 on partial pumping capacity or completely on portable pumping. 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; **current improvement plan to increase capacity to 265 MGD (wet weather)**
 - > West Bank capacity = 20MGD; currently receiving 10 MGD
- 1998 Consent Decree between the City of New Orleans, the Sewerage & Water Board of New Orleans, the State of Louisiana, and the U.S. Government; scheduled completion ~~December 2010~~; **the Sewerage & Water Board has requested an 8 year extension October 2025**
- About \$500M remaining work in the over \$650M of sewerage system capacity improvement on-going

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 ~~29-32~~ billion gallons per day
- On the East Bank, ~~20-22~~ pumping stations send flow to Lake Pontchartrain and 2 send flow to the Intracoastal Waterway; ~~of the 22 pumps on the East Bank, only 6 are in full service~~
- On the West Bank, 2 pumping stations send flow to the Intracoastal Waterway (~~one in service and one partially operating~~);
- \$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 has two generation stations: 870 million watts Michoud Plant and the 61 million watts Patterson Plant 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.**
- **There has not been significant investment in the transmission system in the last 20 years. 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.

Comment [NPJ13]: Text 10-04

Comment [NPJ14]: Text 10-04

Comment [NPJ16]: Text 10-04

Comment [NPJ17]: Text 10-04

Comment [NPJ15]: Text 10-04

Comment [NPJ18]: Text 10-04

Comment [NPJ19]: Text 10-05



fact sheet

COMMUNITY FACILITIES

School Facilities

- 79-82 Public Schools in operation in Orleans Parish including OPSB, RSD and charter schools.
- 33,550-43,948 students for the 2008-2009-2014-2015 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 Orleans Parish School Board approved the plan on November 6, 2008 and it is currently under review by the Louisiana Board of Elementary and Secondary Education. 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 2009; include temporary facilities 2016)

Child Care Centers

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

Police Facilities (Headquarters and District Stations)

- 15 Stations
 - > 2 in undamaged or repaired facilities
 - > Remainder operating in temporary or damaged facilities
 - > 15 recovery projects for Police Department facilities currently underway. The majority of projects are renovations of existing facilities.
 - > 2 new stations have been developed and 1 is in design
 - > 3 buildings were recently purchased to relocate some NOPD operations

Fire Department Facilities

- 21-31 Stations (including additional staging areas and temporary facilities)
 - > 23 recovery projects for Fire Department facilities currently underway. The majority of projects are renovations of existing facilities-2 new stations constructed in Lower Ninth Ward and Venetian Isles. 2 additional new stations are in design.

Emergency Medical Service

- 98-92 full-time employees
 - > 3-1 Board Certified Emergency Medical Physicians
 - > 60-68 paramedics
 - > 1 Community Nurse Paramedic
 - > 4422 EMTs (Emergency Medical Technicians)
- Answered 50,000 calls in 2008-61,000 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.

Comment [NPJ20]: Text 10-05

Comment [NPJ21]: Text 10-04

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 currently underway have been completed, ranging from replacement of mechanical systems to design and construction of new facilities.

Comment [NPJ23]: Text 10-04

Sources:

LPHL PCASG Funded Community-Based Health Care Centers, May 2008; New Orleans Food Policy Advisory Committee, Building Healthy Communities, January 2008; NOFD, Recovery and Reconstitution Planning Report, March 2006; Recovery Projects Information Report, August 2008; OPSB/RSD, August 2008; FEMA, September 2007; Orleans Parish School Board/Recovery School District, August 2008; 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.

Comment [NPJ22]: Text 10-04

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~~ **Hurricanes** Katrina and Rita.
- Millions of dollars of recovery funds ~~will be have been~~ invested in public facilities all over New Orleans ~~in the next few years since Hurricanes Katrina and Rita.~~
- The water, sewer and drainage infrastructure requires billions of dollars in repairs and improvements.

Comment [NPJ24]: Text 10-04

CHALLENGES

- ~~Restoring community~~ **Community** facilities to serve residents and businesses in a coordinated way.
- ~~Restoring community~~ **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.

Comment [NPJ25]: Text 10-05

Comment [NPJ26]: Text 10-05

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 ~~is supporting~~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 \$558million.

Comment [NPJ27]: Text 10-04

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 ~~can behave been~~ designed for flexible uses: schools and police stations can have community meeting rooms;

Comment [NPJ28]: Text 10-04

schools can share clinics with the surrounding neighborhood; libraries can accommodate adult learning centers. Renovation of existing facilities and construction of new ones ~~should be 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

Comment [NPJ29]: Text 10-04

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 ~~will see~~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.

Comment [NPJ30]: Text 10-05

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. 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 | | |
| 42. Water, sewer and drainage infrastructure repaired, upgraded, safe and resilient | 42. 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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| | 24. Develop funding strategies combining federal, state, local bond and local rate financing. | S&WB; possible consultants | First five years | S&WB resources | 10.15 |
| | 35. 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 |
| | 46. Pursue innovative, non-structural solutions for treating effluent (e.g., wetlands restoration) and managing storm water (e.g., natural drainage), including a storm water management unit to reduce the need for more expensive structural approaches. | S&WB; DPW | First five years | Staff time; grant funding; federal funds; | 10.16 |
| | 5. Review the tradition of providing free water to all government bodies. | S&WB, City Council | First five years | Staff time | 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 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 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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| | | <u>3. Enact a parcel based drainage service fee calculated on the basis of runoff volume, which would fund servicing of drainage related assets.</u> | <u>S&WB; DPW</u> | <u>Medi-um Term</u> | | |
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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: |
| 23. Public safety services and facilities that meet best practices standards for all areas of the city | 23.A. Make all public safety facilities state of the art and with integrated services. | 1. Improve Continue to build facilities, infrastructure and service capacity, including design 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 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 first responders. | 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 | 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 Department | First five years | Grants | |
| 2-B3.C. Implement a more robust community policing program and overall communication | | 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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| | with the 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 |

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: |
| 23. Public safety services and facilities that meet best practices standards for all areas of the city | 2-C3.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 |
| | | 23. 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 |
| | | 34. Review training programs and procedures and rebuild the training facility adjacent to the NASA Michoud facility when funds are available to the NSA. | Fire Department | First five years | General fund | 10.18 |
| | | 4. Establish an apparatus-lease program and increase the number of front-line response apparatus. | 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 |
| | | 6. Meet best practice requirements for staff vehicles. | Fire Department | First five years | General fund | 10.18 |
| | 2-D 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. Consult other cities for EMS best practices, such as Washington and Boston. | 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 | | |
| | | 3. Create a 24/7 call center with an EMS supervisor to support EMTs in the field. | EMS | Medium term | State and local funds | 10.19 |
| | | 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 | |

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| | | <u>6. Expand staff training and leadership development to enable the department to cultivate a high-quality workforce.</u> | EMS | First five years | State and local funds | |
| | | <u>7. Increase department staffing to include additional physicians, a training and education specialist, and a database analyst.</u> | EMS; Civil Service | First five years | | |
| | | <u>4. Work with the New Orleans Fire department to create a more unified emergency response system and share facilities with them to reduce facilities costs.</u> | EMS; Fire Department | First five years | Staff time | 10.19 |
| | | <u>8. Adjust billing practices to reflect national billing practices for services rendered.</u> | NOEMS, CAO | First five years | | |
| | | <u>5. Help to foster a culture of personal and professional growth through providing advanced training opportunities.</u> | EMS; Fire Department | Medium term | General fund | 10.19 |
| | | <u>6. Partner with local universities to provide EMTs and paramedics with continuing education and training.</u> | EMS; Fire Department | First five years | State and local funds | 10.19 |
| | | <u>7. Provide advanced training and continuing education (through partnerships with local universities) and incentives for increased performance.</u> | EMS | Medium term | State and local funds | 10.20 |
| | | <u>8. Locate EMS stations strategically to provide appropriate care for each area of the city.</u> | EMS | Medium term | State and local funds | 10.20 |
| | | <u>10. Expand delivery of the department's safety programs in schools, summer camps, and other community-based programs, events and activities.</u> | EMS, NOHD, NOFD, NOPD | Medium term | Staff time | |

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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: | |
| 23. Public safety services and facilities that meet best practices standards for all areas of the city | 2-E-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 | |
| 34. Cost, efficient, resource-efficient, well-maintained public facilities and services | 34.A. Create 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 | |
| | | | | | | | |
| | 34.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 | | | | | |
| | 34.C. Provide a library system accessible to all neighborhoods with libraries that function as centers of learning and centers of community. Monitor the performance of the new library facilities as accessible cen- | 34.C. Provide a library system accessible to all neighborhoods with libraries that function as centers of learning and centers of community. Monitor the performance of the new library facilities as accessible cen- | 1. Reference recommendations from 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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| | <u>ters of learning and community.</u> | 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: |
| 34. Cost, efficient, resource-efficient, well-maintained public facilities and services | 3.B. Provide a library system accessible to all neighborhoods with libraries that function as centers of learning and centers of community. | 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. Provide meeting and program spaces in all but the smallest locations. | Library system; CAO's office; Project Delivery Unit | First five years | Recovery funding; capital funds | 10.21 |
| | | 6. Involve citizens in planning library design and operations. | Library System; Citizen Participation System | First five years | Staff time | 10.21 |
| | | 7. Create 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 |
| | | 8. Establish an asset management system for all city property and facilities, including vehicle fleets and streets, to be fully operating in 2015. | 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 |
| 5. Publically accessible computer labs, Wi-fi, and other devices within 5 mile of every | 5.A Create computer labs at existing City facilities and other locations to facilitate access | 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. | Mayor's Office; Various City Agencies | First five years | | |
| | | 1. Revitalize existing computer labs with updated infrastructure including computers, printers, and Internet service | | | | |

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| <u>resident</u> | | <u>2. Revitalize existing computer labs with updated infrastructure including computers, printers, and Internet service.</u> | | | | |
| | | <u>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.</u> | | | | |
| | | <u>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.</u> | | | | |
| | | <u>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.</u> | | | | |
| | 46. State of the art public school campuses and facilities accessible to all neighborhoods | 46.A. Promote collaboration among city agencies, community and neighborhood groups, and the school board in implementation of the School Facilities Master Plan. | <u>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.</u> | School District; IT | | |
| | | <u>42. Where feasible, combine school facilities with other community-serving functions like libraries and health centers.</u> | School District; CAO's office | First five years | Staff time | 10.22 |

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|--|--|---|---|------------------|-----------------------|-------|
| | | 23. Ensure that elementary schools are within walking distance of neighborhoods and high schools have access to public transit. | School District | First five years | School funds | 10.22 |
| | | 34. Dispose of excess school property for adaptive reuse. | School District | First five years | Staff time | 10.22 |
| | | 45. 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. | School District; CPC; Citizen Participation Program | First five years | School district funds | 10.23 |

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: |
| 57. Up to date justice system facilities and programs that include a focus on the rehabilitation of offenders for re-entry into society | 57.A. Rebuild and expand justice facilities in ways that 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 |
| 68. Renewable energy, energy efficiency and utility service reliability and at reasonable cost | 68.A. Using best practices, reorganize incentives to utilities and 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. Adopt a Renewable Portfolio Standard. | City Council | First five years | Staff time | 10.23 |
| | | 4. Adopt and implement an energy efficient portfolio standard of 2% annual savings. | City Council | First five years | Staff time | 10.23 |
| | | 5. Explore options for a long-term plan to harden transmission lines and bury overhead utilities. | City Council; Energy Coordinator | First five years | Staff time | 10.24 |
| | | 6. Continue to make citywide upgrades to the underground gas infrastructure to replace low pressure | Entergy | First five years | Utility receipts | 10.24 |

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| | | <u>78. 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.</u> | <u>Mayor's office, ITI, Entergy</u> | <u>First five years</u> | <u>Staff time</u> | |
| <u>8.B. Increase the share of electricity generated from renewable sources, and promote the continued development of reliable and resilient energy transmission infrastructure.</u> | <u>1. Increase the share of renewable energy in the Integrated Resource Plan and adopt a renewable energy portfolio standard.</u> | <u>City Council; Mayor's Office; ORS; Entergy</u> | <u>First five years</u> | <u>Grants; federal, state and local fund- ing</u> | | |
| | <u>2. Continue to explore options for a long-term plan to harden transmission lines, bury overhead utilities, and implement smart grid technology.</u> | <u>City Council; Mayor's Office; ORS; Entergy</u> | <u>First five years</u> | <u>Stafftime</u> | <u>10.24</u> | |
| | <u>3. Continue to make citywide upgrades to the underground gas infrastructure to replace low-pressure lines with high-pressure lines.</u> | <u>Entergy</u> | <u>First five years</u> | <u>Utility receipts</u> | <u>10.24</u> | |

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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: |
| 79. State of the art telecommunications infrastructure, including broadband, fiber optic, wireless and cable | 79.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 |

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

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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



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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

Resources:

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

Resources:

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

Who: City IT

When: First five years

Resources:

3.

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

Resources:

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GOAL 24

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

4.A 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

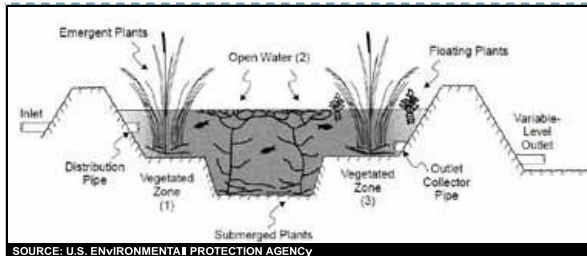
- 3. Implement centralized GIS-centric enterprise asset management system to coordinate construction efforts**

Who: S & WB; City IT

When: Short term

Comment [NPJ95]: Text 10-04

- 2.4. 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*



SOURCE: U.S. ENVIRONMENTAL PROTECTION AGENCY



SOURCE: U.S. DEPARTMENT OF ENERGY

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.

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

In addition, it is necessary to review the sewer and water rate system and the tradition of providing free water to government bodies. Free water discourages habits of conservation. Even if New Orleans has an abundant source of raw water in the Mississippi River, the cost of processing water that is then provided free or wasted is not an efficient use of resources. The city and the S&WB should develop a proper balance of reasonable rates for ratepayers and elimination of “free” water provision in exchange for a contribution if not full rate payment by government.

Comment [NPJ96]: Text 10-04

3-5. 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

Comment [NPJ97]: Text 10-04

4-6. 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.

Comment [NPJ98]: Text 10-02

5-7. Review the tradition of providing free water to all government bodies. Address lead and copper rule for private property house connections.

Who: S & WB; City Council

When: First five years

Resources: Staff time

Comment [NPJ99]: Text 10-04

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.

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.

Comment [NPJ100]: Text 10-02

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 23

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

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

RECOMMENDED ACTIONS

1. ~~Improve~~ **Continue to build** facilities, ~~and~~ infrastructure, ~~and~~ service capacity, including design 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

Comment [NPJ101]: Text 10-04

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 decrease environmental effects.**
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

Comment [NPJ102]: Text 10-04

2-B 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

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

2-G 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~~

Comment [NPJ103]: Text 10-04

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

Who: Fire Department

When: First five years

Resources: General fund

- 2.3. 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

- 3.4. Review training programs and procedures—rebuild the training facility adjacent to the ~~NASANSA Michoud facility~~.

~~*Who:* Fire Department~~

~~*When:* First five years~~

~~*Resources:* General fund~~

Comment [NPJ104]: Text 10-04

4. ~~Establish an apparatus lease program and increase the number of front line response apparatus.~~

~~*Who:* Fire Department~~

~~*When:* First five years~~

~~*Resources:* General fund~~

Comment [NPJ105]: Text 10-04

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

6. ~~Meet best practice requirements for staff vehicles.~~

~~*Who:* Fire Department~~

~~*When:* First five years~~

~~*Resources:* General fund~~

Comment [NPJ106]: Text 10-04

2-D 3.E Enhance the EMS program

RECOMMENDED ACTIONS

1. *Develop and operate a GIS mapping system or other program such as Live MoveUPModule*

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

Who: EMS to work with Office of Technology City IT

When: First five years

Resources: General fund

Comment [NPJ107]: Text 10-04

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. Consult officials in other cities with successful EMS systems such as Washington, D.C., and Boston for best practices and programs.

Who: EMS

When: First five years

Resources: Staff time

Comment [NPJ108]: Text 10-04

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:

3. Create a 24/7 call center with an EMS supervisor to provide assistance to EMTs in the field, manage the distribution of EMS transported patients among area hospitals to avoid over loading, and communicate with hospitals to manage their capacity to take EMS transported patients.

Who: EMS to work with Office of Technology

When: Medium term

Resources: State and local funds

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

4. Work with the New Orleans Fire Department to create a more unified emergency response system and share facilities with them to reduce facilities costs.

Who: EMS; Fire Department

When: First five years

Resources: Staff time

Comment [NPJ109]: Text 10-04

~~5. Help to foster a culture of personal and professional growth through providing advanced training opportunities, option of acting as an EMT and fire fighter, and create a merit based raise system to encourage increased performance.~~

~~Who: EMS~~

~~When: Medium term~~

~~Resources: General Fund~~

Comment [NPJ110]: Text 10-04

~~6.9. Partner with local universities to provide EMTs and paramedics with continuing education and trainings.~~

~~Who: EMS; Mayor's Office~~

~~When: First five years~~



Community-based planning for the Andrew Wilson School in Broadmoor ~~will culminate~~ **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.

Comment [NPJ111]: Text 10-05

Resources: State and local funds

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

~~*Who: EMS:NOHD:NOFD: NOPD*~~

~~*When: Medium Term*~~

~~*Resources: Staff time*~~

~~7. Provide an adequate number of EMS supervisors around the clock to ensure top performance and oversight of the system.~~

~~*Who: EMS*~~

~~*When: Medium term*~~

~~*Resources: State and local funds*~~

~~8. Locate EMS stations strategically to provide appropriate care for each area of the city.~~

~~*Who: EMS*~~

~~*When: Medium term*~~

~~*Resources: State and local funds*~~

Comment [NPJ112]: Text 10-04

2.E 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

number as they do in New Orleans).

GOAL 34

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

3-A ~~4.A Create 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 ACTIONS

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

Comment [NPJ113]: Text 10-02

3-B ~~4.C Monitor the per-~~ **formance of the new library facili-** ~~ties as accessible centers of learning and community, provide a library system accessible to all neighborhoods with libraries that function as centers of learning and centers of community.~~

RECOMMENDED ACTIONS

1. ~~Reference the recommendations from~~ 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*

Comment [NPJ114]: Text 10-04

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*

Comment [NPJ115]: Text 10-04

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*

5. ~~Provide meeting and program spaces in all but the smallest locations, including spaces for workforce, youth and other programs.~~

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

~~When: First five years~~

~~Resources: Staff time~~

6.5. ~~Continue to ~~not~~ involve~~ citizens in planning library design and programs through design charrettes.

~~Who: Library system; Citizens Participation System~~

~~When: First five years~~

Comment [NPJ116]: Text 10-04

Resources: Staff time

~~7.6.~~ 4.E ~~Create~~ 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

~~3.C~~ 4.E Establish an asset management system for all city property and facilities, including vehicle fleets and streets, ~~to be fully operating by 2015~~.

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 infrastructure in neighborhoods.

RECOMMENDED ACTION

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.

Who: Mayor's Office; Various City Agencies

When: First five years

GOAL 5

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 resources in the enterprise asset management system; make location and specifications available to residents via GIS-based tool

Comment [NPJ117]: Text 10-04

Comment [NPJ118]: Text 10-05

Comment [NPJ119]: Text 10-01

Comment [NPJ120]: Text 10-04

GOAL **46**

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

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

RECOMMENDED ACTIONS

1. Inventories 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.*

Comment [NPJ121]: Text 10-04

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

Comment [NPJ122]: Text 10-05

GOAL ~~57~~

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 ~~68~~

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

Comment [NPJ123]: Text 12-04

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

Comment [PC124]: Text 14-08 No. 3

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. ~~Adopt a Renewable Portfolio Standard to require a percentage of utility generation resources to come from renewable energy resources.~~
 Who: ~~City Council~~
 When: ~~First five years~~
 Resources: ~~Staff time~~
- 4.3. ~~Adopt Implement the an energy efficient portfolio standard for the utility to reduce energy use of 2%~~

Comment [NPJ125]: Text 12-04

Comment [NPJ126]: Text 12-04

Comment [NPJ127]: Text 12-04

Comment [NPJ128]: Text 12-04

annual savings.

Who: City Council

Comment [NPJ129]: Text 12-04

When: First five years
Resources: Staff time

5. Explore options for a long term plan to harden transmission lines and bury overhead utilities.

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

6. 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: Utility receipts

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:

Comment [NPJ130]: Text 10-04

Comment [NPJ131]: Text 12-04

Comment [NPJ132]: Text 12-04

GOAL 79

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

7-A 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
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 "fiber to 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**

Comment [NPJ133]: Text 10-04