

# SEWERAGE & WATER BOARD OF NEW ORLEANS

STRATEGY COMMITTEE MEETING  
TUESDAY, JANUARY 14, 2020  
11:00 AM

6 2 5 S T . J O S E P H S T R E E T  
2 <sup>N</sup> <sup>D</sup> F L O O R B O A R D R O O M

Robin Barnes • Lynes Sloss  
Maurice Sholas • Janet Howard • Tamika Duplessis

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## FINAL AGENDA

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1. **ROLL CALL**
2. **PRESENTATION ITEMS**
  - a. Master Plan Introduction and Roadmap
  - b. Customer Advisory Committee
3. **DISCUSSION ITEMS**
  - c. Strategy Committee Purpose and Work
4. **PUBLIC COMMENT**
5. **ADJOURNMENT**

# Strategic + System Planning Roadmap

January 14, 2020

Tyler Antrup, Director of Planning + Strategy



# What do we know?



- **Strategic Plan**

- Last plan was updated in 2013, set to expire in 2020.
- Current plan doesn't include performance measures to track progress.

- **Outreach and Community Vision**

- We are overdue for a community conversation around:
  - Desired levels of service
  - Multiple benefits from investments
  - Climate adaptation/resilience
  - Revenue and Costs of Service

- **System Planning**

- Many studies on individual components in recent years
- No integrated planning processes in at least a generation
- Capital program is based on perceived needs, often deferred for years
- No current system for prioritization of investments/replacement of assets
- No firm strategies for dealing with climate change, improving resilience, or mitigating emissions
- No real consensus around specific projects/proposals put forward in recent years

# Why Plan?



- Plans allow an agency to prioritize actions and investments to be smarter and more efficient with limited resources.
- An integrated approach will allow us to move towards a utility that is proactive in our approach and make investments that provide the greatest community value.
- These plans together will work to:
  - Build resilience in the face of a changing climate
  - Provide affordable and efficient services
  - Improve public health
  - Improve public space and quality of life
  - Provide workforce and economic development opportunities
  - Protect the environment
  - Create and sustain partnerships
- Similar model to State Coastal Master Plan

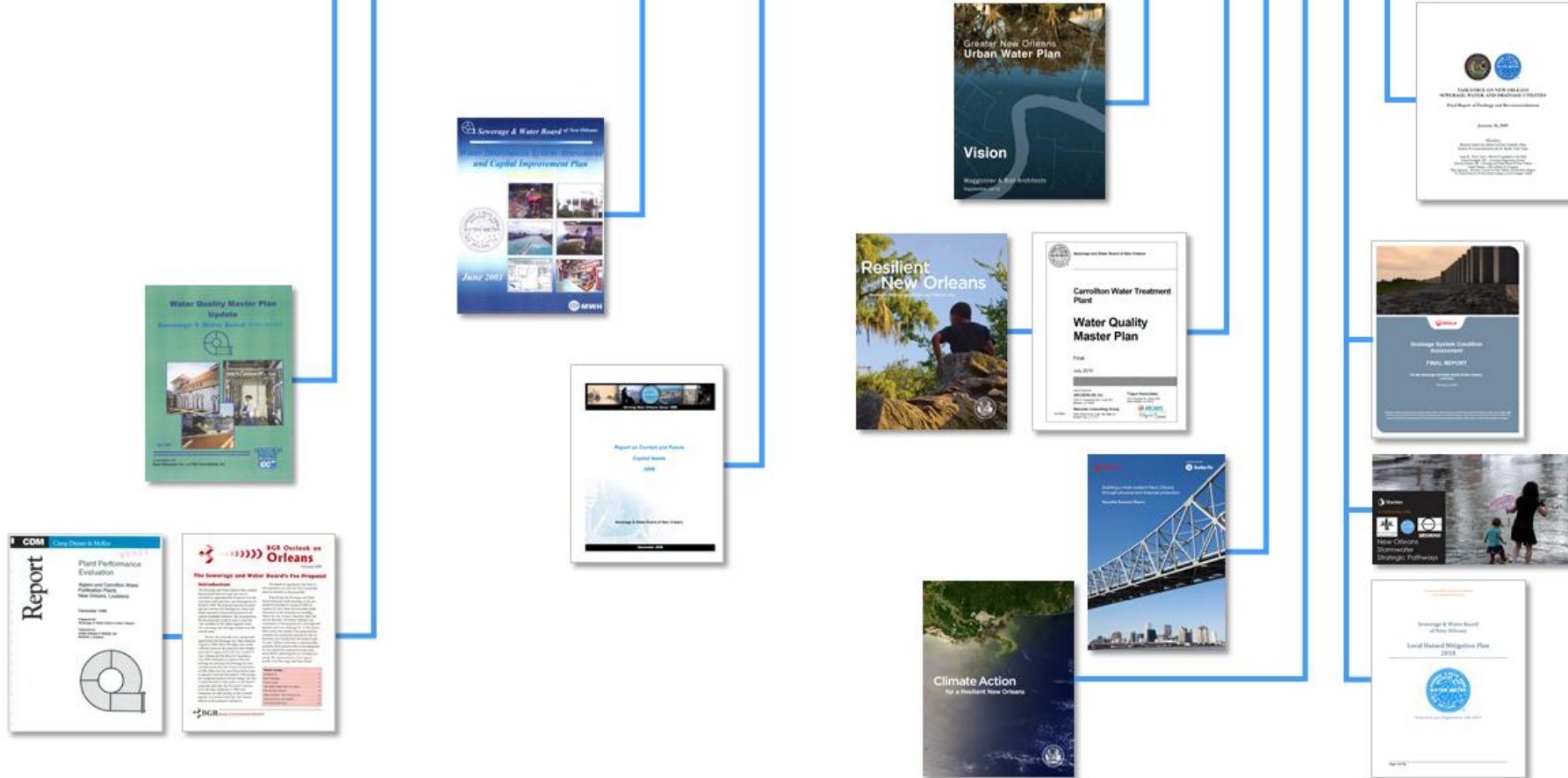


PHASE 1:  
Pre-Planning

# Information Gathering



1990 | 2000 | 2010 | 2020



PHASE 1:  
Pre-Planning

# Request for Information



- Modelled after a similar process done at Seattle Public Utilities
- Used to gather input and information from consultants and institutional partners
- Will begin a conversation about how to integrate planning
- Identify emerging technologies and trends to pursue
- Scoping of future RFPs for planning work

PHASE 1:  
Pre-Planning

# Request for Information



- Used to select participants for workshop series and generate excitement/interest in planning process
- No cost to, and no obligation from SWBNO
- Asking for:
  - Limited written responses (5-10 pages)
  - Broad questions about challenges and approach
    - Water
    - Wastewater
    - Drainage
    - Outreach
  - Summary of firm or team qualifications
- To be released this month



PHASE 1:  
Pre-Planning

# Workshops



- Co-hosted with Tulane, Dillard and UNO
- Used to scope RFPs and continue to build excitement and interest
- Three likely workshops
  - Water (purification and distribution)
  - Wastewater (sewerage and treatment)
  - Drainage (adaptation to climate change, combined system)
- Asking firms to bring experts in each field to present on innovative technologies, charette concept



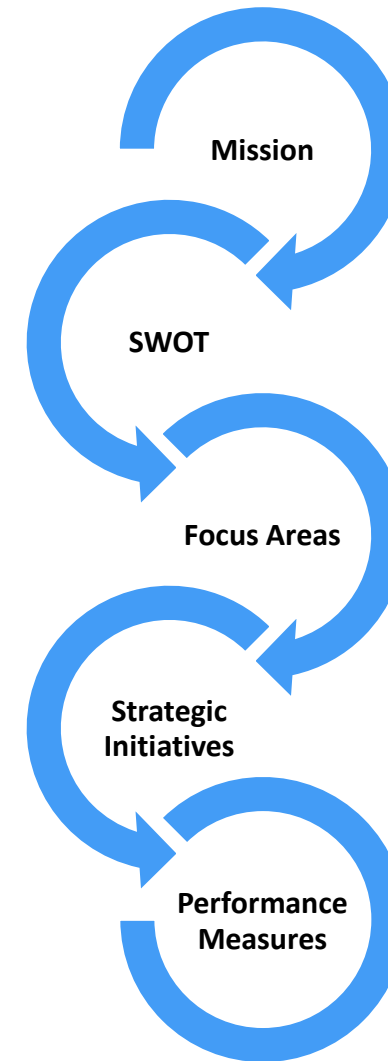
- PR/Planning team to coordinate outreach for all planning components
- Focus on creating a community and employee-focused vision for both internal strategy and system plans
- Continuity through all processes
- Designed to build support for plans, SWBNO brand, and future new revenue efforts
- Significant investment in community voice to plot a path forward



- Established today with a Policy Memorandum
- Will provide guidance on planning process and policy-setting
- Two-way dialogue with customers/community
- Advisory role
- Customers can express interest by visiting [swbno.org/projects/masterplan](http://swbno.org/projects/masterplan) beginning today



- Effective Utility Management (EUM) Framework
- Facilitated SWOT analysis with each department and Board of Directors
- Employee in-reach and polling
- Stakeholder outreach and polling
- 5-year implementation period
- Defines specific implementation steps to move from current level of performance to achieving our vision.
- Creates strategic initiatives and performance measures to guide implementation and continuous improvement.

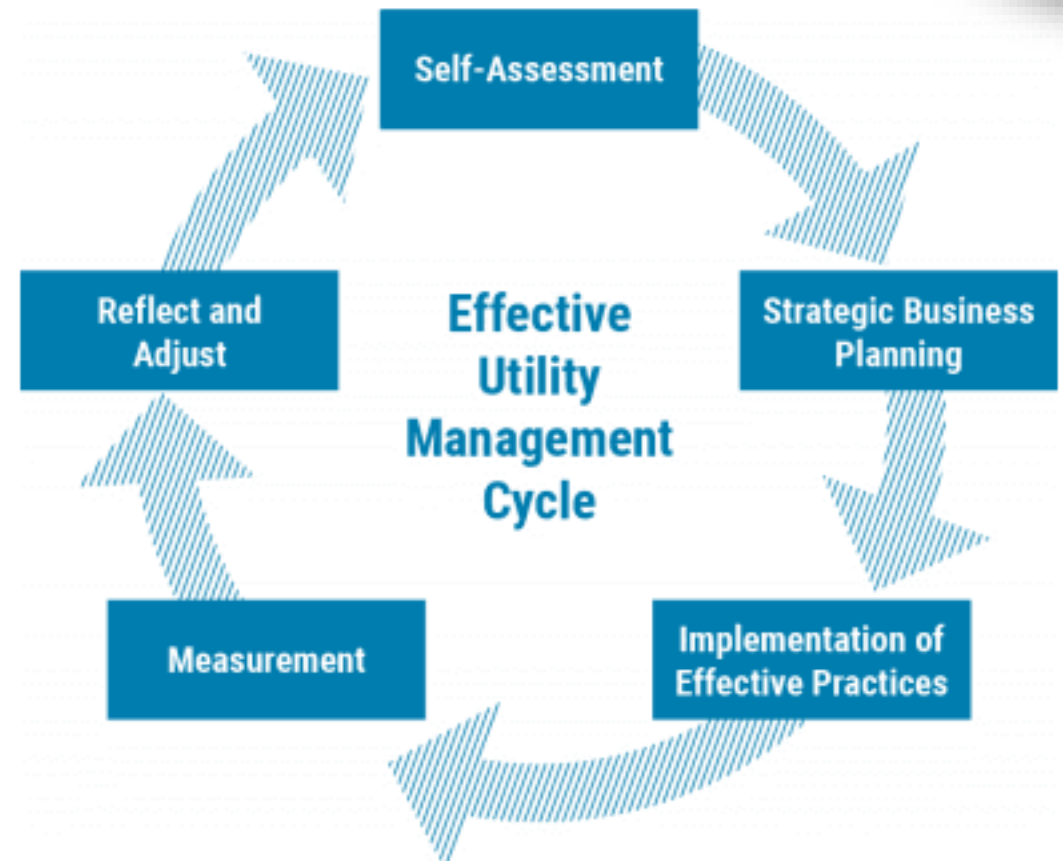




## Attributes of Effectively Managed Utilities



## Five Keys to Management Success

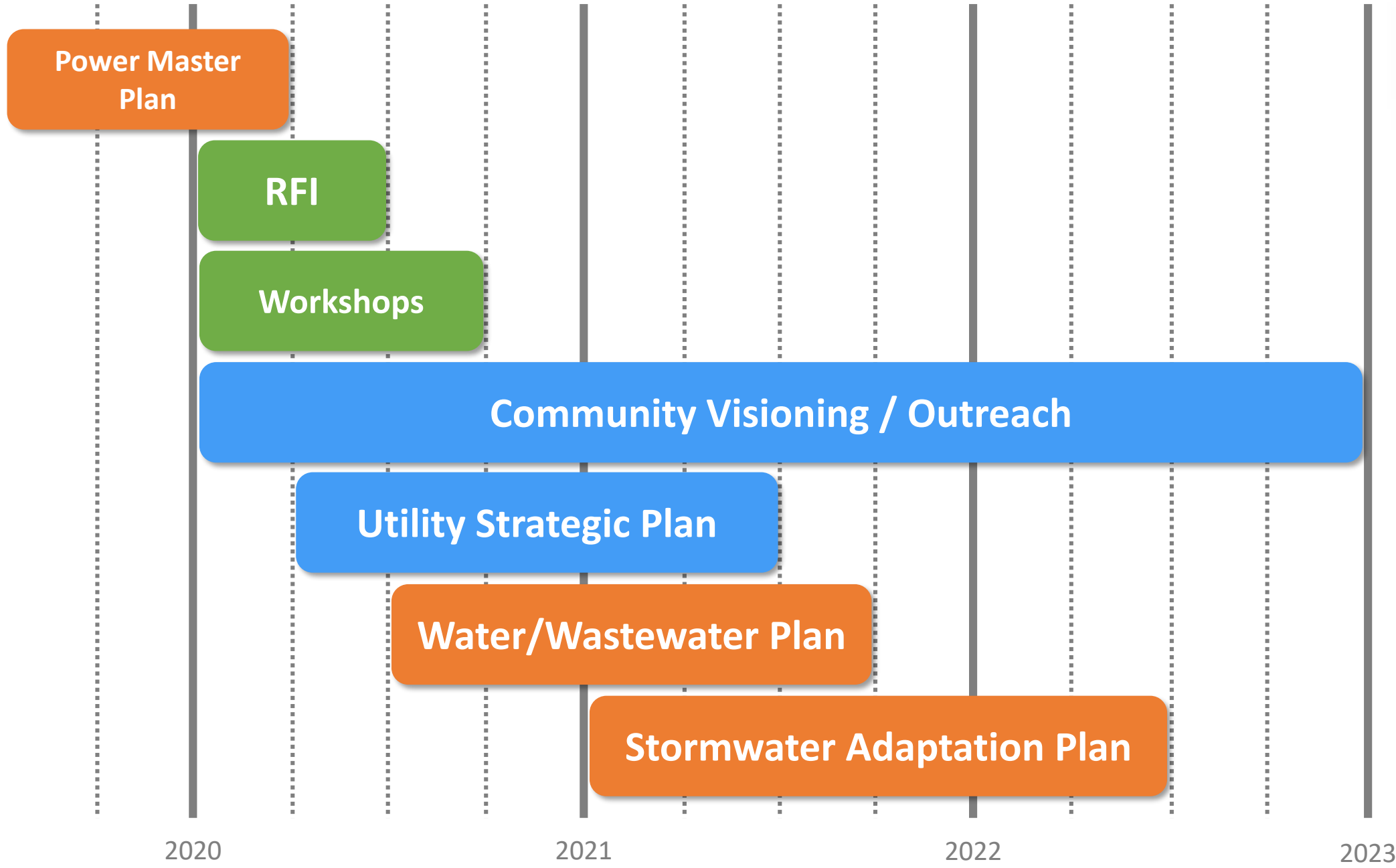




- Engineering consultant
- Focused on
  - Replacement of aging infrastructure
  - Innovative technology
  - Increased efficiency to save money
  - Emerging issues and water quality
- Development of CIP prioritization tools
- Scoping of first phase projects for grant opportunities
- Development of basic asset management framework to assist with transition to proactive maintenance



- Interdisciplinary team
- Focused on:
  - Analysis and planning for entire system (Minor and Major)
  - Determining needed level of service in face of climate change and strategies for system overhaul/adaptation
  - Identifying projects to adapt system to increase storage and overall level of service
  - Prioritization of projects taking into account future adaptation
- Scoping of first phase projects for grant opportunities
- Development of basic asset management framework to assist with transition to proactive maintenance





# Next Steps

- Customer Advisory Committee formation
- Release RFI and begin to plan workshops
- Finalize RFP for Visioning, Outreach, and Strategic Planning
- Continue to work with Institutional Partners on technical advisement



**For More info:  
[Swbno.org/projects/masterplan](http://Swbno.org/projects/masterplan)  
[planning@swbno.org](mailto:planning@swbno.org)**

