

# **SEWERAGE & WATER BOARD OF NEW ORLEANS**

**STRATEGY COMMITTEE MEETING  
TUESDAY, JULY 14, 2020  
11:00 AM**

## **JULY 2020 STRATEGY ATTENDEE LINK**

PUBLIC COMMENT WILL BE ACCEPTED VIA EMAIL TO  
[BOARDRELATIONS@SWBNO.ORG](mailto:BOARDRELATIONS@SWBNO.ORG). ALL PUBLIC COMMENTS MUST BE RECEIVED PRIOR TO  
11:30 AM ON July 14, 2020. COMMENTS WILL BE READ VERBATIM INTO THE RECORD.

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. Summary of Master Planning Workshop
- b. Update on Master Plan Process and Next Steps

**3. PUBLIC COMMENT**

Public comments received until 30 minutes after the presentation of the Agenda will be read into the record.

**4. ADJOURNMENT**

*This teleconference meeting is being held pursuant to Executive Proclamation No. 84 JBE 2020, Section 2 (C).*

**CERTIFICATION TO HOLD TELECONFERENCE  
BOARD MEETING**

**WHEREAS**, there currently exists throughout the state of Louisiana and the city of New Orleans, a public health emergency due to the COVID-19 coronavirus, declared by official proclamations issued by both the Mayor of New Orleans (Proclamation 2020-02449) and the Governor of the State of Louisiana (Proclamation 25 JBE 2020); and

**WHEREAS**, this public health emergency requires most individuals to maintain personal distance from one another and forbids the gathering of more than ten (10) individuals in any one location, as declared on March 11, 2020; and

**WHEREAS**, as a result of the declarations by both the Mayor and the Governor, specifically the provisions regarding social distancing among individuals and groups no larger ten (10) persons, the Board of Directors of the Sewerage and Water Board of New Orleans (Board) is unable to meet in compliance with the quorum requirements of state law and the bylaws of the Board; and

**WHEREAS**, on June 25, 2020, by Proclamation Number Governor John Bel Edwards authorized Additional Measures for COVID-19 Public Health Emergency, pursuant to Proclamation No. 84 JBE 2020, Section 2 (C); and

**WHEREAS**, Section 2 (C) of Proclamation No. 84 JBE 2020 requires, “all state agencies, boards and commissions, and local political subdivisions of the state to provide for attendance at essential governmental meetings via teleconference or video conference and such attendance shall be allowed during pendency of this emergency. All efforts shall be made to provide for observation and input by members of the public. Before any meeting conducted pursuant to this section, the state agency, board or commission or local political subdivision shall first provide a written certification that it will otherwise be unable to operate due to quorum requirements”;

**NOW, THEREFORE, BE IT RESOLVED**, pursuant to Governor John Bel Edwards Emergency Proclamation Number 84 JBE 2020, Section 2 (C), I hereby certify that the Strategy Committee of the Sewerage and Water Board of New Orleans will meet by teleconference/video conference on July 14, 2020, at 11:00 a.m., to undertake the business of the SWBNO as described in the attached Agenda, that under the existing emergency conditions, the Board of Directors of the SWBNO will otherwise be unable to operate due to quorum requirements, and has taken all reasonable efforts to allow for observation and input by members of the public.

**WITNESS BY MY HAND THIS 13th DAY OF JULY 2020.**

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GHASSAN KORBAN  
EXECUTIVE DIRECTOR  
SEWERAGE AND WATER BOARD OF NEW ORLEANS



## EXECUTIVE DEPARTMENT

### PROCLAMATION NUMBER 84 JBE 2020

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#### **RENEWAL OF STATE OF EMERGENCY FOR COVID-19 EXTENSION OF EMERGENCY PROVISIONS**

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**WHEREAS**, pursuant to the Louisiana Homeland Security and Emergency Assistance and Disaster Act, La. R.S. 29:721, *et seq.*, the Governor declared a public health emergency on in Proclamation Number 25 JBE 2020 in response to the threat posed by COVID-19;

**WHEREAS**, on March 11, 2020, in Proclamation Number 25 JBE 2020, the Governor declared that a statewide public health emergency existed in the State of Louisiana because of COVID-19 and expressly empowered the Governor's Office of Homeland Security and Emergency Preparedness and the Secretary of the Department of Health and/or the State Health Officer to take all actions authorized under state law;

**WHEREAS**, when the Governor determines that a state of public health emergency exists, La. R.S. 766(B) empowers the Governor to declare a state of public health emergency by executive order, or proclamation, or both;

**WHEREAS**, in Proclamation Number 84 JBE 2020, the Governor renewed the emergency declaration for the COVID-19 emergency and ordered that Louisiana remain in Phase 2 of Resilient Louisiana;

**WHEREAS**, it is necessary to renew certain other provisions of Proclamation Number 75 JBE 2020; and

**WHEREAS**, these measures are necessary to protect the health and safety of the people of Louisiana.

**NOW THEREFORE, I, JOHN BEL EDWARDS**, Governor of the State of Louisiana, by virtue of the authority vested by the Constitution and the laws of the State of Louisiana, do hereby order and direct as follows:

#### **SECTION 1: STATE PROCUREMENT**

- A)** Pursuant to La. R.S. 29:724(D)(1), suspensions of the Louisiana Procurement Code (La. R.S. 39:1551, *et seq.*) and Louisiana Public Bid Law (La. R.S. 38:2211, *et seq.*) and their corresponding rules and regulations are hereby continued for the purpose of the procurement of any good or services necessary to respond to this emergency.
- B)** Pursuant to La. R.S. 29:732(A), prices charged or value received for goods and services sold may not exceed the prices ordinarily charged for comparable goods and services in the same market area at or immediately before the time of the state of emergency, unless the price by the seller is attributable to fluctuations in applicable commodity markets, fluctuations in applicable regional or national market trends, or to reasonable expenses and charges and attendant business risk incurred in procuring or selling the goods or services during the state of emergency.

- C) In addition to any authority conferred generally herein or by law, the Governor's Office of Homeland Security and Emergency Preparedness, through consultation with the Secretary of the Department of Health, shall continue to have the primary jurisdiction, responsibility and authority for:
- 1) Planning and executing public health emergency assessment, mitigation, preparedness response, and recovery for the state;
  - 2) Coordinating public health emergency response between state and local authorities;
  - 3) Collaborating with relevant federal government authorities, elected officials of other states, private organizations or companies;
  - 4) Coordinating recovery operations and mitigation initiatives subsequent to public health emergencies;
  - 5) Organizing public information activities regarding public health emergency response operations; and
  - 6) Taking any other measures deemed necessary and proper, as authorized by law.
- D) For procurement and contracting, strict compliance with the Louisiana Procurement Code (La. R.S. 39:1551, *et seq.*), Telecommunications Procurement (La. R.S. 39:1751-1755), and Information Technology Procurement (La. R.S. 39:196-200), shall not be required. However, all state agencies should continue to comply with the following conditions:
- 1) An appointed official within the agency, or the equivalent for officials in higher education, must determine that the failure to strictly comply with the statutory restriction is necessary due to the emergency.
  - 2) A centralized point of contact for each agency must monitor all transactions conducted without strict statutory compliance, maintaining copies of all documentation. Documentation should specify whether the purchase falls into the "emergency" or "permanent" category and whether the purchase relates to the COVID-19 event referenced in Proclamation Number 25 JBE 2020 and all documentation must be maintained and available for audit and FEMA reimbursement purposes.
  - 3) Written competitive quotes and/or offers must be obtained whenever possible and agencies must take the necessary steps to assess that fair and equitable pricing is being offered.
  - 4) Performance-based contracting should be used where practical.
  - 5) Statewide contracts should be used where practical.
  - 6) To the maximum extent possible, such emergency contracts should be only for the duration of the emergency or to allow the agency time to comply with normal competitive bidding requirements if the goods or services will be required for an extended period of time.
  - 7) Copies of contracts which would otherwise require approval by the Office of State Procurement and the supporting documentation discussed above must be provided to the Office of State Procurement within thirty (30) days or sooner, if practical. Additionally, LaGov agencies should enter small purchases into the LaGov system as soon as practical. The Office of State Procurement shall review the contracts and documentation to determine compliance with this Executive Order.
  - 8) Payments to contractors should be made only after verification that all goods and services meet contract requirements.
  - 9) All Public Bid Openings shall be suspended. Bid openings will continue, however public openings will not occur in order to limit the potential for exposure. Bid openings will be made available via phone conference or web conference.
  - 10) All required Procurement Support Team meetings will be held via phone conference or web conference.

- E) The following provisions of the La. R.S. 39:121, *et seq.*, are hereby suspended:
- 1) The provisions of La. R.S. 39:124-125 regarding periodic meetings and/or inspections of capital outlay projects by facility planning and control, including inspection of a project prior to the expiration of the guarantee period, and any meetings and/or inspections shall be limited to only those inspections or meetings determined to be absolutely necessary for the advancement of the capital outlay project.
  - 2) The provisions of La. R.S. 39:126 regarding prior approval of change orders.

## SECTION 2: PUBLIC EMPLOYEES AND STATE OFFICES

- A) The following travel restrictions will continue to apply to all state employees:
- 1) All state employees traveling on state business out of the United States are hereby directed to cancel or postpone these trips; all employees traveling on official state business out of the State of Louisiana are hereby required to obtain specific authorization from the Commissioner of Administration;
  - 2) All state employees intending to travel out of the State of Louisiana for non-official reasons are hereby directed to notify their supervisor and Human Resources Director of the travel as soon as possible, but in no event later than forty-eight (48) hours prior to travel, and immediately upon return to Louisiana;
  - 3) All state employees with household members who intend to travel or have traveled internationally are hereby directed to notify their supervisor and Human Resources Director of the travel as soon as possible, but in no event later than forty-eight (48) hours prior to the household member's departure, to state the household member's expected date of return, and to notify their supervisor and Human Resources Director immediately upon the household member's actual return to the United States; and
  - 4) All state employees shall notify their supervisor and Human Resources Director if the employee or a household member develops symptoms associated with COVID-19.
- B) The Civil Service Commission and the Division of Administration are hereby directed to continue to maintain a set of guidelines for state employees who are infected with COVID-19 or under quarantine for possible exposure to COVID-19. Such guidelines shall include direction for the management of sick leave by state employees and provide for direction, if possible, for the employee to work remotely. The guidelines developed by the Civil Service Commission and the Division of Administration shall remain in effect by this order.
- C) All state agencies, boards and commissions, and local political subdivisions of the state shall continue to provide for attendance at essential governmental meetings via teleconference or video conference and such attendance shall be allowed during the pendency of this emergency. All efforts shall be made to provide for observation and input by members of the public. Before any meeting conducted pursuant to this section, the state agency, boards and commission, or local political subdivision of the state shall first provide a written certification that it will otherwise be unable to operate due to quorum requirements. Such certification shall be posted at the same time and in the same manner as the agenda for the meeting. Nothing in this order shall be interpreted to waive any notice requirements.

## SECTION 3: EMERGENCY SUSPENSIONS

- A) All orders allowing for visitation by the parent of a foster child that resides in a home that is quarantined or isolated due to COVID-19 remain suspended. The Department of Children and Family Services is hereby ordered to make all reasonable efforts to continue to allow for alternative visitation.

**B) SHAREHOLDER MEETINGS**

- 1) Subpart A of Part 7 of the Business Corporation Act, including without limitation, Subsection B of Section 1-701, subsection C of 1-702 and subsections A and E of Section 1-705 of the Business Corporation Act, hereby remain suspended to the extent it requires meetings of shareholders to be noticed and held at a physical location in connection with any shareholder meeting that either (a) has a record date that falls during the Public Health emergency declared by Proclamation Number 25 JBE 2020 (or as extended by this subsequent Proclamation); (b) requires notice to be provided in connection therewith during the Public Health emergency declared by Proclamation Number 25 JBE 2020 (or as extended by this subsequent Proclamation); or (c) is scheduled to occur during the Public Health emergency declared by Proclamation Number 25 JBE 2020 (or as extended by this subsequent Proclamation).
- 2) This Proclamation shall remain in full force and effect with respect to any meeting duly called and convened in accordance with the Business Corporation Act and in reliance upon Section 1 hereof, notwithstanding the lapse or termination of this Proclamation.

**C) NON-PROFIT ORGANIZATIONS**

- 1) La. R.S. 12:229(A) and La. R.S. 12:230(A) of the Louisiana Nonprofit Corporation Law, are hereby suspended to the extent it requires meetings of members to be noticed and held at a physical location in connection with any membership meeting that either (a) has a record date that falls during the Public Health emergency declared by Proclamation Number 25 JBE 2020 (or as extended by any subsequent Proclamation); (b) requires notice to be provided in connection therewith during the Public Health emergency declared by Proclamation Number 25 JBE 2020 (or as extended by any subsequent Proclamation); or (c) is scheduled to occur during the Public Health emergency declared by Proclamation Number 25 JBE 2020 (or as extended by any subsequent Proclamation).
- 2) This Proclamation shall remain in full force and effect with respect to any meeting duly called and convened in accordance with the Louisiana Nonprofit Corporation Law and in reliance upon Section 1 hereof, notwithstanding the lapse or termination of this Proclamation.

**D) To reduce the burden on members of the public and to limit the interactions of individuals with state employees in governmental offices, the following regulatory statutes are hereby suspended as follows:**

- 1) Department of Public Safety
  - a) The late fees assessed, as set forth in La. R.S. 40:1484.18(F) and (G), for failure to timely renew licenses issued pursuant to La. R.S. 40:1484.1, *et seq.*, shall be waived through December 31, 2020.
- 2) Office of Motor Vehicles
  - a) Late fees for driver's license which would be charged beginning on March 9, 2020 through June 5, 2020, remain suspended until July 31, 2020.
  - b) The expiration date of temporary registration plates issued pursuant to La. R.S. 47:519 and La. R.S. 47:519.2 which expired on or after March 9, 2020 but before June 5, 2020 remains suspended until June 30, 2020.
  - c) The expiration date of license plates issued pursuant to La. R.S. 47:462, *et seq.*, which expired on or after March 9, 2020 but before June 5, 2020 remains suspended until July 31, 2020.

- d) The notice of default issued pursuant to La. R.S. 32:429.4 that would be issued on or after March 9, 2020 but before June 5, 2020 remains suspended, and the notices will not be issued until after June 30, 2020.
  - e) The expiration date of an apportioned registration issued under the International Registration Plan which expires June 5, 2020 remains suspended and the expiration date remains extended to June 30, 2020.
  - f) The period to request an administrative hearing submitted to the Department pursuant to La. R.S. 32:667, La. R.S. 32:863, La. R.S. 863.1 and LAC Title 55, Part III, Chapter 1, §159 which expired on or after March 9, 2020 but before June 5, 2020 remains suspended and extended until June 30, 2020.
  - g) The sixty-day delay for the Department to submit the administrative hearing record to the Division of Administrative Law pursuant to La. R.S. 32:667(D)(1) for an arrest which occurred on or after March 9, 2020 but before June 5, 2020 remains extended until August 8, 2020.
  - h) Office of Motor Vehicles may continue to offer services by remote customer services agent interaction in current Office of Motor Vehicles office locations.
  - i) The expiration date of driver's licenses which expire on or after March 9, 2020, but on or before June 5, 2020, is suspended and the expiration date is extended to July 31, 2020.
  - j) The expiration of a temporary driver's license issued pursuant La R.S. 32:667(A) which were issued on or after March 9, 2020 through June 5, 2020 is suspended until July 5, 2020.
  - k) Any suspension for which the official notice of withdrawal was issued on or after Feb 17, 2020, but before June 5, 2020, shall remain pending until July 31, 2020.
  - l) The expiration date of a hang tag issued pursuant to La. R.S. 47:463.4, *et seq.*, which expired on or after March 9, 2020, but before June 5, 2020, is suspended until July 31, 2020.
  - m) For purchasers of used vehicles, purchased from a private individual on or after February 4, 2020 but before June 5, 2020, the 60-day grace period provided for in La. R.S. 32:707(H) for citations for failure to have a current registration and license plate is extended until June 30, 2020.
  - n) La. R.S. 32:402.1(F)(2) is hereby suspended through June 15, 2020, to allow for alternative methods of instruction for persons under the age of 18 in the form of remote or distance learning to be determined by and at the direction of the Office of Motor Vehicles until July 31, 2020.
  - o) La. R.S. 32:431.1(B), which provides that no minor may be issued a driver's license or learner's permit for the operation of a motor vehicle unless, at the time of application, documentation is presented to the department that the minor has received a high school diploma or equivalent diploma, is enrolled and attending school, or enrolled and attending a high school equivalency program, is suspended.
  - p) Penalties and interest due on state and local sales and use taxes collected by the Office of Motor Vehicles which began on or after March 9, 2020 are suspended and are waived until July 1, 2020.
  - q) The expiration of identification cards issued pursuant to La. R.S. 40:1321 which expired on or after March 9, 2020 but before June 5, 2020 is suspended and the expiration date is extended to July 31, 2020.
- E) There shall remain in effect an exemption from the federal rules and regulations that limit the hours operators of commercial vehicles may drive, specifically, Part 395 (drivers' hours of service) of Title 49 of the Code of Federal Regulations, and any additional appropriate response regarding additional expenditures due to this

declaration as determined by the Secretary of the Department of Transportation and Development, or by the Louisiana State Police or local law enforcement agencies for public safety issues in order to ensure the uninterrupted supply of essential goods and commodities.

- F) Nothing herein shall be construed as an exemption from the Commercial Driver's License requirements in 49 CFR 383, the financial requirements in 49 CFR 387, or applicable federal size and weight limitations.
- G) The following specific provisions of the Louisiana Revised Statutes of 1950 related to the imposition of fees or charges related to transactions with the Department of Health, or their authorized agent, as qualified by this Order, are hereby suspended for transactions by individuals when, as determined by any guidelines or directions issued by the Secretary, the request is a result of the emergency conditions:
  - 1) La. R.S. 40:40(2), to the extent that it requires payment of a fee for production of a duplicate birth record.
  - 2) La. R.S. 40:40(3), to the extent that it requires payment of a fee for production of a duplicate death certificate.
- H) **LEGAL AND ADMINISTRATIVE DEADLINES**
  - 1) Liberative prescriptive and peremptive periods applicable to legal proceedings in all courts, administrative agencies, and boards are suspended through July 5, 2020.
  - 2) Courts, administrative agencies and boards statewide shall continue to use due diligence in communicating with attorneys and parties to proceedings with pending deadlines, and the public how the court, agency or board will implement and interpret the provisions of this Order.
- I) Any state department or agency or political subdivision is hereby granted authority to further extend any non-essential deadline for a period of no longer than 30 days if deemed necessary to respond to the threat of COVID-19.

#### **SECTION 4: DEPARTMENT OF EDUCATION**

- A) All public schools in the State of Louisiana shall close facilities to students for the duration of the 2019-2020 academic calendar year. All school districts shall ensure the provision of meals or other essential items to eligible students, provided that appropriate social distancing measures are in place for each school district in the state. All school districts shall provide or ensure the provision of remote or distance learning as defined by the Board of Elementary and Secondary Education and the Department of Education. The 63,720 instructional minute requirement per year shall remain suspended to the extent that full compliance cannot be achieved in light of the COVID-19 pandemic. All school districts shall ensure compliance with all applicable federal and state laws, regulations and standards for the provision of education to all students, including the provision of a free and appropriate public education for all children with disabilities and the provision of services for English Learners (ELS). To ensure compliance with federal statutes and regulations, school districts are encouraged to view guidance from the U.S. Department of Education regarding compliance in response to COVID-19. The Board of Elementary and Secondary Education shall report to the Governor and the Legislature any further actions necessary to ensure that eligible students achieve successful student grading, promotion, and graduation. The Department of Education shall ensure compliance with all applicable federal and state laws, regulations, and standards in its function as the state education agency of Louisiana, including the monitoring of school districts in their provision of a free and appropriate public education to students with disabilities, and the collection and public reporting of student data.

- B)** The provisions of La. R.S. 17:24.4 and BESE Bulletin 741 that mandate annual administration of testing under the Louisiana Education Assessment Program and End of Course examinations hereby remain suspended for the entirety of the 2019-2020 school year contingent upon receipt of a waiver of the accountability mandates in the Every Student Succeeds Act from the United States Department of Education.
- C)** The provisions of La. R.S. 17:4023 and La. R.S. 47:6301(B)(2)(ii) that require nonpublic schools to administer testing under the Louisiana Education Assessment Program and End of Course examinations to students participating in the Louisiana Student Scholarships for Educational Excellence program and to students receiving scholarships from donations to school tuition organizations hereby remain suspended for the entirety of the 2019-2020 school year upon receipt of a waiver of the accountability mandates in the Every Student Succeeds Act from the United States Department of Education.
- D)** The provisions of La. R.S. 17:10.1 that provide for the School and District Accountability System and any rules or regulations adopted by the Board of Elementary and Secondary Education pertaining to the School and District Accountability System hereby remain suspended for the 2019-2020 school year upon receipt of a waiver of the accountability mandates in the Every Student Succeeds Act from the United States Department of Education.
- E)** The provisions of La. R.S. 17:391.2, *et seq.*, that provide for public school accountability and assessment hereby remain suspended for the entirety of the 2019-2020 school year upon receipt of a waiver of the accountability mandates in the Every Student Succeeds Act from the United States Department of Education.
- F)** The provisions of La. R.S. 17:154.3 that require teachers to work a minimum number of days per school year hereby remain suspended for the entirety of the 2019-2020 school year.
- G)** The provisions of La. R.S. 17:221 that mandate every person having control or charge of a child to send that child to a public or nonpublic school hereby remain suspended for the entirety of the 2019-2020 school year.
- H)** The provisions of La. R.S. 17:232 that require attendance to be checked daily at all schools hereby remain waived for the entirety of the 2019-2020 school year.
- I)** The provisions of La. R.S. 17:3881, *et seq.*, La. R.S. 17:3901, *et seq.*, and La. R.S. 17:3997(D) that provide for the use of value-added data in teacher evaluation and as criteria for receipt of teaching credentials hereby remain suspended for the entirety of the 2019-2020 school year upon receipt of a waiver of the accountability mandates in the Every Student Succeeds Act from the United States Department of Education.
- J)** The provisions of La. R.S. 17:3991(C)(1)(b) that require charter schools to adhere to certain student application and enrollment procedures hereby remain suspended for the entirety of the 2019-2020 school year.
- K)** The provisions of 17:183.2(B) and (C) that require students graduating in Spring 2020 to complete the Individualized Education Program (IEP) goals and requirements for the purposes of graduation remain suspended for the entirety of the 2019-2020 school year.
- L)** The provisions of 17:183.3(D) and (E) that require students graduating in Spring 2020 to complete the IEP goals and requirements for the purposes of graduation remain suspended for the entirety of the 2019-2020 school year.

- M) The provisions of 17:183.3(B)(2)(f) remain suspended to allow eligible twelfth grade students to graduate in Spring 2020 with less than 9 credit units if the students were enrolled in a course within the Jump Start sequence in Spring 2020.
- N) The Board of Elementary and Secondary Education shall maintain emergency rules as necessary to effect the suspension of the statutes described in the sections above.

## **SECTION 5: HIGHER EDUCATION**

- A) All Public Post-secondary institutions and proprietary schools within the State of Louisiana that are licensed by the Louisiana Board of Regents shall continue to be allowed to substitute in-person clinical and classroom instruction with online and lab simulations for enrolled students for the duration of the declared emergency.

Further, all proprietary schools within the State of Louisiana that are licensed by the Louisiana Board of Regents shall continue to be allowed to substitute in-person clinical and classroom instruction with online and lab simulations for currently enrolled students as of March 1, 2020.
- B) Relative to the initial eligibility requirements for a Taylor Opportunity Program for Students Award, for students who were enrolled in a Louisiana public high school; students who were enrolled in a nonpublic high school in Louisiana having the approval of the State Board of Elementary and Secondary Education; students who resided in the State of Louisiana and were enrolled in a home study program approved by the State Board of Elementary and Secondary Education; and students who resided out of state during the 2020 academic year but who meet the residency requirements to qualify for a TOPS award provided for in La. R.S. 17:5023, the following requirements shall be suspended:
  - 1) The ACT deadlines imposed by La. R.S. 17:5062, including the requirement that a student be assessed a one semester penalty as set forth in La. R.S. 17:5062 for failure to achieve a qualifying score no later than the national ACT test date of the year of high school graduation.
  - 2) The home study requirements set forth in La. R.S. 17:5029(B)(1)(b)(i).
  - 3) The TOPS Tech core curriculum requirement that a student earn at least nine credits in Jump Start course sequences, workplace experiences, and credentials as set forth in La. R.S. 17:5026 when such requirement has been suspended for the purpose of meeting high school graduation requirements.
- C) Relative to continuing eligibility requirements for a Taylor Opportunity Program for Students Award, for students who were enrolled full time as of the census date in a postsecondary institution in Louisiana and remained enrolled as of March 13, 2020; students who were enrolled full time at an out of state college or university as of the census date and remained enrolled through March 13, 2020; students who were enrolled full time as of the census date and who were studying abroad and were required to return to Louisiana due to the outbreak of COVID-19 in the country in which the students were studying; and students who were scheduled to be enrolled full time at a school operating on a basis other than semesters during the spring of 2020; the following requirements shall be suspended:
  - 1) The steady academic progress requirements imposed by La. R.S. 17:5041 or La. R.S. 17:5042.
  - 2) The minimum grade point average requirements imposed by La. R.S. 17:5041 or La. R.S. 17:5042.
  - 3) The deadlines imposed by La. R.S. 17:5041 or La. R.S. 17:5042 requiring that a student whose award is suspended for failure to meet the grade point average requirements must bring his grade point average up to that required in the applicable statute within a specified time period.

## **SECTION 6: HEALTH CARE REGULATIONS**

- A)** Louisiana state licensure laws, rules, and regulations for medical professionals and personnel hereby remain suspended for those medical professionals and personnel from other states or other countries offering medical services in Louisiana to those needing medical services as a result of this disaster provided that said out-of-state or out-of-country medical professionals and personnel possess a current medical license in good standing in their respective state or country of licensure and that they practice in good faith and within the reasonable scope of his or her skills, training, or ability.
- B)** All out-of-state or out-of-country medical professionals and personnel offering services in the State of Louisiana by authority of this Order shall continue to submit to the State Health Officer, or his designee at the Office of Public Health within the Louisiana Department of Health, a copy of their respective professional license and photo identification, together with any other forms or documents the State Health Officer may require, by contacting the Office of Public Health.
- C)** Because of the threat posed to health care workers from COVID-19 and the need to allocate resources to respond to this disaster, there is a need to continue to allow for additional telehealth opportunities. To facilitate the provision of telehealth services where available and appropriate, the following guidelines remain in place:
  - 1) The requirement of La. R.S. 40:1223.4 that each state agency or professional or occupational licensing board or commission that regulates the practice of a healthcare provider promulgate any rules necessary to provide for, promote, and regulate the use of telehealth in the delivery of healthcare services within the scope of practice regulated by the licensing entity hereby remains suspended during the term of this emergency declaration.
  - 2) All licensing boards are encouraged to maintain emergency rules, if necessary, so that it will not be considered unethical nor a violation of any licensing standards of the healthcare provider, solely as a result of the provision of such care via telehealth.
  - 3) The practice of the healthcare provider administered via telehealth must be within the scope of the provider's license, skill, training and experience. The services provided to the patient must meet the standard of care that would be provided if the patient were treated on an in-person basis.
  - 4) Prescribing of any controlled substances via telehealth must be medically appropriate, well-documented and continue to conform to rules applicable to the prescription of such medications.
- D)** The ambulance staffing requirements set forth in La. R.S. 40:1135.1(A)(2)(a) hereby remain temporarily suspended as to ambulance drivers, provided that such driver possesses a driver's license valid in the State of Louisiana and meets the criminal background check requirements of La. R.S. 40:1203.1, *et seq.*

Except as expressly suspended herein, all other requirements of La. R.S. 40:1135.1 shall remain in place, including the requirement that an ambulance be staffed with a minimum of two persons, one of whom shall be a licensed emergency medical technician.
- E)** The licensing and certification requirements for Louisiana Clinical Laboratory Personnel set forth in La. R.S. 37:1318, including any requirements for criminal background checks, be temporarily suspended for those laboratory personnel conducting COVID-19 testing who demonstrate molecular biology polymerase chain reaction (PCR) experience and/or for those who demonstrate serological experience in testing clinical samples, when such testing and related activities are performed under the oversight and responsibility of a licensed physician or doctor

of philosophy (Ph.D.) with demonstrated experience in the related laboratory activities who ensures the quality of results.

- F) The requirement for supervision of physician assistants pursuant to La. R.S. 37:1360.28 is temporarily suspended, however a physician assistant shall practice within his/her scope of practice, subject to his/her education, knowledge, skills, and ability.
- G) The Louisiana Board of Dentistry is granted the authority to issue licenses based upon a 2020 graduation from any CODA accredited program for those who apply and complete their applications in 2020.
- H) The licensing and certification requirements for the Louisiana State Board of Chiropractic Examiners set forth in La. R.S. 37:2805(C), which states that the Board shall notify each applicant of acceptance or rejection of application not less than 30 days prior to the National Board of Chiropractic Examiners examination, are temporarily suspended.
- I) The collaborative practice agreement requirements of the Louisiana State Board of Medical Examiners and the Louisiana State Board of Nursing for advanced practice registered nurses, including certified nurse midwives, certified registered anesthetists, clinical nurse specialists, and nurse practitioners, are suspended for this public health emergency.
- J) The requirements that a certified registered nurse anesthetist provide anesthesia care under the direction and supervision of a physician or dentist licensed to practice in Louisiana as set forth in La. R.S. 37:930(A)(3) and (F) are temporarily suspended, provided that the certified registered nurse anesthetist is within his/her scope of practice and has the education, knowledge, skills, and ability to provide such anesthesia care and ancillary services without supervision or direction.
- K) The penalties set forth for practicing nursing without a duly issued registered nurse license in the state of Louisiana set forth in La. R.S. 37:925(A)(3) and (4) are temporarily suspended, so long as the individual has an active, unrestricted, unencumbered license to practice registered nursing in any U.S. state, territory, or district, and the individual has no charges pending against his/her license and the individual is not enrolled in an alternative to discipline program.
- L) Relative to the authority of a registered nurse to administer anesthetic agents in certain settings in La. R.S. 37:935, the Louisiana State Board of Nursing shall provide by emergency rule that, for the purpose of providing care during the COVID-19 pandemic, “critical care settings” shall include all healthcare settings in which anesthetic agents have to be administered to intubated patients.
- M) The penalties set forth for practicing practical nursing without a duly issued license in the state of Louisiana set forth in La. R.S. 37:978(A)(3) and (4) are temporarily suspended, so long as the individual is licensed to practice practical nursing in any U.S. state, territory or district.
- N) The requirements for the State Board of Social Work Examiners to issue a social worker certificate set forth in La. R.S. 37:2724(B), specifically the requirement that Certified Social Workers pass an examination within a specific time frame, are temporarily suspended.
- O) The requirement that all licensed home health agencies admit patients for skilled care only on the order of a physician set forth in La. R.S. 40:2116.34(A)(1) is temporarily suspended to permit physician assistants, advanced practice registered nurses, certified nurse practitioners, clinical nurse specialists, and certified nurse midwives to order home health services.
- P) The requirement that the clinical dental licensing examination include procedures performed on human subjects as set forth in La. R.S. 37:761(C) is hereby

temporarily suspended, for those 2020 graduates of any CODA accredited dental school who have applied and otherwise completed their licensing applications with the Louisiana State Board of Dentistry in 2020.

- (Q) The requirement that all clinical dental hygiene licensing examinations include procedures performed on human subjects as set forth in La. R.S. 37:764(D), is hereby temporarily suspended, for those 2020 graduates of the LSU dental hygiene program, as well as for any other 2020 graduates of any other dental hygiene program in Louisiana that is accredited by the Commission on Dental Accreditation (“CODA”), who have applied and otherwise completed their licensing applications with the Louisiana State Board of Dentistry in 2020.
- (R) The requirement that an out-of-state registered nurse or an out-of-state advanced practice registered nurse (including an out-of-state certified nurse midwife, a certified registered nurse anesthetist, a clinical nurse specialist, and a nurse practitioner) obtain a license to practice registered nursing or advanced practice registered nursing in Louisiana as set forth in La. R.S. 37:920, is temporarily suspended provided that such person has an active, unencumbered, unrestricted license to practice registered nursing or advanced practice registered nursing from any U.S. state, territory, or district, which has been confirmed through the NURSYS System.
- (S) An individual physician who holds a full, unlimited and unrestricted license to practice medicine in another U.S. state, territory, or district and who has unrestricted hospital credentials and privileges in any U.S. state, territory, or district, may practice medicine at a hospital that is licensed by the Louisiana Department of Health upon the following terms and conditions being met:
- 1) The licensed Louisiana hospital shall verify all physicians' credentials and privileges;
  - 2) The licensed Louisiana hospital shall keep a list of all physicians coming to practice at the hospital and shall provide this list to the Louisiana State Board of Medical Examiners within ten (10) days of each physician starting practice at the licensed Louisiana hospital; and
  - 3) The licensed Louisiana hospital shall also provide written notice to the Louisiana State Board of Medical Examiners as of the date that the physician stopped practicing medicine in Louisiana at that hospital; such written notification shall be made within ten (10) days of the physician's cessation of practice of medicine at that Louisiana hospital.
- (T) An individual physician's assistant who holds a full, unlimited and unrestricted license to practice in another U.S. state, territory, or district and who has unrestricted hospital credentials and privileges in any U.S. state, territory, or district, may practice at a hospital that is licensed by the Louisiana Department of Health upon the following terms and conditions being met:
- 1) The licensed Louisiana hospital shall verify all physician's assistants' credentials and privileges;
  - 2) The licensed Louisiana hospital shall keep a list of all physician's assistants coming to practice at the hospital and shall provide this list to the Louisiana State Board of Medical Examiners within ten (10) days of each physician assistant starting practice at the licensed Louisiana hospital; and
  - 3) The licensed Louisiana hospital shall also provide written notice to the Louisiana State Board of Medical Examiners as of the date that the physician assistant stopped practicing in Louisiana at that hospital; such written notification shall be made within ten (10) days of the physician's assistant's cessation of practice at that Louisiana hospital.
- (U) An individual respiratory therapist who holds a full, unlimited and unrestricted license to practice in another U.S. state, territory, or district and who has unrestricted hospital credentials in any U.S. state, territory, or district, may

practice at a hospital that is licensed by the Louisiana Department of Health upon the following terms and conditions being met:

- 1) The licensed Louisiana hospital shall verify all respiratory therapists' credentials and shall issue a scope of hospital practice for each respiratory therapist;
- 2) The licensed Louisiana hospital shall keep a list of all respiratory therapists coming to practice at the hospital and shall provide this list to the Louisiana State Board of Medical Examiners within ten (10) days of each respiratory therapist starting practice at the licensed Louisiana hospital; and
- 3) The licensed Louisiana hospital shall also provide written notice to the Louisiana State Board of Medical Examiners as of the date that the respiratory therapist stopped practicing in Louisiana at that hospital; such written notification shall be made within ten (10) days of the respiratory therapist's cessation of practice of medicine at that Louisiana hospital.

V) An individual advanced practice registered nurse (including a certified nurse midwife, a certified registered nurse anesthetist, a clinical nurse specialist, and a nurse practitioner) who holds an active, unencumbered, and unrestricted license to practice advanced practice registered nursing in another U.S. state, territory, or district as confirmed through the NURSYS System, and who has unrestricted hospital credentials and privileges in any U.S. state, territory, or district, may practice nursing at a hospital that is licensed by the Louisiana Department of Health upon the following terms and conditions being met:

- 1) The licensed Louisiana hospital shall verify all the advanced practice registered nurses' credentials and privileges;
- 2) The licensed Louisiana hospital shall keep a list of all advanced practice registered nurses coming to practice at the hospital and shall provide this list to the Louisiana State Board of Nursing within ten (10) days of each advanced practice registered nurse starting practice at the licensed Louisiana hospital; and
- 3) The licensed Louisiana hospital shall also provide written notice to the Louisiana State Board of Nursing as of the date that the advanced practice registered nurse stopped practicing nursing in Louisiana at that hospital; such written notification shall be made within ten (10) days of the advanced practice registered nurse's cessation of practice of nursing at that Louisiana hospital.

W) The requirement that there be a quorum of a healthcare professional licensing board or authority for decision-making as set forth in La. R.S. 42:13 and the respective board statutes, is temporarily suspended to allow the Executive Director of that healthcare professional licensing board to temporarily suspend, waive, or amend a board rule or regulation that would prohibit, limit, or interfere with the licensing of healthcare professionals that are necessary to address the declared public health emergency.

X) No healthcare professional licensing board shall issue an adverse action or penalty against an individual applicant or licensee under the jurisdiction of that board for the failure of that applicant or licensee for failure to comply with a procedural licensing requirement during the declared public health emergency, provided that the individual applicant or licensee made a good faith attempt to comply with the procedural requirements of the licensing board.

## **SECTION 7: PROVISIONS FOR FIRST RESPONDERS**

### **A) FIRST-RESPONDER RULEMAKING**

- 1) In an effort to preserve the health and safety of the first responders, specifically the firefighters and police officers subject to the Municipal

- Fire and Police Civil Service System, all local Municipal Fire and Police Civil Service Boards are to maintain emergency rules providing for special COVID-19 leave rules.
- 2) In order to quickly achieve these rule adoptions, the 30-day notice requirements for rule adoptions found in R.S. 33:2478 and R.S. 33:2538 hereby remain suspended during the pendency of the declaration of public health emergency.
  - 3) Municipal Fire and Police Civil Service Boards shall post notice of the proposed emergency rule with the 24-hour public meeting notice provided in R.S. 42:19.
  - 4) Due to the Stay at Home Order in place statewide, all Municipal Fire and Police Civil Service Boards shall conduct meetings by teleconference or video conference.

**B) LAW ENFORCEMENT REHIRING**

- 1) The limitation on receipt of full retirement benefits by rehired retirees assigned to road patrol or corrections function only, under La. R.S. 11:2175(E) shall remain suspended for the duration of this emergency. Any sheriff may rehire on a full-time basis any otherwise qualified retirees to road patrol or corrections functions only, without loss or suspension of retirement benefits to those rehired deputies, for the duration of the emergency.
- 2) The Boards of Trustees of the Louisiana Sheriffs Pension and Relief Fund shall not be required to suspend benefits to retirees rehired as full-time employees covered by this proclamation.

**SECTION 8: FUNERAL SERVICES**

- A)** Indoor funeral services shall be limited to the same number of attendees as required by Proclamation Number 83 JBE 2020. Outdoor services may be held pursuant to the May 1 guidance from the State Fire Marshal for outdoor religious services. Funeral directors are directed to limit the number of personnel present at any such service to only one single funeral director and to ensure the enforcement of the CDC's social distancing guidelines during the conduct of the funeral.
- B)** In order to facilitate the timely handling and interment or cremation of deceased in this State, funeral directors shall be considered "essential workers" for the purposes of obtaining access to personal protective equipment ("PPEs") and for the purposes of conducting the necessary business of death care in the State.
- C)** The Department of Health is hereby directed to publish guidance that funerals for COVID-19 positive decedents be conducted, as recommended by the CDC, within five days, if practical.
- D)** In order to facilitate the timely cremation of remains pursuant to the express wishes of the deceased or of those authorized to direct disposition under La. R.S. 8:655 (whichever is applicable under the law), the signatures and notarization required for cremation authorizations under La. R.S. 37:876-877 are hereby waived inasmuch as they can be replaced by faxed, scanned, or photographed signatures on the requisite paperwork and video conferencing without the need for a notary. In no event shall this waiver be interpreted as an authorization to proceed with cremation in the absence of the signatures of those required by La. R.S. 37:876-877 or against the express wishes of those individuals identified by La. R.S. 8:655.
- E)** To the extent necessary and as permitted by the orders of the Louisiana Supreme Court issued on March 16, 2020, and March 20, 2020, the district courts of this State shall consider petitions brought pursuant to La. R.S. 8:655(E) by funeral directors, hospitals, or coroners during the term of this proclamation as essential proceedings necessary to respond to the COVID-19 event.

- F)** In no event shall this proclamation be interpreted to waive any other provisions of Title 8 or Chapter 10 of Title 37 of the Louisiana Revised Statutes that are not expressly identified herein.

## **SECTION 9: UNEMPLOYMENT COMPENSATION**

- A)** For the purpose of this proclamation, "emergency-related claims" shall mean claims for unemployment compensation filed by persons whose unemployment is directly due to the impact of COVID-19 or due to their inability to get to their job or worksite because they are sick, isolated or quarantined, caring for a sick family member, or when an employees' child's school is closed as determined by the administrator of the state's unemployment compensation program, i.e., the Secretary of the Louisiana Workforce Commission. Emergency-related claims will not necessarily include all claims in all parishes included in COVID-19 proclamations, declarations or orders.
- B)** The following statutes relating to unemployment insurance are hereby further suspended to the extent and in the manner described below:
- 1) La. R.S. 23:1533, which provides for claimants' benefits to be charged against base period employers for purposes of employers' tax experience rating and the protesting of such charges by employers, shall be suspended for emergency-related claims made during the effective period of this Proclamation.
  - 2) La. R.S. 23:1552, which provides for the charging of claimants' benefits to certain employers, shall be suspended for emergency-related claims made during the effective period of this Proclamation.
  - 3) La. R.S. 23:1600(2) and (3) shall be suspended while this Proclamation is in effect for emergency-related claims to the extent that they require claimants to register and search for work, but the requirements in La. R.S. 23:1600(2) that claimants continue to report at an employment office in the manner prescribed by the administrator, and in La. R.S. 23:1600(3) that claimants be able to work and be available for work, are not waived. The requirement to continue to report at an employment office, which is accomplished through either an automated telephone system or the Internet, is not impractical and avoids overpayments, which claimants would be liable to repay. Such activities are not practical by an individual who is impacted by COVID-19.
  - 4) La. R.S. 23:1600(4) shall be suspended while this Proclamation is in effect for emergency-related claims to the extent that claimants are required to wait a period of one week before receiving benefits.
  - 5) La. R.S. 23:1601(1) and (2), which provide certain disqualifications for otherwise eligible claimants. Such disqualifications include reasons for separation from employment, including a substantial change in employment by the employer or intentional misconduct connected with employment by the claimant. Separations that are the direct result of the impact caused by COVID-19 are not the fault of either the employer or the claimant. Administration of these separation issues with regard to such claims places an unnecessary burden on the state's unemployment system. Otherwise eligible claimants shall not be disqualified based on R.S. 23:1601(1) or (2).
  - 6) La. R.S. 23:1124, which suspends an employee's right to Workers' Compensation benefits for failure to timely submit to a medical examination shall be suspended during the effective period of this Proclamation.

- 7) La. R. S. 23:1201.1(K)(8)(i –ix) relative to the right to request an expedited hearing for the reasons enumerated therein is suspended during the effective period of this Proclamation.
- C) Pursuant to 29 CFR Part 826.30, the following employees of the State of Louisiana are excluded from receiving paid sick leave under “The Emergency Paid Sick Leave Act” or expanded family and medical leave under “The Emergency Family and Medical Leave Expansion Act”. For purposes herein, the state employees excluded from these provisions include:
- 1) Healthcare providers, defined as any employee of the State of Louisiana employed at a hospital, veterans’ home, health care center, clinic, local health department or agency, or any facility that performs laboratory or medical testing, as well as those employees who work in such facilities whose work is necessary to maintain the operation of the facility; and
  - 2) Emergency responders, defined as any employee of the State of Louisiana necessary for the provision of transport, care, healthcare, comfort and nutrition of such patients, or others needed for the response to COVID-19. This includes, but is not limited to military or national guard personnel, law enforcement officers, correctional institution personnel, fire fighters, emergency medical services personnel, physicians, nurses, public health personnel, emergency medical technicians, paramedics and emergency management personnel, as well as those employees who work in such facilities whose work is necessary to maintain the operation of the facility.

**SECTION 10:** The Governor’s Office of Homeland Security and Emergency Preparedness and the State Fire Marshal are directed to ensure compliance with this order, and is empowered to exercise all authorities pursuant to La. R.S. 29:721, *et seq.*, and La. R.S. 29:760, *et seq.*

**SECTION 11:** All departments, commissions, boards, agencies and officers of the state, or any political subdivision thereof, are authorized and directed to cooperate in actions the state may take in response to the effects of this event.

**SECTION 12:** Unless otherwise provided in this order, these provisions are effective from Friday, June 26, 2020 to Friday, July 24, 2020, or as extended by any subsequent Proclamation, unless terminated sooner.



IN WITNESS WHEREOF, I have set my hand officially and caused to be affixed the Great Seal of Louisiana in the City of Baton Rouge, on this 25<sup>th</sup> day of June, 2020.

A handwritten signature of John Bel Edwards, Governor of Louisiana, written over a horizontal line.

GOVERNOR OF LOUISIANA



# SEWERAGE AND WATER BOARD

## Inter-Office Memorandum

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**Date:** July 10, 2020  
**To:** Strategy Committee  
**Cc:** Matt Tarr (UNO), Robert Collins (Dillard), Ehab Meselhe (Tulane)  
**From:** Tyler Antrup, Director of Planning and Strategy  
**Re:** Master Planning Workshop Summary

### *Background*

The Sewerage and Water Board released a Request for Information (RFI) on January 31, 2020. The purpose of this RFI was to generate interest in the master planning process and assist SWBNO in further scoping the planning process. Firms were asked to submit a summary of their qualifications, as well as answers to three questions about the future of the water, wastewater, and drainage systems.

On February 18, 2020, SWBNO received 24 responses to the RFI. All 24 respondents were invited to participate in three workshops in April to continue to refine the planning process and identify emerging and innovative technologies that could increase the sustainability of our operations. Unfortunately, due to COVID-19 and social distancing requirements, we were forced to cancel the three workshops and quickly put into place a plan to hold a single, virtual workshop to keep the process moving and continue to refine the expert feedback we received.

### *Workshop Summary*

The workshop was ultimately held on April 23, 2020 from 1:00 to 3:45 PM via Zoom. There were over 70 participants from various firms and institutions around the world and the workshop was facilitated by Elisa Speranza. Directors Barnes and Sholas also participated. The format utilized was an initial presentation of SWBNO's master planning process and next steps. Participants were then engaged in discussions on four questions:

1. What are the most important criteria for measuring the success of a water/sewer/drainage master planning effort?
2. Given the specifics of the way the SWBNO systems are organized (i.e. no control over watershed management, shared responsibility for drainage, no ownership of groundwater, no water quantity issues) would a "one water" approach be better than master planning by system (water/sewer/drainage)?

3. What's the biggest caution or warning you have for us based on your prior experience?
4. What's the best method, tool, approach you've seen to build ensure equity and inclusion in a community-based planning effort, and to build the voice of the people into decision-making (can be from other realms besides water)?

Participants were asked to either indicate their desire to speak on a question using the chat feature, or to simply place their response in the chat. There were many active participants in discussing the questions, as well as a very active chat.

The workshop was recorded and is available for the public to view [here](#).

Partners from the University of New Orleans, Dillard University, and Tulane University participated in the workshop and provided notes as well as a summary of key takeaways for consideration. These takeaways were:

1. SWBNO needs to develop a long-term funding source and funding plan. The current funding sources are not sustainable and not equitable, with many parcels of land not paying their fair share. The City needs a stormwater fee.
2. Holistic approaches that balance the water, wastewater, and stormwater issues are needed – connections to groundwater, other city departments, and regional issues must also be incorporated. SWBNO needs to adapt to Climate Change by integrating Green Infrastructure into long-term plans. In order to relieve pressure on the pumping system, the Agency needs to impact land use changes to create more stormwater storage that reduces flooding and recharges groundwater.
3. Meaningful community engagement is necessary, both immediate and long-term. The Agency needs to create a community engagement / community relations plan. Customer service must be improved. Also, given the current political climate, successfully passing any future millage or stormwater fee proposals will require transparency and widespread community buy in. This can only be accomplished by constant community engagement.
4. Need achievable short-term goals to show progress (both in master planning process and its implementation)
5. There was some hesitancy expressed about adopting new tools/technologies/approaches. However, planning for the future requires exploration of different approaches that may not conform to current thinking.

6. A “one water” approach to planning will be required for success of the effort, however a single plan process for all three systems will likely be difficult to manage and deliver results.

*Attachments*

1. Workshop Notes
2. Workshop Packet
3. Chat Log

SWBNO Workshop Notes  
Apr. 23, 2020

- Ghassan Korban provided a brief intro
  - Reviewed management structure of SWBNO
  - Covers drinking water, sewerage, drainage
    - Different revenue streams for each service
  - Generate own power - 25 Hz
  - Having operations on both sides of river increases costs
  - Some shared infrastructure with city public works
- Elisa reviewed workshop rules/procedures
- Tyler
  - Mission, vision, guiding principles of SWBNO must be incorporated into master plan
  - Need to move to customer-focused utility
  - Lack of planning in last 25 years
  - Need community input/community outreach
  - Need to address climate change/resiliency
  - Revenue projections/cost of service are important guiding principles
  - Expenditures are currently based on most pressing needs – not strategic
  - No consensus on prioritization of projects
  - Looking at 50-year plan; will need to replace all infrastructure over this time frame
  - Key response topics
    - Aging infrastructure
    - Climate change
    - Operations/maintenance/asset management
    - Public trust community vision
    - Paradigm shift in drainage (including groundwater)
    - Smart technology
    - Single plan or broken up into three areas of SWBNO oversight
    - Does city have overarching goals? Need to interface with city master plan
- Question 1: Criteria for measuring success?
  - Jane Madden - prepare to be shovel ready when stimulus funds become available
  - Name? - Protect economic viability of city through infrastructure
  - Frans Van de Ven - monitor learning/insights as measure of success
  - Leisha – Get rated w/Star community rating system-must be joint w/ City
  - Bry Sarte - need private sector involvement to create viable master plan (integrated)
  - Tim Dekker - Need to structure list of criteria-tiered/prioritized but holistic approach
  - Thomas Hasler- Ensure capital improvement plan founded on data driven solutions (justification); must be eligible for funding opps
  - Ehab M. – What frequency of updating MP?
    - Tyler: 5 yrs not manageable
  - Yvette Downs - CFO SWBNO will set parameters for timing-couple w/ e.g. 10 yr funding plan
  - Aron Chang - Data feedback loop is important as climate issues are changing; Have to interface w/ other systems (parks, hazard mitigation, transp., etc.); metrics should cross jurisdictions
  - Frank Newell - Use process to focus board's efforts; identify boundaries/ responsibilities (eg. Streets dept.)
  - Bobbie Hill - Make sure to avoid silos
  - Pipa Brashear - Translation, interpretation of data-communicate effectively to stakeholders
  - Robin Barnes-Attracting funding/investments and influencing policy
- Question 2: One water vs system by system?

- Yvette – Decision is part of prioritization
  - Bry - complexity is too large to bring all into single plan - although there is critical overlap - not oppressed, but need caution
  - Leisha - Critical to consider holistically-not losing individual parts, just integrating into overall prioritization; cheaper; greater community service
  - Frans - Missing groundwater-align w/ spatial planning and land use / green infrastructure; Governance has to support one water approach; have to understand and account for interconnectivity and failure in one leading to other failures
  - David Lessinger – Governance is key issue; do we need to change tools or adapt approaches within existing limits; must look across systems; tackle in visioning or implementation?
  - Tim Dekker - One water is spectrum-can enact in overarching way or limited approach- have to decide extent
  - Thomas Hester-Strategic planning / visioning favors one water, but then need individual needs/priorities within each sector
  - Jessica Dandridge - Cost is of concern to community-do not like idea of multiple millages; ratepayers prefer one water/one fee; Transparency can be better on single fee
  - Jane Madden – Proponent of one water approach-multiple points of view bring better solutions and consolidated effort/cost
  - Ehab - supports one water approach; supports strategic planning for large events
  - Tyler - Have to tightly coordinate across systems, including external agencies
- Question 3: Cautions / warnings to be aware of?
  - Frank N. - Be careful what you promise. Don't invest in unproven technologies
  - Jessica D. - Need to address customer service/billing - customer first altitude needed; homeowner improvements need to be part of stormwater plan
  - Colleen McHugh - Must engage all stakeholders – this is how to make difficult decisions - need transparency, flexibility/structure balance as well as translation
  - Thomas Hester-Time period 18-24 months, must maintain progress through process and highlight short-term gains/achievements while working towards longer term goals
  - Aron Chang - Difficult to fund culture change
- Question 4: Best way to build in equity/inclusion and voice of community?
  - Jessica - Empowering community leaders is good strategy
  - Tim Dekker-Detroit created community advisory committee ~ 25 people known within community, but not high-profile people, brought them to site visits in other cities
    - Bobby Hill: Need to be paid
  - Matthijs Bouw - have to take long term approach to community engagement-don't stop with master plan input; young people will be around long term
  - Frans-Need to demistify system (educate stakeholders); communication is extremely important-need dedicated position
  - Thomas Hester - Create master plan advisory committee
  - Leisha - one water is connected to assisting vulnerable communities-provides greater opportunity to address equity issues
  - Jane - Need dedicated facilitator to ensure inclusion; Next generation needs to be educated and converted to advocates
  - Jessica - Need public announcement of master planning process
  - Thomas - Need to understand level of involvement in tools and processes; Does SWBNO want to have, for example model maintenance?
  - Tyler - After this initial planning process is complete, will start PR plan
  - Ghassan K. - Has been listening rather than talking to gain as much info as possible, appreciates discussion and ideas
  - Tyler - working with university partners to assemble report, will post video



## **Integrated Master Planning Virtual Workshop**

**April 23, 2020 – 1:00 to 3:45 PM CST**

## **OBJECTIVE:**

To gather as much input as possible from a wide variety of respondents to the SWBNO's Request for Information to help guide the development of a progressive, community-based, integrated master plan for the Sewerage and Water Board.

Attendees have been asked to share:

- A headshot and 1 paragraph bio for inclusion in a face book to distribute ahead of time to save time on introductions.
- a brief (1-page) case study or story about a successful community-based planning effort or project that could be used to frame a discussion around engagement process.
- Brief thoughts on the following:
  1. What are the most important criteria for measuring the success of a water/sewer/drainage master planning effort?
  2. Given the specifics of the way the SWBNO systems are organized (i.e. no control over watershed management, shared responsibility for drainage, no ownership of groundwater, no water quantity issues) would a “one water” approach be better than master planning by system (water/sewer/drainage)?
  3. What’s the biggest caution or warning you have for us based on your prior experience?
  4. What’s the best method, tool, approach you’ve seen to build ensure equity and inclusion in a community-based planning effort, and to build the voice of the people into decision-making (can be from other realms besides water)?

## **AGENDA**

- 1:00 PM – Welcome Remarks, Ghassan Korban
- 1:10 PM - Facilitator introductions, housekeeping, ground rules, Elisa Speranza
- 1:20 PM - Written response summary, context setting, goals and purpose, Tyler Antrup
- 1:45 PM - Discussion: four questions, Elisa Speranza facilitating with “hand raising” for perspectives
- 3:30 PM - Closing Remarks/Next Steps, Tyler Antrup

## **GROUND RULES AND PROCEDURES**

- Listen carefully—resist the urge to multi-task
- Teams funnel questions/comments to their designated spokesperson
- Spokespeople use “chat” feature to indicate they have something to say, facilitator will call on them in order
- No more than 20 minutes for each of the 4 topics
- Be succinct—no long speeches
- Call will be recorded so staff can capture comments

**BIOS**

**Mead A. Allison, Professor & Chair, Department of River-Coastal Science and Engineering**

**Tulane University**



My research interests include sediment dynamics of modern environments including lowland river, deltaic, wetland, estuarine, and continental shelf settings as well as examination of the late Holocene sediment record in coastal settings

## **Emad Al-Turk, PE, President**

### **Waggoner**



Emad rejoined Waggoner Engineering, Inc. in June of 2016, as the President of the corporation in the Jackson office. Emad has nearly 40 years of professional experience in managing and designing Infrastructure projects and the teams of professionals that deliver them. He led the company to become one of the top 10% in performance among engineering firms nationally.

Emad provides leadership and direction to the senior leadership of the company. Through his commitment to excellence and a dedication to professionalism, Emad and Waggoner have continued to exceed industry standards by forming strong professional partnerships based on integrity, ingenuity and reliability. These characteristics, along with a deep rooted tie to the South have enabled Emad and Waggoner to become one of the most recognized and respected companies in the region.

Emad has managed over \$5 billion of small and large infrastructure programs throughout the South from project inception and planning through implementation. He shares his practical, innovative and resilient solutions with communities based on his successful track record of developing projects that are implementable and add value to the communities he has served.

## **Tyler Antrup, Director of Planning + Strategy Sewerage and Water Board of New Orleans**



Tyler Antrup is the Director of Planning and Strategy for the Sewerage and Water Board of New Orleans where he oversees strategic and system planning. He has a decade of experience in sustainable urban water management, working mostly in New Orleans to implement green infrastructure solutions to flooding. He previously served as the Urban Water Program Manager with the City of New Orleans' Office of Resilience and Sustainability, as a planner with the City Planning Commission and at GCR Inc. His work has included development and implementation of New Orleans' first stormwater management rules, work on plans such as the New Orleans Main Street Resilience Plan, HousingNOLA, and the Greater New Orleans Urban Water Plan. He holds a master's degree in Sustainable Real Estate Development from Tulane University, and a Bachelor's degree in Urban Planning and Design from the University of Missouri- Kansas City.

**Robin Barnes, Director**  
**Sewerage and Water Board of New Orleans**



Robin Barnes is an economic recovery and resilience expert with nearly four decades of on-the-ground experience helping cities, small businesses, and nonprofits recover from and prepare for economic and climate-based disasters and working closely with nonprofit organizations on strategy, performance measurement & management and resource development. Now at the helm of Resilience Resolutions, Robin partners with public and private sector leaders to rebuild economies, create jobs, and help communities face impending environmental and economic changes with strength and security.

Robin has a proven track record of bringing diverse people and ideas together to meaningfully and measurably improve distressed communities, economies, and environments across the country—from “boots on the ground” technical assistance work with small businesses rebuilding across New York City after 9/11, to developing a gold-standard post-Katrina small business recovery program for Gulf Coast fisheries, to writing the chapter on small business and entrepreneurship for President Obama’s Hurricane Sandy Rebuilding Strategy, to leading the creation of the Greater New Orleans Urban Water Plan, a roadmap to guide policymakers, public and private leaders, businesses, and community stakeholders through improved management of stormwater, subsidence, and other threats of climate change. As the former EVP and COO at Greater New Orleans, Inc., Robin has operated at the intersections of practice and policy and environment and economics and has overseen several major initiatives designed to create and protect jobs in the region and to turn environmental threats into economic opportunity and job creation.

With a BA in Anthropology from the University of Pennsylvania and a MPA from NYU Wagner, Robin has a strong academic foundation that undergirds her practice. She is a director of the Sewerage & Water Board of New Orleans and a member of the Governor’s Advisory Commission on Coastal Protection, Restoration and Conservation.

## **Joseph Becker, Client Services Manager**

### **Ardurra**



Joseph has 33 years of engineering experience in engineering planning, design, program management, emergency response, disaster recovery and federal consent decree compliance. He has worked for nearly 2 years with Ardurra in their Metairie regional office as a Client Services Manager. Ardurra is an engineering firm with nearly 500 employees, primarily in the South East United States, with technical expertise in all areas required for this project. Before this position, Joseph worked for the Sewerage and Water Board of New Orleans for over thirty years and was the General Superintendent of the Sewerage and Water Board for his last ten years at the agency. As the General Superintendent, Joseph was the Chief Technical Officer for an agency of over 1,100 personnel. His responsibilities included direction, management and supervision of all aspects of Sewerage and Water Board operations, maintenance and design for sanitary sewer, potable water, storm drainage as well as power generation and distribution. These responsibilities included the Departments of Operations, Engineering, Networks, Facility Maintenance, Environmental Affairs, Emergency Management, Support Services and Plumbing. Through his time at the S&WB Joseph has extensive experience with federal consent decree negotiation and compliance, disaster recovery, as well as compliance with state and federal funding guidelines.

## **Matthijs Bouw, Founder**

### **One Architecture**



Matthijs Bouw is a Dutch architect and urbanist and founder of One Architecture (est. 1995), an award-winning Amsterdam and New York-based design and planning firm. He directs the Urban Resilience Certificate Program for PennDesign at the University of Pennsylvania.

Bouw's work at UPenn theorizes and positions design as an integrator and innovator among scales, disciplines, actors and issues in urban resilience and water management projects. Additionally, he researches how to achieve and increase 'resilience value' in the implementation of complex projects. He is a member of the ULI panel that writes the '10 principles for building resilience'.

Bouw's practice is known for its unique approach in which programmatic, financial, technical and organizational issues are addressed, communicated and resolved through design. Bouw has been a pioneer in the use of design as a tool for collaboration, for instance through the development of 'Design Studios' as an instrument to support the Netherlands' Ministry of Infrastructure and the Environment with its long term planning, with such notable projects as the Deltametropolis Studio and Randstad 2040.

The office works on flagship resilience projects in New York, Boston and San Francisco. A co-leader of the BIG Team that won the Rebuild by Design competition for the flood protection of Manhattan, ONE is currently part of the multi-disciplinary teams executing the first phase of the East Side Coastal Resiliency project for Lower Manhattan, as well as planning the Lower Manhattan Coastal Protection project. In Panama City, Bouw is the urban designer in the 'Water Dialogues' team. In the Philippines, he is the urban planner for the Asian Development Bank on New Clark City, and works on nature-based disaster reduction in Tacloban. In the Netherlands, One are part of the 'Hackable City' team for Buiksloterham, a large scale brownfield redevelopment in Amsterdam-Noord based on the principles of the circular economy.

**Pippa Brashear, Planning Principal**  
**SCAPE Landscape Architecture DPC**



Pippa is the Planning Principal at SCAPE. A leading expert on resilience planning and climate adaptation, Pippa works with large, multi-disciplinary teams to develop landscape strategies and next-century infrastructure that integrate environmental, economic, and social benefit. Pippa currently manages SCAPE's role on the Financial District and Seaport Resilience Project in Lower Manhattan for the NYC Economic Development Corporation (EDC); Climate Ready Dorchester, a neighborhood-scale resilience plan for the City of Boston; and the Design and Implementation phase of Living Breakwaters for the New York State Governor's Office of Storm Recovery (GOSR), among other projects. In the past, Pippa has played a lead role developing coastal protection strategies for the City of New York's Strategic Initiative for Rebuilding and Resilience (SIRR); working with community planning committees as part of the New York Rising Community Reconstruction Program after Hurricane Sandy; and developing the Hudson River Rebuild By Design project in collaboration with Dewberry and OMA. Pippa holds a Master in Landscape Architecture and Master in Urban Planning with Distinction from the Harvard University Graduate School of Design, and a Bachelor of Arts, cum laude, in Environmental Science and Public Policy from Harvard College.

## **Richard Campanella, Associate Dean for Research, Senior Professor of Practice - Architecture and Geography**

### **Tulane University**



Geographer Richard Campanella, Senior Professor of Practice with the Tulane School of Architecture, is the author of ten books and over 200 other publications on New Orleans and Louisiana geography, history, architecture, urbanism, culture and related topics. His research has been praised in the New York Review of Books, Journal of Southern History, Places Journal, Urban History, Louisiana History, Journal of the Abraham Lincoln Association, and Bloomsbury Review. The only two-time winner of the Louisiana Endowment for the Humanities Book of the Year Award, Campanella has also received the Louisiana Literary Award, The Historic New Orleans Collection's Williams Prize for Louisiana History, the Newcomb Mortar Board Award for Excellence in Teaching, the Monroe Fellowship of the New Orleans Center for the Gulf South, the Hannah Arendt Prize for Scholarship in the Public Interest, the Tulane University Honors Professor of the Year Award, and the Press Club of New Orleans award for digital videos on Louisiana geography. In 2016, the Government of France named Campanella as Chevalier dans l'Ordre des Palmes Académiques (Knight in the Order of the Academic Palms). Born in Brooklyn, Campanella is a former wilderness ranger with the U.S. Forest Service and a forestry volunteer with the U.S. Peace Corps in Honduras. He has worked at Tulane since 2000 and the School of Architecture since 2012 and lives Uptown with his wife Marina and son Jason.

## **Gary Cecchine, Ph.D., Director of Research**

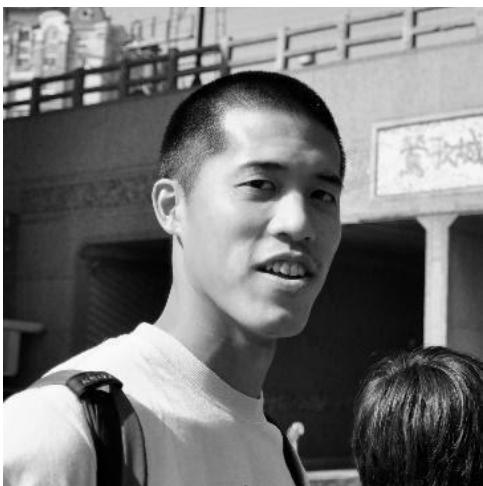
### **RAND Gulf States Policy Institute**



Gary Cecchine, Ph.D., is an environmental biologist, with a focus on water quality and resources. He is a senior policy researcher who joined RAND in 1999. He is the Director of Research at the RAND Gulf States Policy Institute and leads RAND's office in New Orleans. He conducts technical and policy research in a range of areas, including water resources, community resilience, environmental health, emergency preparedness and response, and he advises policy makers from the local to national level about policies that affect all communities and their environments. As Director, he also develops and coordinates research in health, education, economics, labor, public safety, and regional and strategic planning. His current research activities aim to promote resilience in the U.S. Gulf Coast by developing and evaluating economically, socially, and ecologically sound strategies. Gary's Ph.D. in biology and public policy is from the Georgia Institute of Technology, and he served as a commissioned officer in the U.S. Army Medical Service Corps, with a focus on disaster response, preventive medicine, and public health.

## Aron Chang

**Stamp Studio LLC // Water Leaders Institute**



Aron Chang is an urban designer and educator based in New Orleans. He leads Stamp Studio, which specializes in urban design, resilience planning, climate adaptation, and education. Aron has 10+ years of experience, and has played leading roles in efforts ranging from the Greater New Orleans Urban Water Plan to the development of New Orleans's Gentilly Resilience District. He is also a co-founder of the Greater New Orleans Water Collaborative, Ripple Effect, and the Blue House. With Tanya James of Strategic Outcomes, Aron co-created the Water Leaders Institute in 2018 to build the capacity of leaders working at the intersection of people, policy, and practice. Working with diverse partners, WLI explores ways in which community members and technical experts can build common language, exchange knowledge and wisdom, and work collaboratively on community-led projects that support living with water, environmental stewardship, and climate adaptation.

**Dr. Robert Collins, Professor of Urban Studies and Public Policy**  
**Dillard University**



Dr. Robert Collins is Professor of Urban Studies and Public Policy at Dillard University. He is also a Keynote Speaker, TV Commentator, and Political Analyst. His expertise is in Politics, Disasters, and Water Management. In 2018, Dr. Collins founded the Urban Water Management Program at Dillard. It offers an Urban Water Management Certificate, the only one of its kind in the State of Louisiana.

In 2019, he won the national HBCU Faculty Member of the Year award, sponsored by HBCU Digest. The award is granted annually by HBCU Digest Magazine to the HBCU (Historically Black Colleges and Universities) faculty member who did the best job of generating positive publicity for their institution in the previous year. Prior to entering academia, Dr. Collins served in federal government and worked for former US Senators John Breaux and Bennett Johnston. Dr. Collins holds a BA in Theatre, MA in Mass Communications, and Ph.D. in Urban Studies, all from the University of New Orleans.

He is currently the Conrad Hilton Endowed Professor of Urban Studies and Public Policy at Dillard University.

## **Jessica A. Dandridge, Executive Director**

### **The Water Collaborative**



As the Executive Director of The Water Collaborative, Jessica Dandridge has dedicated her life to community advocacy and campaign development for organizations seeking to be socially, economically and culturally inclusive. Through socially innovative engagement strategies, Ms. Dandridge has cultivated spaces for learning and the advancement of campaigns through collaboration, risk mitigation, and resource mobilization. Ms. Dandridge received her B.A at Xavier University in Political Science and her M.A in International Affairs with a concentration in security and conflict The New School for Public Engagement in New York City. Since starting her career in advocacy and non-profit management at age 15, she has learned international techniques through civil rights champions and research-based models to formulate multidisciplinary approaches to problem-solving. Since 2005, she has worked for, or in collaboration with dozens of organizations in the Greater New Orleans area including Fyre Youth Squad, Rethink, Puentes, JJPL, The Algebra Project, and Finding Our Folk. Prior to starting at the WC, Ms. Jessica was a non-profit consultant at her business *Patois* ('pa, twä) and the Louisiana State Director at the Campaign Election Engagement Project working to increase voter engagement among college students. She was also the Program Director for Rural Electric Cooperative Democracy Project for the Rockefeller Family Fund advocating for equity, transparency, economic development, and environmental protection in Rural Electric Cooperatives for vulnerable communities in the Black Belt of Alabama. Ms. Dandridge is trained in Youth Program Quality Initiative and Assessments, has a certificate in Leadership, Activism and Civil Rights from Brown University, and a certificate in Kingian Nonviolence Strategies from the Selma Center of Nonviolence.

## **Timothy Dekker, Ph.D., P.E., President**

### **LimnoTech**



Timothy Dekker is the President of LimnoTech in Ann Arbor, Michigan, and is an environmental and water resources engineer with expertise in urban stormwater management and urban waterfront remediation and restoration. Tim has led scientific studies and technical projects in both natural and urban water systems throughout North America, describing the dynamics of surface water, sediments, and groundwater systems; assessing and mitigating the effects of urban flooding, and developing urban stormwater and CSO control strategies. Tim has contributed to many successful national design competitions and projects focusing on the restoration and revitalization of urban waterfronts, and actively works around the United States and Canada to advance the science and practice of urban water management.

Tim received his Doctorate in Environmental Engineering at the University of Michigan in Ann Arbor in 1996 and has served as a lecturer and adjunct professor of environmental engineering there. Tim is a regular lecturer at the Harvard University Graduate School of Design.

**Seth Garrison, Senior Manager**  
**Raftelis Financial Consultants, Inc.**  
**Board of Trustees, Portland Water District**



Seth has over 25 years of experience leading and innovating at water sector utilities. He combines over 15 years of hands-on experience as a former utility General Manager and as an elected board member of a regional water and wastewater utility with an additional 15 years of experience advising several of the largest utilities in the U.S., the U.S. Agency for International Development (USAID), and foreign governments on utility management, O&M practices and strategy.

**Amanda Gaze  
Jacobs**



Ms. Gaze is a professional geologist with 19 years of experience delivering large-scale industrial and municipal projects. Ms. Gaze has lead projects with total costs exceeding \$200M, particularly involving complex technical, stakeholder and regulatory components. Trained in Lean Six Sigma, Ms. Gaze maintains a cost savings and cost avoidance portfolio of a combined \$1/4 Billion over the duration of her career. In addition to numerous technical and managerial roles in Oil & Gas Operations, Development, and Mega-Project execution, she has supported several key New Orleans municipal infrastructure projects that include 25-Hz power, master planning, and critical drinking water and stormwater infrastructure.

## **Thomas Haster, PE, Vice President/Principal**

**FNI**



Thomas Haster, PE, is an FNI Vice President/Principal with more than 30 years of experience. He is a key leader in the firm's delivery of master planning and modeling services to municipal clients. He has led more than 60 water/wastewater master plans, condition assessment/asset management programs and impact fee studies. Thomas plays a pivotal role in assisting municipalities with addressing their water and wastewater planning needs. He has extensive experience in the design and rehabilitation of water and wastewater pumping facilities (up to 560 MGD capacity) and major water transmission lines (up to 96 inches in diameter). He is a member of the AWWA National Water Quality Committee and co-author of the AWWA M-32 Manual on Water System Planning.

**Ghassan Korban, P.E., Executive Director**  
**Sewerage and Water Board of New Orleans**



Prior to becoming the Executive Director of the Sewerage and Water Board of New Orleans in September of 2018, Ghassan Korban served the Department of Public Works for 31 years. During his last eight years, Ghassan served as the Commissioner of Public Works. He was appointed by Mayor Tom Barrett and confirmed by the City of Milwaukee Common Council on July 6, 2011.

As the Commissioner he was responsible for 4 divisions: Milwaukee Water Works, Operations Division, Parking Division, and Infrastructure Division which included Transportation, Sanitary and Storm Water Management.

In his current role as Executive Director for the Sewerage and Water Board, he oversees the provision of clean drinking water, treatment of wastewater, and drainage operations for the city of New Orleans. His primary mission is to overhaul the agency's antiquated equipment and infrastructure, creating a modern utility capable of meeting the needs of its customers.

Some of Mr. Korban's key accomplishments include the planning, design and construction of the first modern streetcar system in the city of Milwaukee, and coordination of the construction of all the infrastructure needed to support the new Milwaukee Bucks Basketball Arena. He also negotiated a regional water sale deal to the City of Waukesha and successfully incorporated a Green Infrastructure Matrix within the Transportation Division for the city of Milwaukee.

Mr. Korban received a Bachelor of Science degree in Civil Engineering and a Master of Science degree in Construction Management from Marquette University.

**Bobbie Hill, Partner**  
**Concordia, LLC**



Bobbie Hill leads Concordia's engagement work. A natural connector, Bobbie is expert at facilitating public meetings, listening to community voices and encouraging open and honest communication. Over the course of dozens of projects around the country, Bobbie has honed Concordia's engagement methodology and approach while at the same time adapting to the nuances of diverse places and citizens.

Through the application of the Concordia Nexus Planning Model, Bobbie works to help communities realize their potential through consensus building and collaboration. She is committed to helping communities become healthy civil societies that are interconnected and integrated.

Bobbie has been part of a Women's Leadership Journey in South Africa led by internationally known author and organizational development consultant, Margaret Wheatley. Her collaborations with Meg have greatly informed Concordia's ongoing participatory planning and design work in New Orleans post Katrina and other urban and rural communities.

Currently, Bobbie is collaborating with visiting scholars at the Stanford Global Projects Center, researching the positive impact of public engagement in the design process. She recently presented at the Impact Alpha Conference at Stanford on the benefit of crowd co-design through robust community engagement. She also engaged in research to study Public Participation Law and Policy conducted by the Kettering Foundation.

**Melissa S. Lee, Senior Manager for Planning and Community  
Concordia, LLC**



Melissa S. Lee is the Senior Manager for Planning and Community at Concordia. She co-leads an integrated team of planners, designers and technical experts in the completion of community engagement, planning and facilitation activities at Concordia. As an experienced urban redevelopment professional and solutions-focused administrator with a comprehensive background in neighborhood economic development, community organizing, and urban planning, Melissa has shepherded socially innovative programs from inception to completion across multiple U.S. cities. Melissa envisions equitable planning and development more than buzzwords. She is committed to making planning more responsive to quality of life demands of all populations, developing new tools for understanding how social and economic conditions affect access across racial and socioeconomic disparities, and diversifying the involvement of those participating in planning processes.

**David Lessinger, Sr. Advisor, Resilience Practice**  
**CSRS, Inc.**



David Lessinger's career has been focused on resilience and sustainability, urban planning and redevelopment, and local government operations. His professional interest lies at the intersection of environment, equity and economics, and his work seeks to bring tangible solutions to these dynamic problems, helping cities find the resources and strategies to proactively address and adapt to an uncertain future while improving everyday programs and services. As a Sr. Advisor with CSRS' Resilience Practice, Mr. Lessinger provides technical assistance to identify risks and vulnerabilities, develop strategic interventions, and design and implement resilience programs. Prior to joining CSRS, Mr. Lessinger served in New Orleans city government, most recently as Chief of Staff to the Chief Administrative Officer & Chief Resilience Officer and managed the City's Office of Resilience. He is trained as an urban planner with a Master's degree in Regional Planning from Cornell University and an undergraduate degree from Oberlin College.

## **Jane Madden, PE, BCEE, Water Reclamation Practice Leader**

**CDM Smith**



Since joining CDM Smith in 1984, Ms. Madden has been involved in the planning, design and construction of some of the most challenging projects across the nation, including, early in her career, the Massachusetts Water Resources Authority's (MWRA) Deer Island Secondary Treatment Facilities Plan, and more recently the Wastewater Master Planning for Great Lakes Water Authority (GLWA) in Detroit, and the Climate Change Planning Project for Hampton Roads Sanitation District (HRSD). Through this experience, she has gained vast hands-on experience in planning, process evaluation sustainability and resilience. Ms. Madden brings technical excellence and a thorough understanding of regulatory and business issues to her role as CDM Smith's Water Reclamation Practice Leader. A skilled collaborator who is able to think both practically and strategically, she effectively works with clients to understand their needs, develop innovative and cost-effective solutions and establish long-term working relationships.

## **John Malueg, PE, Senior Principal**

**Stantec**



John Malueg is a Senior Principal with Stantec, Manager of Resilient Programs. His expertise is in community-based resiliency planning, critical infrastructure risk identification and hazard mitigation. His knowledge stems from a 30-year career holding leadership and management positions in both government and private consulting. John is a civil and environmental engineering graduate of University of Wisconsin – Madison.

## **Colleen McHugh, Senior Adaptation Planner**

### **The Water Institute of the Gulf**



Colleen McHugh, Senior Adaptation Planner at The Water Institute of the Gulf, has ten years of experience in urban resilience, strategic planning, community development, and public administration. At the Water Institute, Colleen works closely with public-sector partners and clients such as the City of Houston, the City of Charleston, the State of Louisiana, FEMA Region 6, and USACE Galveston District to translate science for decision making, convene and facilitate interdisciplinary workshops, craft visions and actions for advancing resilience and adapting to environmental change, provide technical and programmatic support, and develop long-term strategic plans for future investments. Prior to joining the Water Institute, Colleen was instrumental in the development of New Orleans' award-winning Resilience Strategy, the city's first-ever Climate Action Plan, and the design and implementation of green infrastructure and nature-based solutions. Colleen focused on long-term visioning, strategy, and integrated planning, and successfully translated those efforts into proven implementation and cross-departmental collaboration. Colleen's work engaging engineering and design technicians, and forming partnerships with community organizations, has produced positive, lasting impacts on the city's resilience and associated projects.

**Ehab Meselhe, Ph.D., P.E., Professor, Department of River-Coastal Science and Engineering**

**Tulane University**



Ehab Meselhe, Ph.D., P.E., is Professor in the Department of River-Coastal Science and Engineering at Tulane University. Dr. Meselhe has more than 25 years of experience researching coastal wetland hydrology, sediment transport, and computer modeling of coastal wetland, estuarine, and riverine systems. He worked as an educator, researcher, and practitioner with extensive experience working with academic institutions, government agencies, and the private sector. Dr. Meselhe served as Louisiana's technical lead for the Mississippi River Hydrodynamic and Delta Management Study and helped build the numerical models that provided a foundation for Louisiana's 2012 and 2017 Coastal Master Plans. Dr. Meselhe is heavily involved in the numerical modeling being used by Louisiana to help refine the design of sediment diversions at Mid-Barataria and Mid-Breton along the Mississippi River. Dr. Meselhe is a registered Professional Engineer in the states of Iowa and Louisiana. He also served as an Associate Editor of the Journal of Hydrology (Elsevier), and the Journal of Hydraulic Research (International Association of Hydraulic Research).

**Wes Michaels, Principal**  
**Spackman Mossop Michaels**



Wes Michaels is a Principal of Spackman Mossop Michaels landscape architects. His work is focused on the integration of culture and ecology in urban landscapes. Wes was awarded the ASLA National Award of Excellence in 2018, 2012, 2009 and 2008 and a Fulbright Fellowship in 2009 for research and travel in Scandinavia. His work has been exhibited at the Cooper-Hewitt National Design Museum, The Graham Foundation for Fine Arts and the Canadian Centre for Architecture.

## **Brooke Morris, PLA, EI, Founder and Principal**

### **Procella Design LLC**



Brooke Morris is founder and principal of Procella Design LLC. She is a licensed landscape architect that merges engineering skills, landscape architecture principles, and inspiration from community engagement to produce multi-functional designs. She is known for her work in stormwater management in which she uses hydraulic and hydrologic modeling (predominantly SWMM software), spreadsheets, and site-specific sketches to optimize stormwater performance and integrate it seamlessly with landscape objectives.

## **Frank Newell**

### **Newell Engineering**



Frank Newell is a native and resident of New Orleans. Mr. Newell graduated from Louisiana State University in 1981 and has been practicing land surveying and consulting engineering in the New Orleans area for over thirty years. Mr. Newell has significant, diverse experience in land surveying, civil, structural and environmental engineering including design of numerous potable water distribution system and surface water treatment plant expansions and upgrades; sewage collection system and treatment plant expansions and improvements, development and administration of water and sewerage operation maintenance, and repair contracts, design of drainage collection systems and pumping stations, development of master plans for numerous potable water, sewerage, and drainage systems, hydraulic and hydrologic modeling, permitting, and construction administration. Mr. Newell was retained to be the expert witness for Jefferson Parish in the Jefferson Parish Hurricane Katrina Pump Evacuation case. He provided technical and forensic engineering concerning drainage pumping operations, drainage pump stations, drainage canals, and modeling of the Parish drainage system, and presented that information during the trial. The case was decided in Jefferson Parish's favor. Additionally, he was a leader of the team that designed the pumping systems for the post Katrina interim closure structure at the 17th Street Canal, and assisted the United States Corps of Engineers with selection and specification of drainage pumps for the interim closure structures at the 17th Street, Orleans, and London Avenue Canals.

## **Leisha L. Pica, P.E., Program Manager**

**Jacobs**



Leisha is a Program Manager with Jacobs Engineering Group offering 28 years of progressive experience with water utilities. She has a strong background in coordination among local government departments, regional collaboration partnerships, and effective communications with federal and state Regulators. She has successfully managed \$billion capital programs and Consent Decrees. She has worked on potable water supply, treatment and distribution systems; wastewater collection, treatment, and disposal systems; reclaimed water distribution and wetland systems; and stormwater and flood protection systems. She most recently led development of an Integrated Water Resources Master Plan for the City of St. Petersburg, Florida. The 20-year St. Pete Master Plan addressed and prioritized potable, wastewater, reclaimed water, and stormwater infrastructure. She is assisting the Louisville-Jefferson County Metropolitan Sewer District with implementation and further refinement of their 20-Year Critical Infrastructure Repair and Reinvestment Plan and management of their Wet Weather Consent Decree Program.

**S, Bry Sarté, P.E., LEED AP, CEO/Founder**

## **Sherwood Design Engineers**



Bry Sarté, CEO/Founder of Sherwood Design Engineers, leads an international practice of civil and environmental engineers based in San Francisco and New York. As a leading designer and academic in ecological and sustainable engineering, he has been published internationally and has made significant contributions to contemporary research involving global environmental issues affecting water supply, civil engineering, urban design, resiliency and energy use. Bry has built an international reputation by providing engineering services and design solutions that reflect a deep commitment to executing well-planned, sustainable projects worldwide.

Bry has served as lead engineer for hundreds of the world's leading sustainable engineering projects. Many of the projects were the first-of-their kind in applying green engineering systems, strategies and concepts. From innovative planning projects on one end of the spectrum to implemented construction projects on the other, much of his work has been highly-integrated, highly-collaborative design developed in tandem with many of the world's leading architecture and landscape architecture firms.

Bry has led the engineering design for numerous completed construction projects that have changed the direction of how we build. The projects range from institutional buildings to civic infrastructure and include many LEED Platinum and Gold projects, more than a dozen Living Building Challenge Projects, three of the selected pilots for the Sustainable Sites Initiative, in addition to various other international green building standard rated projects. Projects of note that are currently underway include: comprehensive integrated stormwater reuse systems for New York's Water Treatment Plant at Croton, sustainable engineering design for Related's Hudson Yards in New York City, work for multiple technology headquarters in Silicon Valley, San Francisco Better Streets implementation, engineering for Brooklyn Bridge Park, and sustainable infrastructure throughout the southern half of the UC Berkeley campus.

For four academic years, Bry has served on the faculty at Columbia University's Graduate School of Architecture Planning and Preservation in the Master of Science in Architecture and Urban Design program. He is currently teaching the course Infrastructure, Resilience and Public Space. He regularly serves as a guest lecturer/speaker at the University of California Berkeley and Stanford University, as well as at conferences around the world, presenting on environmentally-sensitive design and construction.

**Larry Schimmoller, Senior Project Manager**  
**Jacobs**



Larry Schimmoller is a senior project manager and fellow technologist for Jacobs. He has 28 years of experience in the planning, management, piloting, process selection, design, and construction of water, wastewater, and water reuse treatment projects. Larry received a Bachelor's degree in civil engineering from Clarkson University and a Master's degree in environmental engineering from the University of Illinois at Urbana-Champaign.

**Maurice G. Sholas, M.D., Ph.D., Director**  
**Sewerage and Water Board of New Orleans**



Dr. Maurice Sholas is the Principal for Sholas Medical Consulting, LLC. In this capacity, he is charged with solving operational challenges for individual practitioners, hospitals and health care agencies. In addition he is a subject matter expert on children with special health care needs. He previously served as the Senior Medical Director for Rehab Services at Children's Hospital and Clinics of Minnesota where he founded a program in Pediatric Rehabilitation Medicine. Dr. Sholas' work, whether clinical or administrative, is focused on optimizing function. In addition to Medical Education, this program allowed Dr. Sholas to receive a terminal degree in the study of Neuroscience. Next, graduate medical education was completed in Physical Medicine and Rehabilitation at the University of Texas Health Science Center at San Antonio. Subspecialty training at the Rehabilitation Institute of Chicago in Pediatric Rehabilitation Medicine followed this Internship and Residency experience.

## **Elisa M. Speranza, Facilitator**

### **Seventh Ward Strategies**



Elisa Speranza helps purpose-driven organizations succeed so that people, communities, and ecosystems can thrive and prosper. Through her firm Seventh Ward Strategies, LLC, she brings deep operations, management, talent development, governance, and communications experience to bear on each assignment, working to bring multiple stakeholders together to find common ground and solve critical civic challenges. A recognized leader in the water industry, Elisa has spent 30+ years serving in various roles in the government, non-profit, and private sectors. Most recently, she was a C-suite executive and board member for the Fortune 500 global project management firm [CH2M](#) (acquired by Jacobs in 2017). She currently serves as a mayoral appointee to the Infrastructure Advisory Board, overseeing the “fair share” public investments in New Orleans’ water, sewer, and drainage infrastructure. Elisa earned a master’s degree in public administration from the Harvard Kennedy School and a bachelor’s degree in political science from Boston College. A native Bostonian, she’s lived in New Orleans since 2002. For more information, please visit her website at [www.seventhwardstrategies.com](http://www.seventhwardstrategies.com) or [LinkedIn](#).

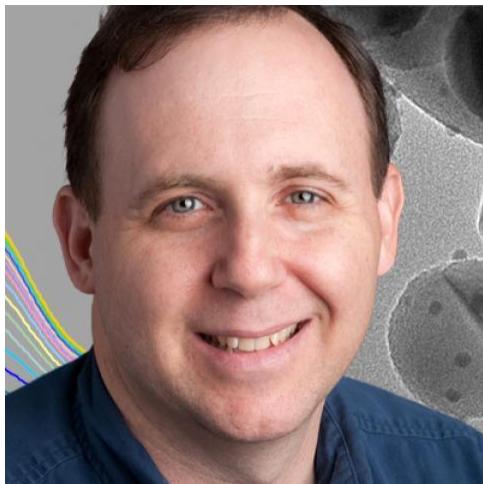
## **Roelof Stuurman**

**Deltas**



Roelof Stuurman is specialist in integral management of environment, water and soil: hydrogeological systems analysis on a regional and local scale in support of spatial -, environmental- and water policy planning. Research is focused on the relation groundwater-surface water in the upper meters of the subsurface (water quality, water dynamics) and on research on seepage processes in relation to surface water base flow conditions, ecology and water quality. Groundwater generalist: flow processes, water quality, water temperature, isotopes, geology, subsidence, fresh-salt processes, monitoring network design. Urban water: research on the interaction of surface water-ground water-communal water-ecology within the urban area (urban water systems analysis, including ground subsidence), quantification of integral municipal water system, design of municipal (ground) water monitoring networks. Specialist in natural and man-made (hydro-) geological hazards. Risk analysis advisor in various lawsuits concerning material damages.

**Matthew A. Tarr, Ph.D., Eurofins Professor of Analytical Chemistry  
Vice President for Research and Economic Development  
University of New Orleans**



My research focuses on materials for applications in energy, environment, and health. Areas studied in my research group include: free radical initiated pollutant transformations, photochemical and photocatalytic degradation of pollutants, free radical oxidation of biomolecules, nanomaterials for solar energy conversion (photovoltaics), and nanomaterial-based drug delivery and detection of biomarkers. In addition, I am extensively involved in programs that provide early research opportunities for high school students and undergraduates as well as high school teachers.

**Amer Tufail, Founder and Principal**

**GreenPoint Engineering**



Amer Tufail is the founder and principal of GreenPoint Engineering. He is a civil engineer experienced in the planning, design and management of infrastructure and environmental programs, whose work history spans municipal, state and federal agencies. His areas of practice include the planning and design of wastewater and drinking water systems, flood control and protection, and the management of interdisciplinary planning, design and construction projects. Mr. Tufail is a diplomate of the American Academy of Environmental Engineers, and serves as the state representative for Louisiana and certification examination chairman for the Academy.

## **David Waggoner, Founding Principal**

### **Waggoner & Ball Architecture & Environment**



David Waggoner is the founding principal of Waggoner & Ball Architecture & Environment in New Orleans and an internationally recognized leader in design for climate adaptation. The firm's architectural work varies from award-winning historic preservation to modern institutional projects. In the aftermath of Hurricane Katrina, David saw an opportunity for New Orleans to reinvent itself as a sustainable city that embraces its lifeblood, water. In partnership with the Royal Netherlands Embassy, he championed the Dutch Dialogues™, a process that examines history, soils, biodiversity, infrastructure networks, and urban space, along with the forces of water. This holistic foundation for design grounded Waggoner & Ball's Greater New Orleans Urban Water Plan and later Rebuild by Design after Superstorm Sandy, and has been refined through additional Dutch Dialogues in Virginia, Miami, St. Louis, and Houston. The firm's current work includes watershed planning projects in Louisiana; urban water projects in Texas, Connecticut, Virginia, South Carolina, and Chennai, India; and building design projects in Beijing, China.

## Master Planning Workshop Chat Log

This log has been edited to only show chat messages that added to the discussion. Entries asking to be recognized to speak have been removed to provide a more concise overview.

Colleen McHugh - Water Institute : to add to Bry's comment: plus engaging major customers (universities, hospitals, others)

Ydowns : Can I respond?

Thomas Haster : We have seen 5-year Master Plan Updates for Medium Size Water Utilities. For Larger Water Utilities we generally see 10-year Master Plan Updates.

Robin A. Barnes : I am adding my comment here to allow others to speak. But other measures of success include attracting funding/investment and influencing policy.

Leisha.Pica : Havng a clear prioritization process and scoring can facilitate adding new projects and needs without doing a full Master Plan Update every five years.

maddenje : Goal to develop a framework to make good decisions and be adaptive to future unknowns.

Frans Van de Ven : to Pippa: we call that "generating Negotiated knowledge"

Ydowns : Can't these "one water" concepts be a part of the prioritization and compliment the system planning rather than an "either or" approach?

SethGarrison : Whether it's One-Water or System-by-System activities, SWBNO will need to be adept at moving between the strategic and the tactile. That requires a dynamic learning organization.

Aron Chang : Tyler, Ghassan -- can you share any thoughts on ways in which a One Water approach might manifest in New Orleans based on your knowledge and understanding of the systems and how they're divided today? Curious if there are ideas/practices/policies that already come to mind.

Bobbie Hill : could there not be feedback loops between "one water" and system-by-system planning so that in the final plan they are all connected?<sup>[P]</sup> could there not be feedback loops between "one water" and system-by-system planning so that in the final plan they are all connected?

pippa brashear : concur with Seth and Bobbie's comments.

pippa brashear : good points david

SethGarrison : It sounds like many of us are saying similar things regarding the importance of viewing the whole, while simultaneously acting on the individual.

pippa brashear : agree seth. good points from Jane and Ehab that build on this.

pippa brashear : Jessica's point about the user / ratepayers perspective on this is key too.

Colleen McHugh - Water Institute : agree Pippa, Seth.

Bobbie Hill : Funding the engagement is so critical!!!

Brooke : I agree with Jessica. A one water approach allows for clearer community messaging. I also agree with Jane. A one water approach encourages co-benefit projects.

Bobbie Hill : Agree with Jessica. That's why it will be so important to have s&wb staff participate in the community engagement.

pippa brashear : strongly agree!

pippa brashear : good points Colleen

Ydowns : Absolutely. We have been looking at ways to improve the ability of customers to access all customer service assistance; with customer service extending to more than billing - permitting, water leak reports, etc

SethGarrison : The best culture change is done transparently and involves stakeholders. If you need to tell stakeholders that you're doing culture change, then you're probably not changing the culture enough. Stakeholders need to see and feel the change.

Jessica Dandridge : Totally agree Colleen

Tyler Antrup : Great comment Seth

Brooke : great point Seth

Jessica Dandridge : Absolutely Seth!

Bobbie Hill : It will be important to remember, stepping way back, that this is another opportunity for New Orleans, the region and the state to be a national/international model for planning and redesigning systems for facing a new world with regards to climate change. There can be great benefit if we can do this.

Colleen McHugh - Water Institute : agree, Bobbie!

Bobbie Hill : One of the best ways to impact culture change is through authentic community engagement. This can actually bring us together which is something we greatly need.

Bry Sarte : Stretch as far as you can with this process AND be realistic! Look for other success stories in the US before committing to a One Water approach as driving structure. San Francisco has struggled for 20 years with big vision falling down with real budgets. I recommend detailed scoping of the level of complexity desired in each sector and the overlaps internally and externally to S&WB, ensure you have budget to support complexity required and that external interdependencies align with systems being planned.

Jared Genova : Comment: Regarding community engagement, I would add making sure there are plans and dedicated funding for ongoing engagement/dialogue throughout processes and between them: long-term planning, capital project planning, project design/construction, and also with monitoring, evaluation, and maintenance of projects. Facilitated community dialogue is also needed when there are not explicit projects underway.

Leisha.Pica : Tyler, what has been demonstrated as positive with community engagement and what are the lessons SWBNO learned on what has been less effective?

pippa brashear : so many great points here. & I agree with Aaron's point; underestimating the level of effort it takes to do meaningful engagement, what it takes to effect culture change, is something that we have seen a lot planning processes suffer from.

Frans Van de Ven : To Bry: without a vision no political decision making about extra budget!

Bobbie Hill : There are so many great tools, BUT, should never be at the expense of face to face engagement. Needs to happen in collaboration.

Brooke : agreeing with Aron - community engagement should not be an add-on but should help direct the process. It was said earlier - we need to this process to be flexible and responsive to what we learn during the process.

Aron Chang : We have to develop a framework for planning (and investments) within which it make sense to invest in culture change -- our conventional, rational, economic lens are limiting. Culture change is more than just community engagement. (Thanks, Pippa -- agree with what you just shared.)

Ehab Meselhe : We particularly like the "community steering team" mentioned on the shown slide. Many planning efforts suffer from only including stakeholders through public meetings where they just appear to be going through the motions without really incorporating the public in the planning effort. New Orleans can't afford to do that.

Bobbie Hill : I agree, Aron.

Wes : In Detroit, the Department of Neighborhoods provides a long-term touch point for the residents as the process begins to be discussed away from the meetings, in people's homes. It is important to keep in touch and be able to answer questions about the plan and process after the "planning" has ended.

Colleen McHugh - Water Institute : great comment, Jessica.

pippa brashear : excellent point Jessica

Bobbie Hill : Totally agree, Jessica. We have a great program where we bring on "Community Fellows" as members of the team (paid) as those cultural leaders and experts.

Jessica Dandridge : Yes Bobbie, paying those cultural leaders as active participants in this process is key.

Colleen McHugh - Water Institute : great point, Matthijs - and links to one from Jared in the comments earlier.

pippa brashear : yes

Colleen McHugh - Water Institute : and also one from Wes about lesson from Detroit

Melissa Lee : Integrating social vulnerability factors into the infrastructure vulnerability assessment process is key in developing equity and environmental justice considerations.

Bry Sarte : Strongly agree with Matthis' and others points about building community capacity. Which orgs can carry this plan through the decades. Engage them to carry the plan forward. e.g SPUR is SF.

Colleen McHugh - Water Institute : agree, Melissa!

Aron Chang : We need to give people a chance to engage the big questions -- ones that have to do with who we are, our ways of life, and what we hold to be true and that would actually shape a collective, community-based response to our water challenges and to climate change -- so that the community is a part of defining the problems that we are trying to solve. Doing so will allow us to actually address issues of equity and inclusion rather than just feinting at it with committees and other partial measures. For example, what levels of flooding will be acceptable for me and my neighbors in 2030? Should we be investing and developing in areas that are below sea level? How much should we be investing in flood control vs. flood resilience? These kinds of questions are the most politically charged and ones that we're most scared to ask out loud, and I think

that's exactly the point. (AND, if these are the questions we're engaging people on, getting people to participate won't be hard at all...guaranteed.)

pippa brashear : suggest that Jessica & Bobbi's point about supporting cultural leaders / CBOs should be factored into the budget for the master planning process.

SethGarrison : Agree Aron! Token efforts are usually counterproductive.

Colleen McHugh - Water Institute : good points about engaging the big and difficult questions and conversations, Aron.

Thomas Haster : We want to solicit input from the public, but we also need the public to understand from the Water Utility perspective on what the needs are and how best to meet these needs.

Bobbie Hill : There is no reason why students can't participate in the engagement. we should also consider them to be potential community fellows, along with other leaders.

Aron Chang : A committee with community representation and no actual decision-making power is a form of appeasement, using the language of Sherri Arnstein's Citizen Participation Ladder: <https://lithgow-schmidt.dk/sherry-arnstein/ladder-of-citizen-participation.html>

Jessica Dandridge : Agreed Melissa. Understanding public health, poverty, mental health and the intersections with race, gender, sex, and culture are a priority.

maddenje : good point Bobbie Thank you

Melissa Lee : Absolutely agree Aaron

Bobbie Hill : Transparency all the way will benefit the project, the plan and the process.

gkorban : Elisa, I would like to share a few thoughts with the group before we adjourned

Robin A. Barnes : As chair of the SWBNO Strategy Committee and on behalf of the SWBNO Board of Directors, thank you! We appreciate your participation, expertise and honesty. We have never done this before and are glad that we did. Robin

Leisha.Pica : One approach that Seattle is trying to do to achieve "community-centered" utility is to find out what the community really wants and then see how the utility can meet that need. e.g. the community wants a park, a meeting space, or something else that is not directly associated with the utility's business

but can they build green infrastructure in a manner that creates a community park. That creates a win-win. As opposed to traditional, develop a project and try to get community consent.

Maurice : Thanks to all for active participation! I am encouraged and enlightened as well. As a member of the board, this process and incorporation of ideas feels consistent with what we are doing as an oversight group. Looking forward to what is next and working tirelessly for the best of our City.

Robin A. Barnes : Thank you Tyler, Elisa and Ghassan for putting this together!

Colleen McHugh - Water Institute : thank you, Elisa and Tyler for leading this great discussion!

Wes : Thanks!

Aron Chang : Good to see everyone

Jared Genova : Thanks, y'all!

SethGarrison : Thank you!

Jessica Dandridge : Thank you!

# Master Plan Update

July 14, 2020

Tyler Antrup, Director of Planning + Strategy





# Request for Information



- Released January 31, 2020
- Responses were received February 18, 2020
- Firms were asked to submit a summary of their qualifications, as well as answers to three questions:
  - a. What will be New Orleans' biggest stormwater/drainage challenges in 50 years and what is the best approach to integrated, long-range planning to address those challenges?
  - b. What will be New Orleans' biggest wastewater/sewerage challenges in 50 years and what is the best approach to integrated, long-range planning to address those challenges?
  - c. What will be New Orleans' biggest drinking water challenges in 50 years and what is the best approach to integrated, long-range planning to address those challenges?

	Drainage / Stormwater	Drinking Water	Sewerage / Wastewater
Responses	24	15	16



- ***Aging infrastructure and Deferred Maintenance***

Everyone agrees that our infrastructure is failing and in need of upgrades to sustain our service in the future.

- ***Climate Change***

Almost every response mentioned climate change as a major factor in planning on a 50-year time horizon. Responses included challenges like increased intensity of rainfall for drainage, increased inflow and infiltration in the sewerage system, saltwater intrusion in the drinking water supply, and increased pressure to mitigate our emissions as major climate related challenges looking forward.

- ***Operations/Maintenance/Asset Management***

Many of the responses identified SWBNO's challenge with managing and proactively maintaining our systems. Many suggested the planning process could give a lift to the development of a comprehensive asset management system to assist with this transition.

- ***Public Trust/Community Vision***

Respondents were generally fairly concerned about the ability of SWBNO to manage change without significantly improving public trust and developing a community vision for the planning process. The respondents specifically called out the need to get significant buy-in on the planning process and rebuilding public trust in order to fund the plan going forward.

- ***Paradigm Shift in Drainage***

Nearly all respondents addressed the need to shift our primary approach to drainage to a "Living with Water" approach. This includes discussion of groundwater management and subsidence, but also touches on the need to build major storage into the system to handle larger rain events and increase our level of service.

- ***SMART Technology***

Many of the responses address the challenges of integrating an aging system with new technologies. In particular, SMART technologies to monitor our systems could be difficult to implement using existing systems but will be dominant in the later half of the planning period.

PHASE 1:  
Pre-Planning

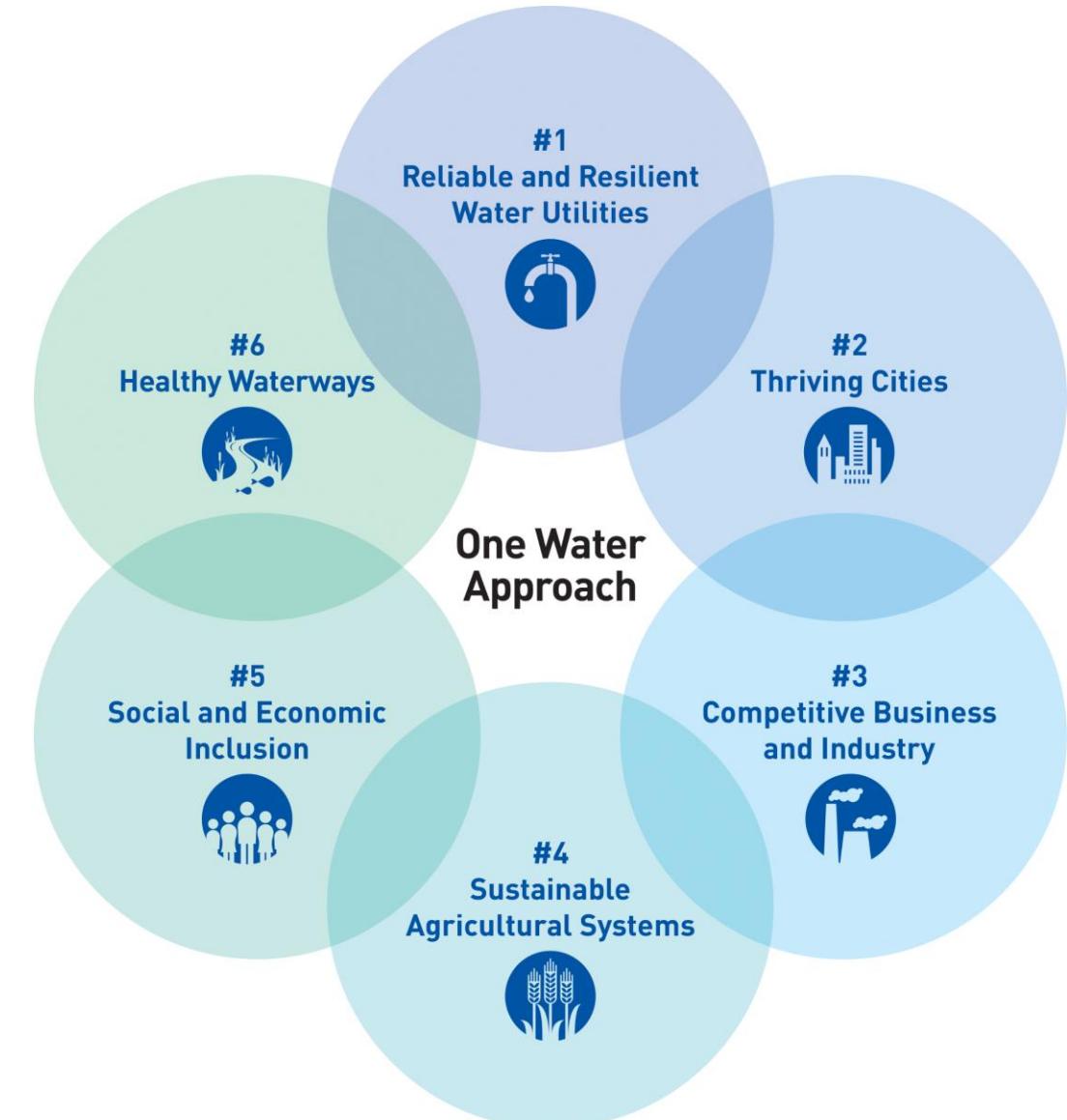
# Workshop



- Held April 23, 2020 via Zoom
- Over 70 participants from firms and institutions around the world
- Participants were then engaged in discussions on four questions:
  - What are the most important criteria for measuring the success of a water/sewer/drainage master planning effort?
  - Given the specifics of the way the SWBNO systems are organized (i.e. no control over watershed management, shared responsibility for drainage, no ownership of groundwater, no water quantity issues) would a “one water” approach be better than master planning by system (water/sewer/drainage)?
  - What’s the biggest caution or warning you have for us based on your prior experience?
  - What’s the best method, tool, approach you’ve seen to build ensure equity and inclusion in a community-based planning effort, and to build the voice of the people into decision-making (can be from other realms besides water)?
- Recording available for the public to watch at  
<https://www.swbno.org/Projects/MasterPlanResources>

# One Water Framework

- Lead by the US Water Alliance:
- The mindset that **all water has value**, from the water resources in our ecosystems to our drinking water, wastewater, and stormwater.
- A focus on **achieving multiple benefits**, meaning that our water-related investments should provide economic, environmental, and societal returns.
- Approaching decisions with a **systems mindset**, one that encompasses the full water cycle and larger infrastructure systems.
- Utilizing **watershed-scale thinking and action**, that respects and responds to the natural ecosystem, geology, and hydrology of an area.
- Relying on **partnerships and inclusion**, recognizing that real progress will only be made when all stakeholders have a seat at the table.





- ***Funding***

SWBNO needs to develop a long-term funding source and funding plan. The current funding sources are not sustainable and not equitable, with many parcels of land not paying their fair share. The City needs a stormwater fee.

- ***Transformational Approaches***

Holistic approaches that balance the water, wastewater, and stormwater issues are needed – connections to groundwater, other city departments, and regional issues must also be incorporated. SWBNO needs to adapt to Climate Change by integrating Green Infrastructure into long-term plans. In order to relieve pressure on the pumping system, the Agency needs to impact land use changes to create more stormwater storage that reduces flooding and recharges groundwater.

- ***Community-Centered Vision***

Meaningful community engagement is necessary, both immediate and long-term. The Agency needs to create a community engagement / community relations plan. Customer service must be improved. Also, given the current political climate, successfully passing any future millage or stormwater fee proposals will require transparency and widespread community buy in. This can only be accomplished by constant community engagement.

- ***Action Towards Progress***

Need achievable short-term goals to show progress (both in master planning process and its implementation)

- ***Technology and Innovative Tools***

There was some hesitancy expressed about adopting new tools/technologies/approaches. However, planning for the future requires exploration of different approaches that may not conform to current thinking.

- ***One-Water Framework***

A “one water” approach to planning will be required for success of the effort, however a single plan process for all three systems will likely be difficult to manage and deliver results.



- The process confirmed many of our assumptions about how best to manage a large, integrated master planning process.
- Feedback we gathered is being put to action in several ways:
  - **Master Planner Role**  
Better integrate the planning process and develop a vision for system transformation.
  - **Centering the Community's Voice**  
Utilize the planning process as an avenue to repair our relationship with our customers and rebuild trust.
  - **RFI as a Starting Point**  
Approaches and data provided by the experts will be used to form a base of knowledge with which we can educate the community about new concepts and gather informed feedback for future planning.



## SEWERAGE AND WATER BOARD OF NEW ORLEANS MASTER PLANNING PROJECT MANAGEMENT CHART DRAFT

QUALITY  
TEAM

CUSTOMER  
ADVISORY  
COMMITTEE

**Master Planner**  
"Owner's Rep"

- Project Management
- Technical Advisement/Oversight
- Design/Branding
- Convening and Meetings
- Vision Plan Development and Implementation

- STRATEGY**
- Internal Focus
  - Goals/Actions
  - Performance Indicators
  - Measurable Metrics
  - Dashboard for Results
  - Employee In-reach and engagement

- VISION**
- External Focus
  - Community Outreach / Engagement
  - Charettes
  - Customer Advisory Committee
  - Community Leaders Program
  - Climate / Rates / Costs / LOS

- SUSTAINABILITY**
- Internal Focus
  - Goals / Strategy / Actions
  - Carbon Mitigation
  - Energy Use
  - Renewables
  - Climate Adaptation
  - Waste Reduction
  - Operational Efficiency
  - Cost Savings

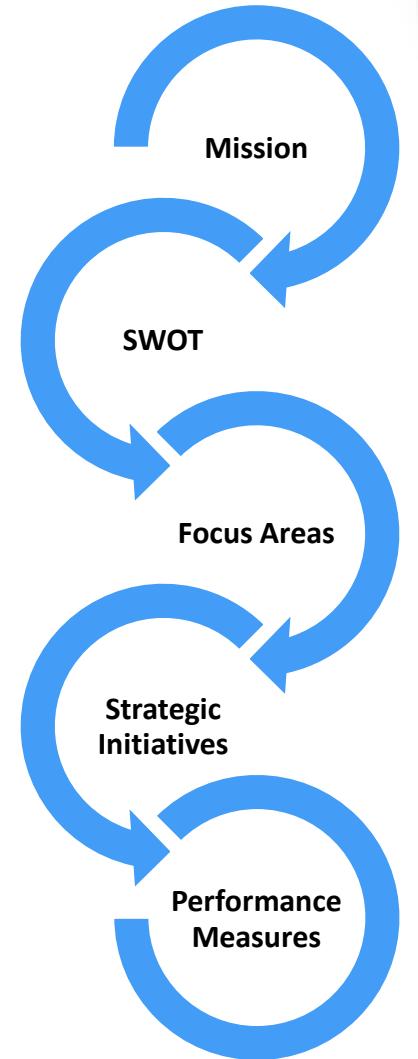
**WATER**

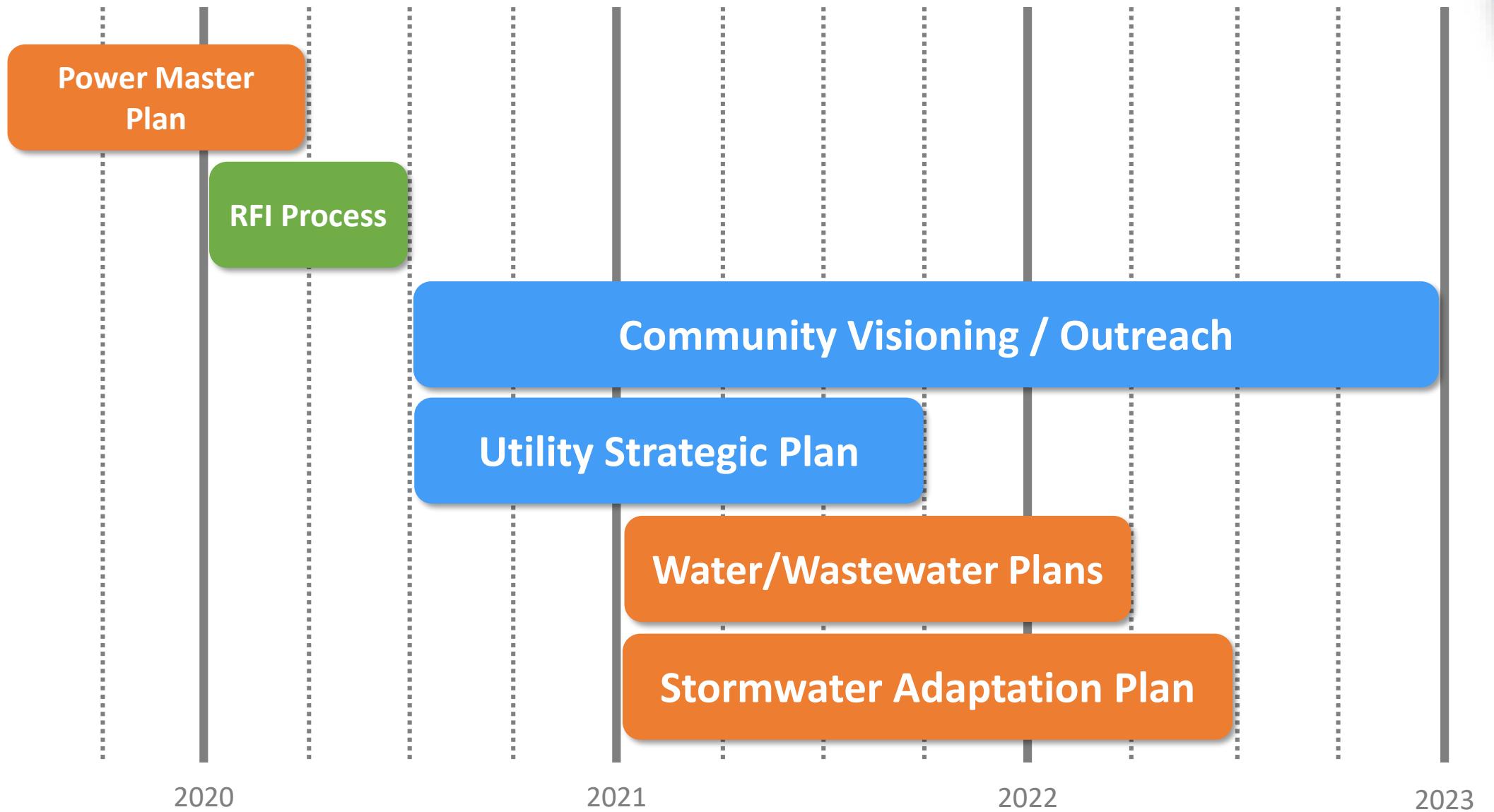
**SEWER**

**DRAINAGE**

# Utility Strategic Plan

- Effective Utility Management (EUM) Framework
- Facilitated SWOT analysis with each department
- 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.
- Dashboard to measure implementation progress and metrics





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

