



Sewerage and Water Board of New Orleans

Customer Advisory Committee Meeting

May 28, 2021 12-1:30pm

Via Zoom:

<https://us02web.zoom.us/j/86195169642>

Meeting ID: 861 9516 9642

One tap mobile

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Agenda

- I. Roll Call
- II. Presentation Items
 - a. Hurricane Season Preparedness
 - i. Kirk Burrell, SWBNO Emergency Preparedness
 - ii. Laura Mellem, NOLAReady
- III. Discussion
- IV. Adjourn

Sewerage & Water Board of New Orleans



Pre-Hurricane Season Walk-through

March 14, 2019

Pre-Season General Activities

- Review and update departments/sections/units hurricane check-sheet
- **UPDATE:** Each department update their check-sheet with contact info of their top 3 staff for emergency call-out
- Review and update Hurricane Plans
- Provide essential employees a list to the Office of Emergency Management
- Request re-entry placards from the Office of Emergency Management in accordance with the S&WB emergency placard policy



Pre-Season General Activities

- Ensure remote work place equipment is identified and operational. Create “Go-Kit” with:
 - Communications equipment (radios and/or cell phones with chargers)
 - Laptops with charger and necessary electronic files and/or storage devices
 - Any hard copies of files or records needed to operate
 - Contact lists for essential vendors and/or contractors



Pre-Season General Activities

- Identify/locate/ inventory of emergency supplies as needed, and work with the Office of Emergency Management to procure required items.
 - Water, food, cots and blankets for sites that are manned during a hurricane
 - Supplies to protect S&WB facilities (ex: plywood, tarps, tape, sandbags, and rope)
 - Weather gear (rain suits and boots)
 - Misc.: batteries, first aid kits, flashlights



Pre-Season Specific Activities

- Communication (Communication Director)
 - Develop outreach materials to provide your customers with information they will need during a hurricane (e.g., clarification about water advisories, instructions for private well and septic system maintenance, and information about hurricane mitigation).



Pre-Season Specific Activities

- Engineering (Chief of Engineering)
 - Chief of Engineering shall provide a Project Managers list to OEM
 - Send OEM copies of contractors working at S&WB Plants Hurricane Plan.



Pre-Season Specific Activities

- Finance (Finance Director)
 - Confirm with Information System the running of vanilla payroll during Hurricane Season
 - Confirm with PDU time, equipment, and materials tracking process for FEMA compliance



Pre-Season Specific Activities

- Information System (Information System Manager)
 - Alternate site for network server
 - Testing of UPS equipment at St. Joseph Street
 - Data backup site for Network Service Data and established timeline for running the data backup



Pre-Season Specific Activities

- Program Delivery Unit (PD)
- Ensure Managers have knowledge of the FEMA requirements for:
 - Time, equipment, and materials tracking for FEMA
 - Emergency Procurement
 - Debris Removal



Pre-Season Specific Activities

- Logistics (Purchasing & Warehouse)
 - Have all contracts prepped, suppliers on notice and all contact information in place
 - Inventory of commodities needed/available in the warehouse for distribution
 - All departments complete Equipment Certification forms and return to Mr. Wilson.



Pre-Season Specific Activities

- Logistics (Purchasing & Warehouse)
 - Identify Site Fleet managers/Staging Coordinators and Security for each site
 - Confirm evacuation assignments via Equipment Certification form



Pre-Season Specific Activities

- Support Services (Director of Support Services)
 - Contact fuel vendors and inform them about estimated fuel volumes needed If an station is impacted
 - Develop a backup fueling plan
 - Confirm readiness of fleet evacuation sites
 - Meal Support for Emergency Operations
 - Testing of St. Joseph Street Generator



Pre-Season Specific Activities

- Operations: (Chief of Operations)
 - Rental location and delivery date for Emergency Generators send to OEM by June 1st
 - Confirm testing and fuel levels of Board owned Generators at S&WB Facilities
 - Document pumping requirements and storage capabilities, as well as critical treatment components (chemicals) and parameters



Pre-Season Specific Activities

- Operations: (Chief of Operations)
 - Identify essential personnel and ensure they are trained to perform critical duties during an emergency (and possibly without communication), including the shut down and startup of the facilities.



Additional Discussions

- Generator testing and fuel ordering for DPS/CWP/Algiers Plant (Operations Chief)
- Canal Maintenance and Equipment Deployment (Support Services Chief)
- Emergency Boats Testing (Facility Maintenance Chief)
- Emergency Generators and Pump rentals (GSO / Drainage Station Supervisor)
- Carville Back Office Support Location WIFI (IT Chief)
- Emergency Food Services (NOHSEP and SWBNO EM)



Sewerage & Water Board of New Orleans



Re-Building the City's Water Systems for the 21st Century



Hurricane Preparedness

Simple tips to make sure you're hurricane ready

ready.nola.gov

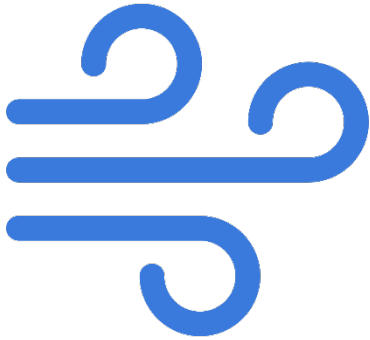
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[@nolaready](https://twitter.com/nolaready)

**Hurricane season is here;
so is COVID-19.**



Tropical Weather Hazards



Damaging winds

- Insure for wind
- Inspect roof
- Prune trees
- Secure outdoor furniture
- Cover windows



Tornadoes

- Pay attention to watches & warnings



Flooding from rain

- Insure for flood
- Clear gutters & downspouts
- Clear catch basins
- Move property to highest floor
- Elevate home & utilities



Coastal flooding

- Pay attention to watches & warnings
- Elevate home & utilities

Get Flood Insurance & Be Ready for Rain



ready.nola.gov/rain

3 Steps to Hurricane Prep



Stay connected



Make a plan



Gather supplies



Stay connected, plan for emergencies, gather supplies. ready.nola.gov



Stay connected

Text your **NOLAREADY** to **77295** for NOLA Ready emergency alerts.



Text **COVIDNOLA** to **77295** for ongoing updates from the City of New Orleans about the COVID-19 pandemic.



**NOLA
READY**

Stay connected, plan for emergencies, gather supplies. ready.nola.gov



Gather supplies

Make sure you've got a "go bag" for evacuation & a "home kit" for sheltering at home.



Stay connected, plan for emergencies, gather supplies. ready.nola.gov

Go Bag

- Clothes
- Soap, toothbrush & toothpaste
- Bed sheets, blankets & pillows
- ID
- Cash
- List of emergency contacts
- Medications & copy of medical records
- Birth & marriage certificates
- Documents that prove where you live
- Insurance policies
- Pet supplies

Home Kit

- Food for 3 days
- 3 gallons of water per person
- Non-electric can opener
- Flashlight & batteries
- Books & games
- Matches or lighter
- First aid kit
- Week's supply of medication
- Pet supplies
- Batteries & battery-powered radio

Include **face coverings**, **hand sanitizer**, and **disinfectants** to prevent the spread of COVID-19.

NOLA
READY

Stay connected, plan for emergencies, gather supplies. ready.nola.gov



Make a plan

Talk about how you'll evacuate, in case you need to. Make a plan to shelter at home, too.



**NOLA
READY**

Stay connected, plan for emergencies, gather supplies. ready.nola.gov

The immediate threat to life from a major hurricane is more severe than the potential of virus exposure.

Prevent the spread



**Get
vaccinated**



**Stay 6 feet
away**



**Wear a
mask**



**Wash hands
often**













**Disinfect
surfaces**

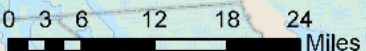
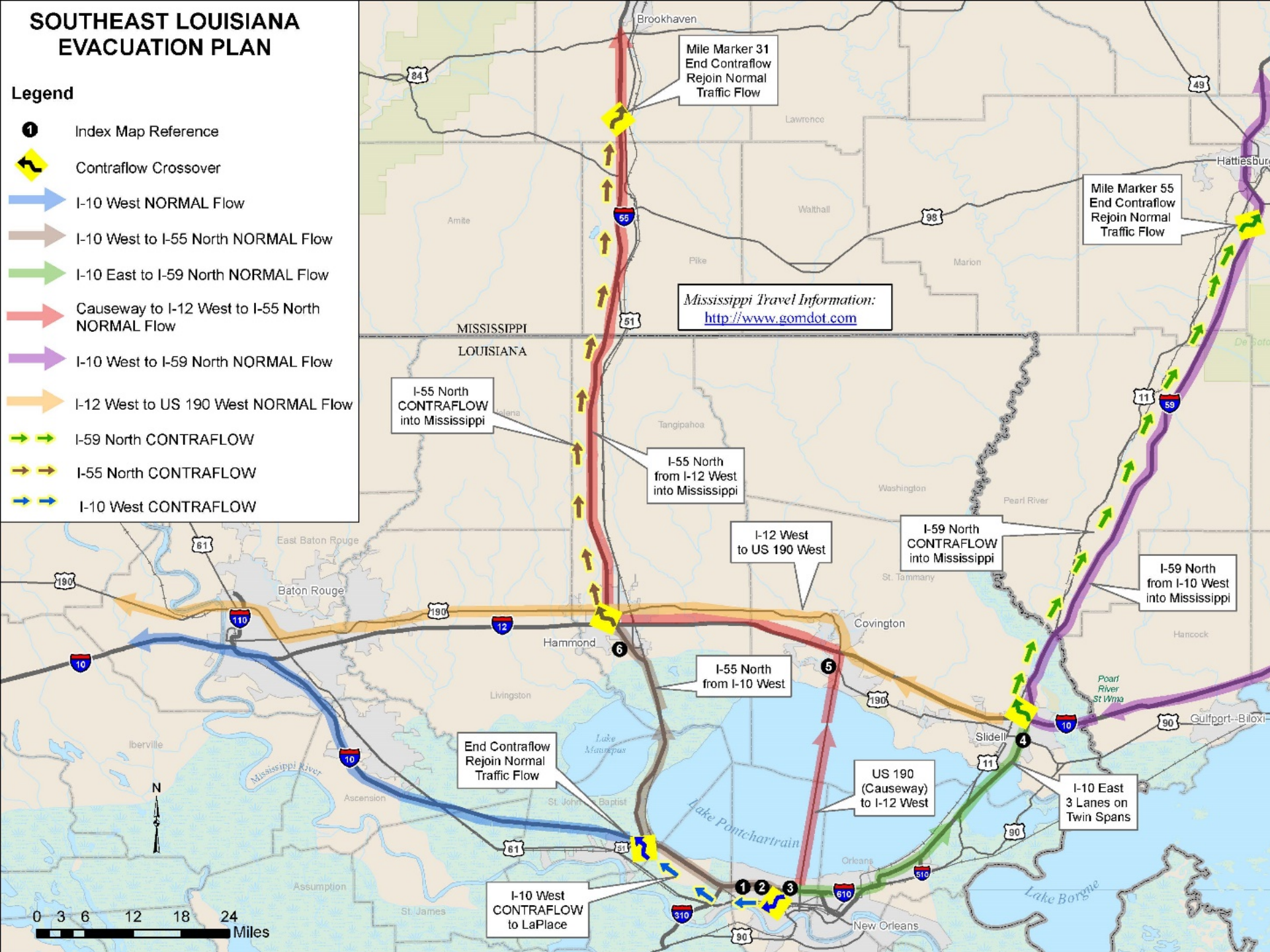


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SOUTHEAST LOUISIANA EVACUATION PLAN

Legend

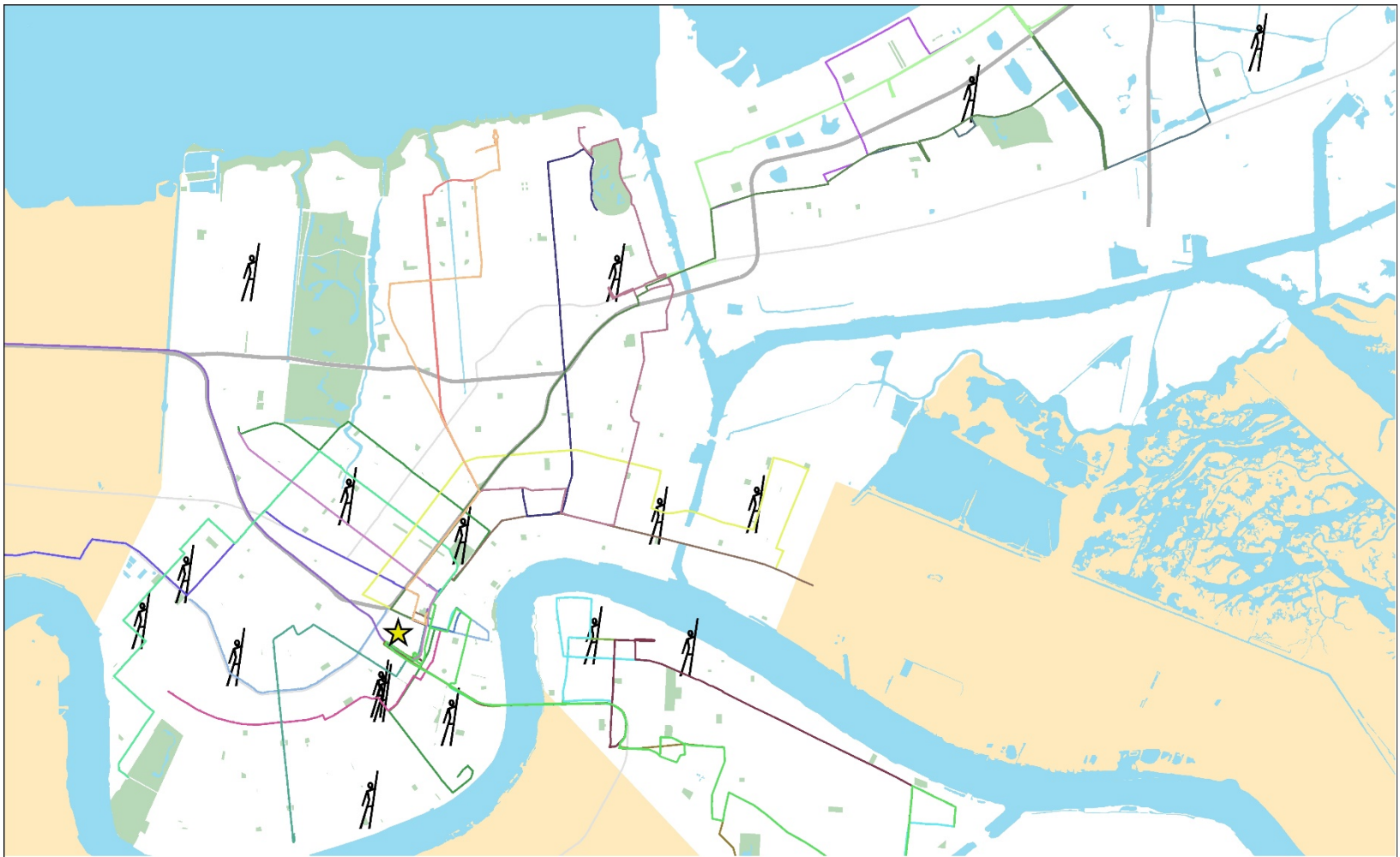
- Index Map Reference
-  Contraflow Crossover
-  I-10 West NORMAL Flow
-  I-10 West to I-55 North NORMAL Flow
-  I-10 East to I-59 North NORMAL Flow
-  Causeway to I-12 West to I-55 North NORMAL Flow
-  I-10 West to I-59 North NORMAL Flow
-  I-12 West to US 190 West NORMAL Flow
-  I-59 North CONTRAFLOW
-  I-55 North CONTRAFLOW
-  I-10 West CONTRAFLOW



City-Assisted Evacuation



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★ Smoothie King Center

Evacuspots

RTA Bus Routes

100 Algiers Loop Owl

101 Algiers Point

102 General Meyer

114 General DeGaulle-Sullen

115 General DeGaulle-Tullis

15 Freret

16 S. Claiborne

202 Airport Express

28 M. L. King

32 Leonidas-Treme

39 Tulane

46 Canal Bus Bridge

47 Canal Streetcar - Cemeteries

51 St. Bernard-St. Anthony

52 St. Bernard-Paris Avenue

57 Franklin

62 Morrison Express

63 New Orleans East Owl

64 Lake Forest Express

65 Read-Crowder Express

80 Desire-Louisa

84 Galvez

88 St. Claude / Jackson Barracks

91 Jackson-Esplanade



Special Needs Registry

Call 3-1-1 to sign up
for the Special
Needs Registry if
you:



Use life support systems, like oxygen, a respirator, a ventilator, a pacemaker, or are insulin dependent



Have trouble walking, moving around, or have a prosthesis



Are blind, deaf, hard of hearing, or have trouble seeing



Are on dialysis



Have speech, intellectual, or mental health disabilities



Use service animals

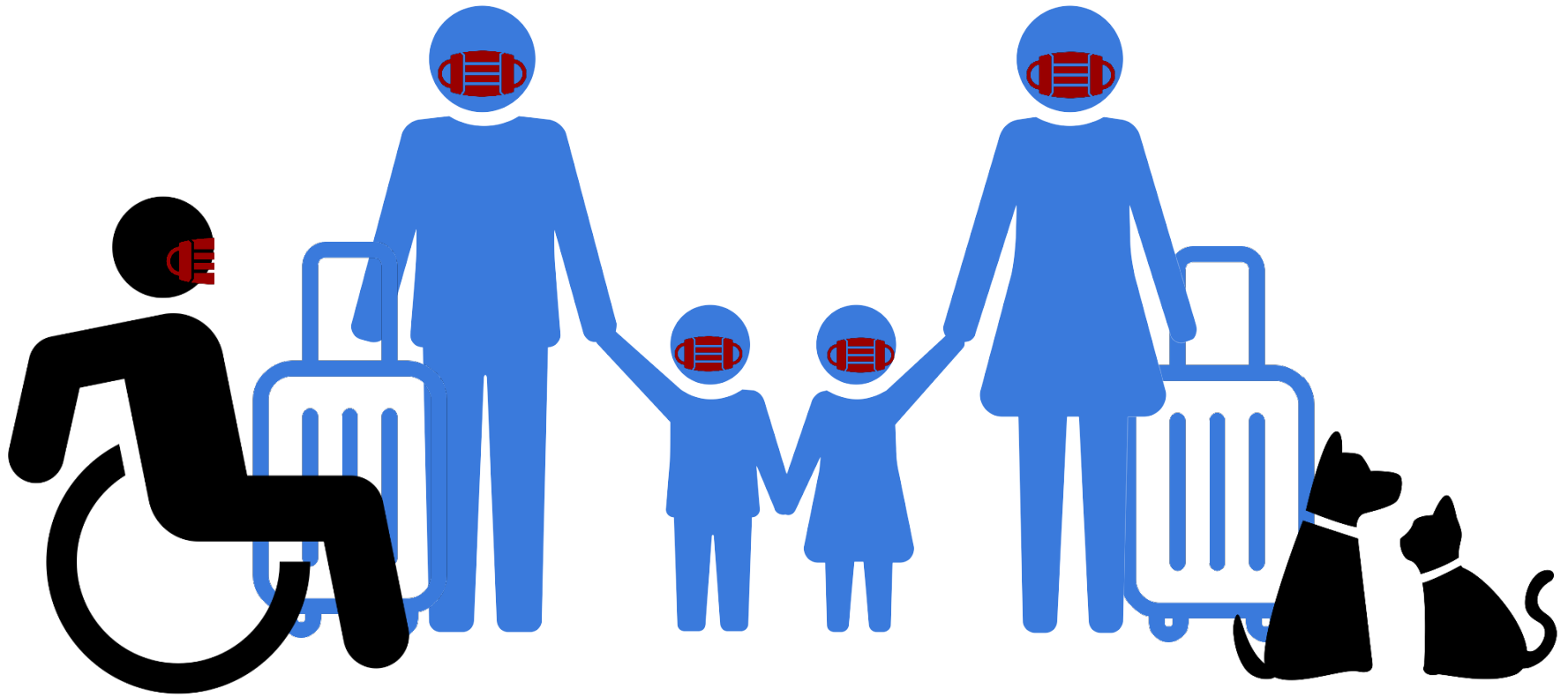


Are high risk for severe illness from COVID-19

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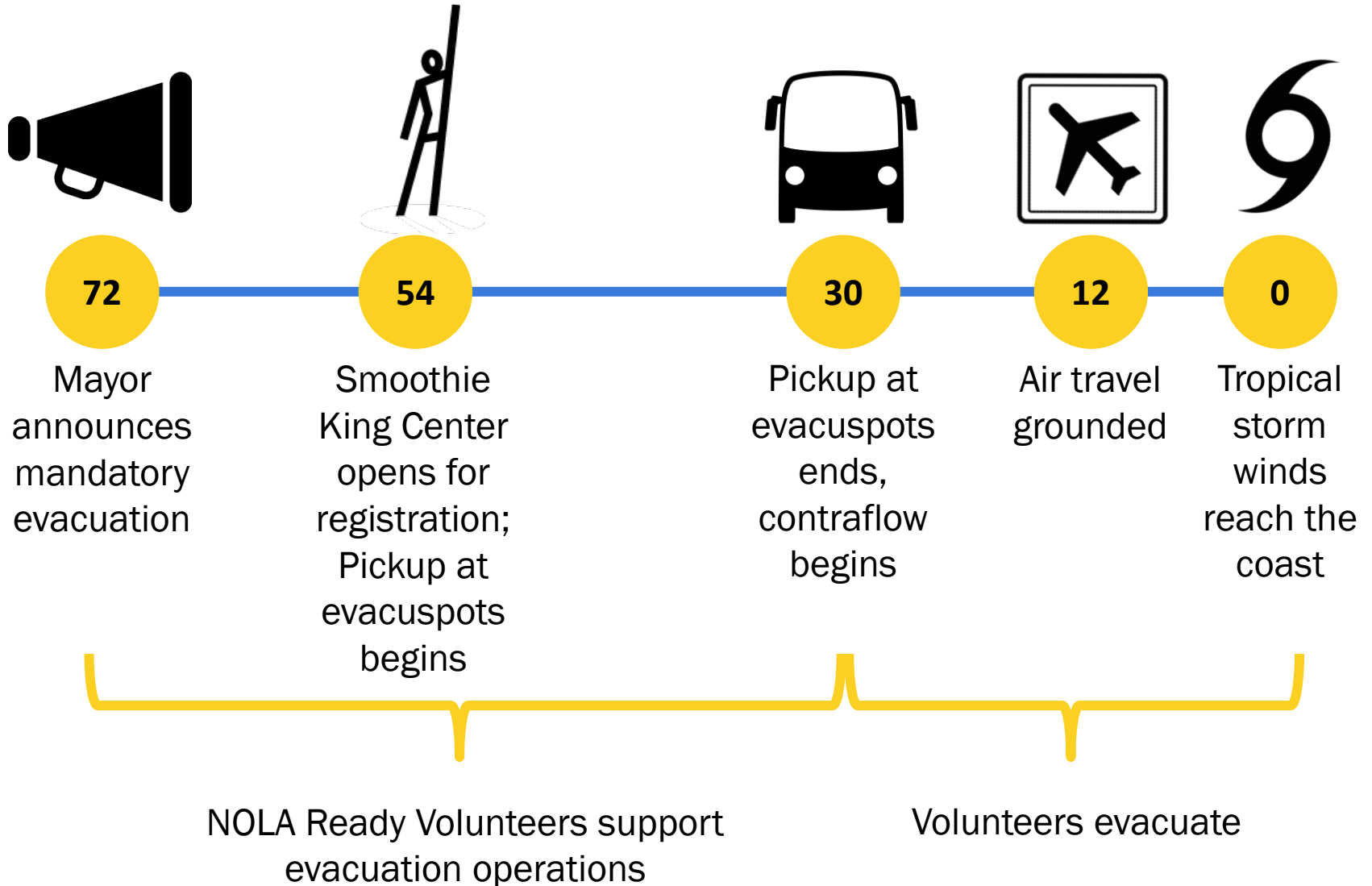
What to Bring



**NOLA
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Mandatory Evacuation Timeline





Join the NOLA Ready Volunteer Corps & help your neighbors!

Tiered Reentry

TIER 1: RESPONSE SUPPORT

- Businesses and agencies that provide critical support to response efforts. Examples include: Debris removal companies, Critical delivery services, Hospitals, Lodging providers for first responders, Engineers & damage assessment teams for hotels and motels

TIER 2: RECOVERY SUPPORT

- Businesses and agencies that help recovery and economic vitality. Examples include: Insurance companies, Banks, Gas stations, Grocery stores, Healthcare facilities, Pharmacies, Security companies, Administrative and payroll employees

TIER 3: REPOPULATION SUPPORT

- Retail businesses needed for the return of residents. Examples include: Neighborhood grocery stores, Retail shops, Restaurants, Fast food outlets



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