

## **Stormwater Maintenance Division**

### **Levels of Service**

The primary goal of the Stormwater Open Channel Maintenance Levels of Service is to define what maintenance activities will be performed by the City of New Bern and should be expected by citizens when we are working in their respective areas. The Community Drainage Outlets Map will identify each stream and the Level of Service each of the outlets will receive from City staff. The Community Drainage map is a work in progress and will be updated regularly based upon findings in the field, future capital improvements to infrastructure and drainage networks.

#### **Major Drainage Outlets:**

Major drainage outlets are defined as drainage outlets that transport stormwater runoff from minor drainage outlets or city drainage structures to a specific body of water. Major drainage outlets are identified as a blue line on the Community Drainage Outlet Map. Oftentimes, these streams have water present in them throughout the year and are controlled by elevation of the water in the rivers they discharge into.

##### **Level of Service for work to be completed:**

1. Nuisance vegetation will only be removed when it reduces free flow of water through the stream.
2. Remove debris that could further impede water flow.
3. Vegetation and debris retrieved from the stream will be properly removed from the riparian buffer.
4. Issues involving severe erosion of banks that require stabilization will be documented and added to list of potential stream restoration projects that will require further evaluation and design.

#### **Minor Drainage Outlets:**

Minor drainage outlets are defined as drainage outlets that transport stormwater runoff from City right-of-ways or other minor outlets that receive runoff from city right-of-ways to a city drainage structure or major drainage outlet. Minor drainage outlets are identified as green lines on the Community Drainage Outlet Map.

##### **Level of Service for work to be completed:**

1. Nuisance vegetation will only be removed when it reduces free flow of water through the ditch.
2. Remove debris that could further impede water flow.
3. Vegetation and debris retrieved from the stream will be properly removed from the ditch and disposed of in an appropriate manner.
4. Sediment that has built up and is impeding free flow of water will be removed as needed.

#### **City Drainage Structures:**

City drainage systems are defined as drainage structures used to transport stormwater runoff from city right-of-ways either directly or indirectly to other drainage outlets or bodies of water. City drainage structures are identified as red dots and yellow lines on the Community Drainage Outlet Map. Examples of city drainage systems are: drop inlets, catch basins, stormdrain pipes, and stormwater pump stations

##### **Level of Service for work to be completed:**

1. Nuisance vegetation will only be removed when it reduces free flow of water through the infrastructure.
2. Remove debris that could further impede water flow.
3. Sediment that has built up and is impeding free flow of water will be removed as needed.
4. Pipe networks will be flushed using high-pressure rodding equipment when necessary.
5. Pipe network capacity issues will be identified and placed on an improvement project list and prioritized by staff and the Board of Aldermen.

#### **Privately Owned Systems**

The City will not provide any maintenance service to drainage systems, ditches, or swales on private property that do not transport stormwater runoff from City owned rights-of-ways. Additionally, the City will not provide maintenance to any Stormwater BMP permitted through the City of New Bern or NCDENR Stormwater Permitting Process. Stormwater BMP's with existing permits are the responsibility of the property owner and/or Home Owners Association.