



CITY OF NEW ORLEANS  
**Quality of Life STAT**

Reporting Period: September 2016

[www.nola.gov/opa](http://www.nola.gov/opa)



QualityOfLifeSTAT October 20, 2016

# Action Items

Assigned	Responsible	Action Item	Notes
1/21/2016	E. Delarge	Bring enforcement actions to deter illegal sign placement.	<ul style="list-style-type: none"><li>▪ Citations are being issued to parties that can be identified.</li></ul>
4/21/2016	E. Melancon M. Jernigan	Further streamline process for resolving abandoned vehicle complaints.	<ul style="list-style-type: none"><li>▪ Process in place under which DPW works with local NOPD district to provide security as resources come available.</li><li>▪ RFP closing at the end of October will allow for streamlined process that encompasses both sellable and junk vehicles.</li><li>▪ DPW is training tow truck operators.</li></ul>



**311**



Responsible Organization:  
311

Data Source:  
311 performance reporting

## 311 dashboard

### Existing Onboarded Departments

Onboarding Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	NORDC	Sanitation	Taxi	EMS
Timeliness to Close Requests (Closed cases meeting target > 80%, 50-80%, <50%)	98%	85%	70%	94%	100%	20%	78%	N/A	80%	45%	N/A
Request Closure Rate (Closed Cases >= New Cases Yes/No)	Y	N	N	Y	N	Y	N	N	N	N	Y
Backlog to Closed Requests Ratio (<5, 5-7, >=8)	0.0	18.5	2.4	4.2	0.1	0.2	6.3	N/A	0.8	1.3	N/A

### Department Adoption Rate

Adoption Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	NORDC	Sanitation	Taxi	EMS
Current Month	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	83.00%	100.00%	100.00%	100.00%
90d Average	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	89.00%	100.00%	94.00%	100.00%
DAR 1yr Average	100.00%	99.00%	100.00%	99.00%	100.00%	100.00%	100.00%	94.00%	100.00%	94.00%	100.00%



# PUBLIC WORKS



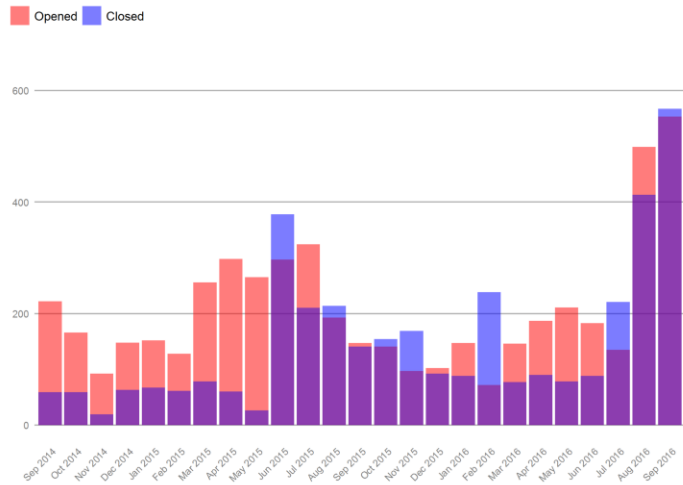
**Responsible Organization:**  
Department of Public Works  
(DPW)

**Data Source:**  
311

**Related Strategy:**  
Maintain and improve road  
surface infrastructure

## 311 pothole requests completed were above the two-year high attained during August

Pothole/Roadway Surface Repair service requests net per month



**Responsible Organization:**  
Department of Public Works  
(DPW)

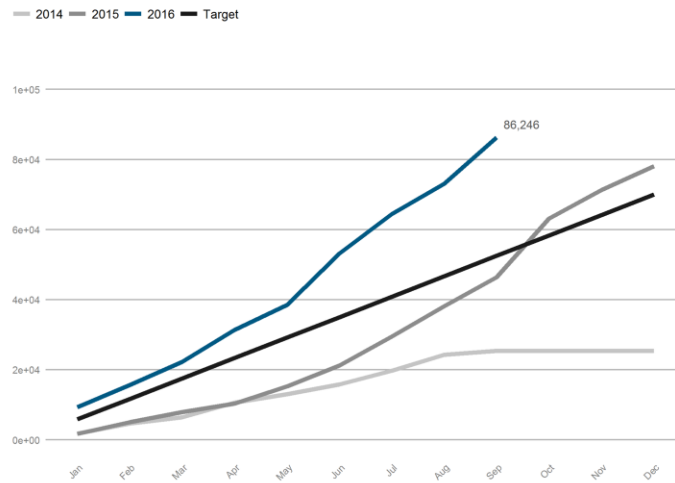
**Data Source:**  
DPW maintenance reports

**Related Strategy:**  
Maintain and improve road  
surface infrastructure

**Note:**  
Beginning in November 2015,  
prior month values have been  
revised based on DPW end-of-  
month reports. End-of-month  
figures reported by DPW may  
not correspond to prior monthly  
totals, which were calculated  
independently by OPA using  
weekly maintenance reports.

## With dedicated pothole crews in each Council district, DPW has already surpassed the year-end repair target for 2016

Cumulative number of potholes filled



**Responsible Organization:**  
Department of Public Works

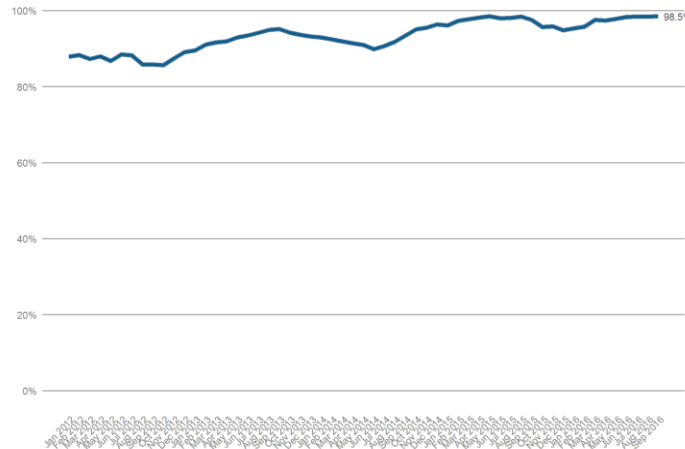
**Data Source:**  
DPW Streetlights Monthly  
Report

**Related Strategy:**  
Maintain and improve road  
surface infrastructure

**Note:**  
Excludes outages for Entergy-  
owned lights, which typically  
hovers around 100.

## The percentage of streetlights functioning remains near an all-time high, due in large part to LED installations

Percent of street lights functioning





**Responsible Organization:**  
Department of Public Works

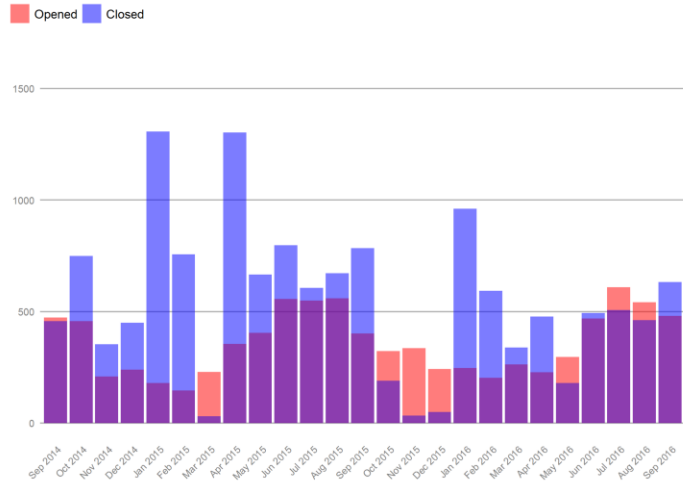
**Data Source:**  
311

**Related Strategy:**  
Maintain and improve road  
surface infrastructure

**Notes:**  
In rare instances, a 311 service  
request is reopened after being  
previously closed. In such  
cases, this may result in the  
number of open requests not  
tying exactly with the number of  
closed and opened cases.

## More streetlight requests have been closed than opened during six of nine months in 2016

Street Light service requests net per month





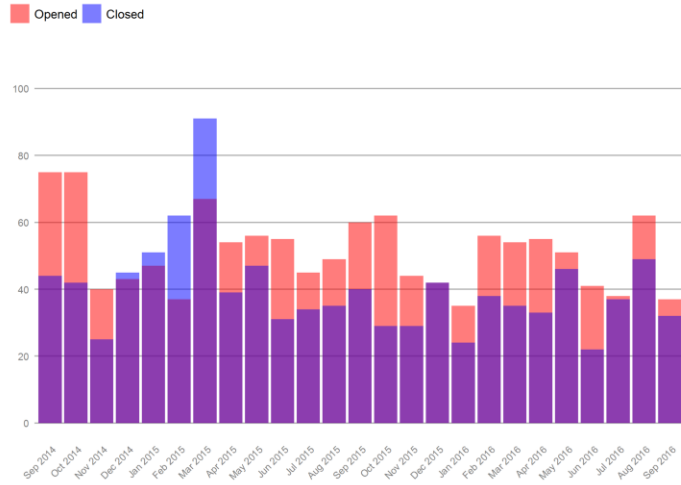
Data Source:  
311

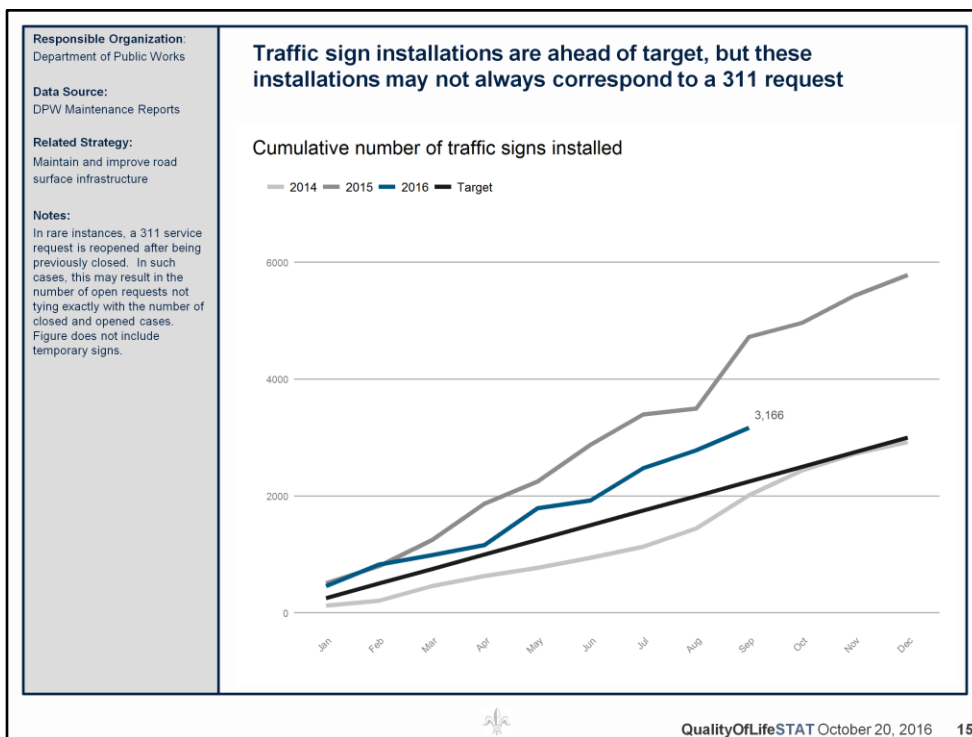
**Related Strategy:**  
Maintain and improve road  
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In rare instances, a 311 service  
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previously closed. In such  
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number of open requests not  
tying exactly with the number of  
closed and opened cases.

## DPW fulfilled more than 30 sign requests in September, but capacity has been insufficient to close all incoming work orders

Traffic Sign service requests net per month





2015 traffic sign installations were boosted by citywide sign replacement program.

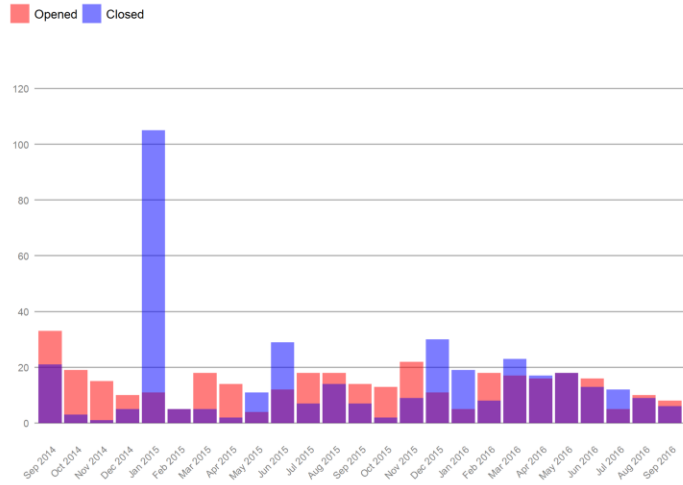
Data Source:  
311

**Related Strategy:**  
Maintain and improve road  
surface infrastructure

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In rare instances, a 311 service  
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previously closed. In such  
cases, this may result in the  
number of open requests not  
tying exactly with the number of  
closed and opened cases.

## New street sign requests dipped below 10 from August to September

Street Name Sign service requests net per month



**Responsible Organization:**  
Department of Public Works

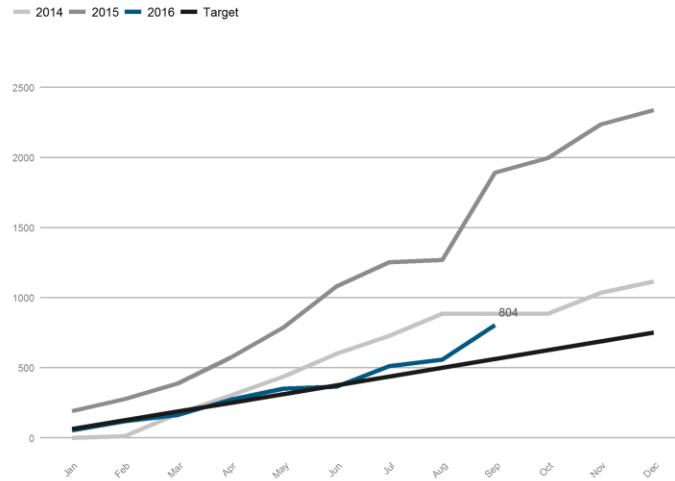
**Data Source:**  
DPW Maintenance Reports

**Related Strategy:**  
Maintain and improve road  
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In rare instances, a 311 service  
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previously closed. In such  
cases, this may result in the  
number of open requests not  
tying exactly with the number of  
closed and opened cases.

## With a new goal that more closely matches demand, the number of street sign installations has kept pace with target

Cumulative number of street name signs installed



**Responsible Organization:**  
Department of Public Works

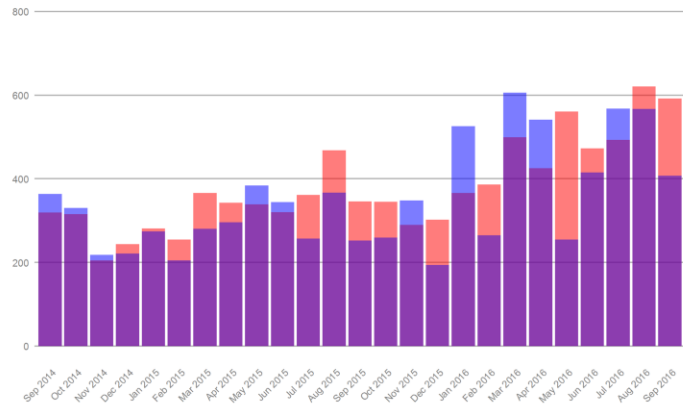
**Data Source:**  
311

**Related Objective:**  
Promote Quality Neighborhoods

## September presented a significant shortfall in resolving abandoned vehicle complaints

Abandoned Vehicle Reporting/Removal service requests net per month

Opened Closed

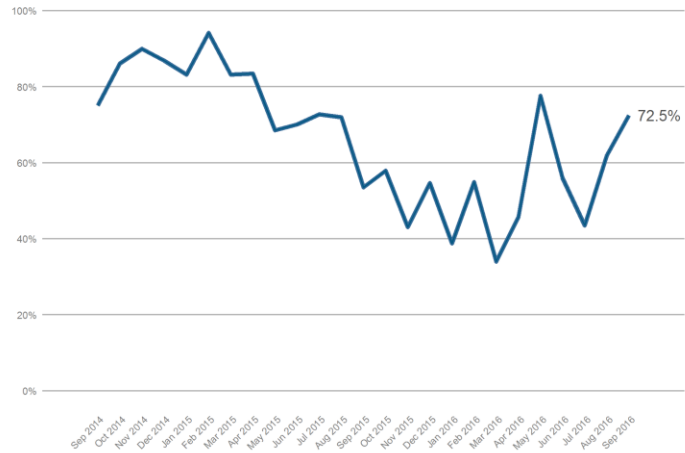


**Responsible Organization:**  
Department of Public Works  
  
**Data Source:**  
311

**Related Objective:**  
Promote Quality Neighborhoods

### Timeliness to close new abandoned vehicle requests improved for the second month, but many older cases remain unresolved

Percent of Abandoned Vehicle Reporting Removal resolved in 30 days





**Responsible Organization:**  
Department of Public Works

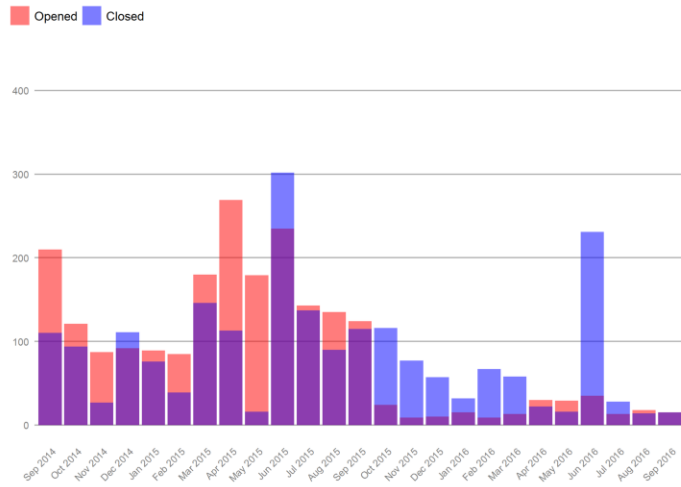
**Data Source:**  
311

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient neighborhoods

**Note:**  
January and February data was  
adjusted in March to reflect  
catch basin data not previously  
included in data reports.

## DPW kept pace with new street flooding requests during September as incoming complaint volume remained below 25

Street Flooding/Drainage service requests net per month



**Responsible Organization:**  
Department of Public Works

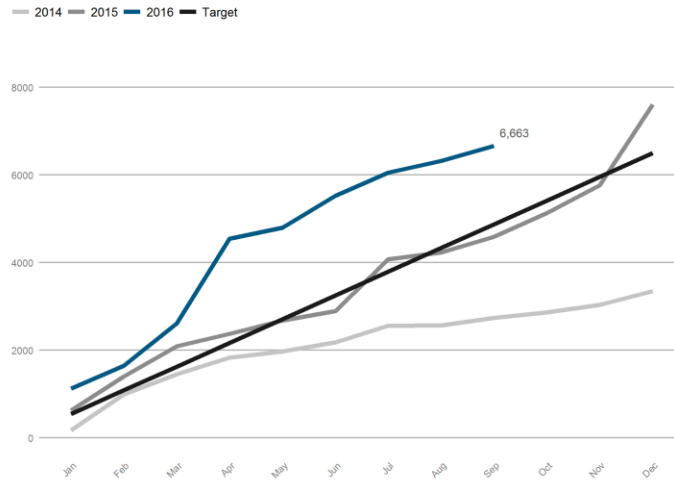
**Data Source:**  
DPW maintenance reports

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient neighborhoods

**Note:**  
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month reports. End-of-month  
figures reported by DPW may  
not correspond to prior monthly  
totals, which were calculated  
independently by OPA using  
weekly maintenance reports.

## With crews in each Council district, catch basin cleanings have been ahead of historic levels during every month of 2016

Cumulative number of catch basins cleaned



# Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Potholes filled	86,246	52,500	70,000
Streetlights functioning (%)	98.5	92	92
Streetlight outages restored	9,459	5,250	7,000
Permanent traffic signs installed	3,166	2,250	3,000
Street name signs installed	804	563	750
Abandoned vehicle requests closed within 30 days (%)	51.2	80	80
Catch basins cleaned	6,663	4,875	6,500
Catch basins cleaned (%)	9.8	4.8	4.8



# SEWERAGE AND WATER BOARD



**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

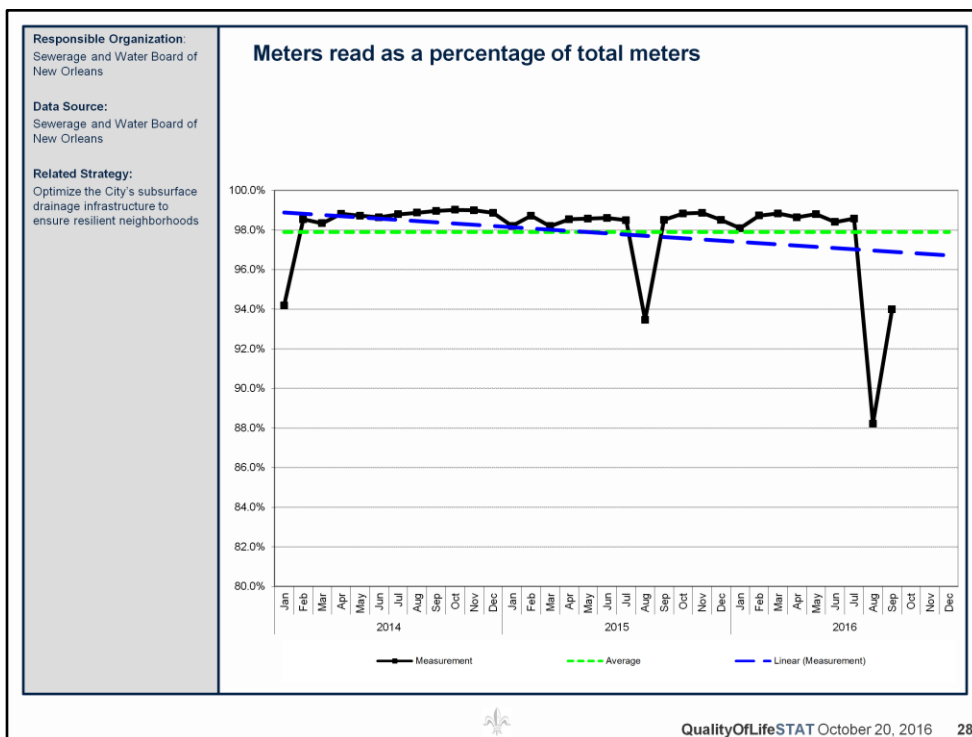
**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient neighborhoods

## SWB customer service indicators

	Goal	Goal Met	Within Control Limits	Trend
<b>Billing Accuracy / Reasonable</b>	Meters Read			
	Estimated Bills			
	High Bill Complaints			
	Adjusted Bills			
<b>Problem Resolution</b>	Customer Contacts			
	Call Wait Time Answered			
	Abandoned Calls			
	Call Wait Time Abandoned			
	Emergency Abandoned Calls			
	Low Water Pressure			
	Water System Leaks			
	Sewer System Leaks			
<b>Collections Effectiveness</b>	Accounts Off for Non-Payment			
	Receivables 30 to 120 Days Old			
	Receivables 120 Days and Older			





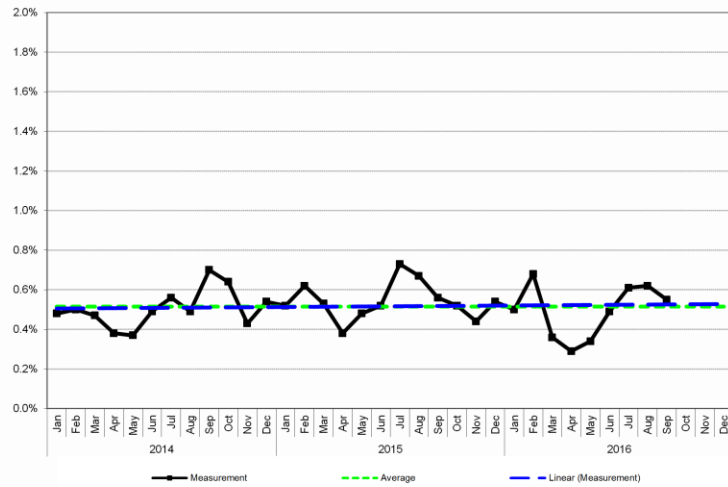
Request for proposals has been issued to develop broadband network linking Sewerage and Water Board assets.

**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient neighborhoods

## Investigations from high bill complaints as a percentage of total bills

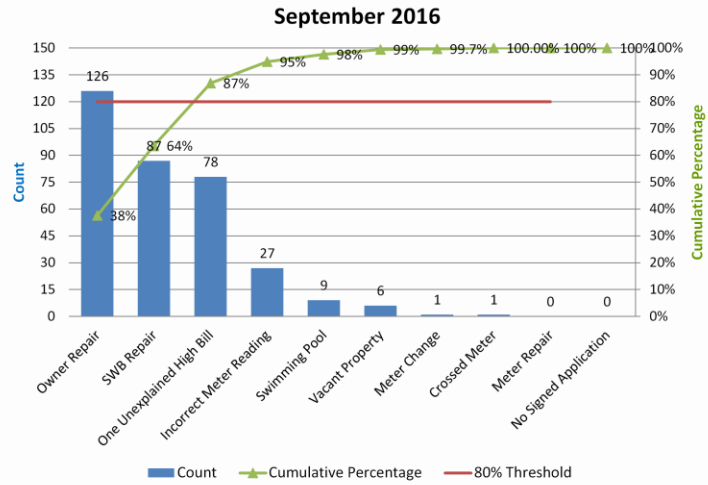


**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
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**Related Strategy:**  
Optimize the City's subsurface  
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ensure resilient neighborhoods

## Reasons for adjustments



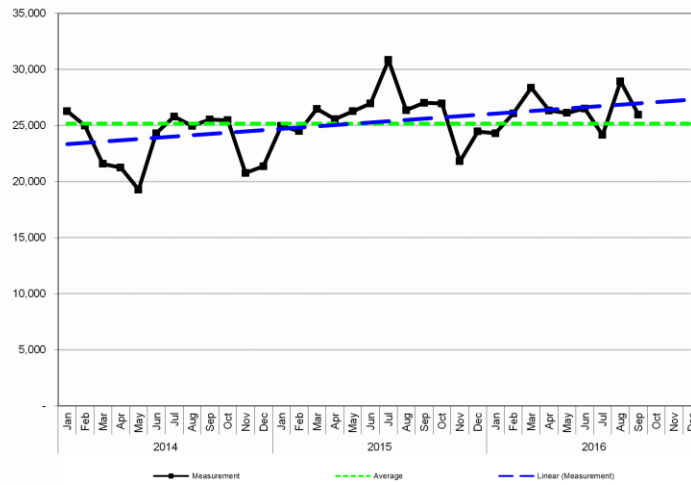


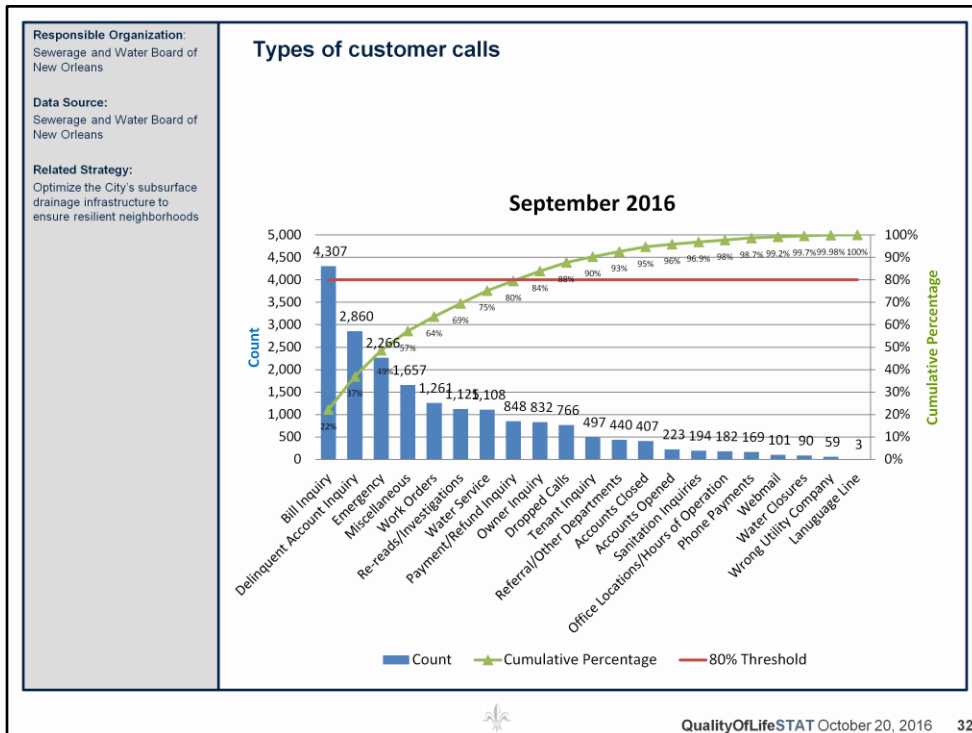
**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient neighborhoods

## Total inbound customer contacts





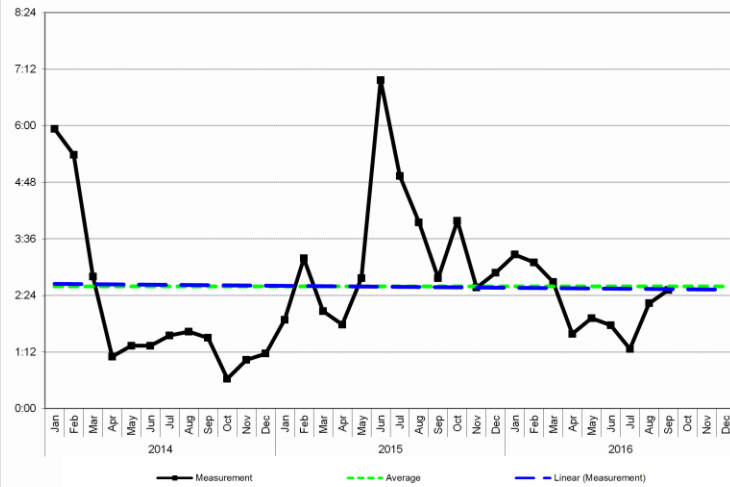
New online billing system is scheduled to be operational by October 24.

**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient neighborhoods

### Average call wait time (calls answered)

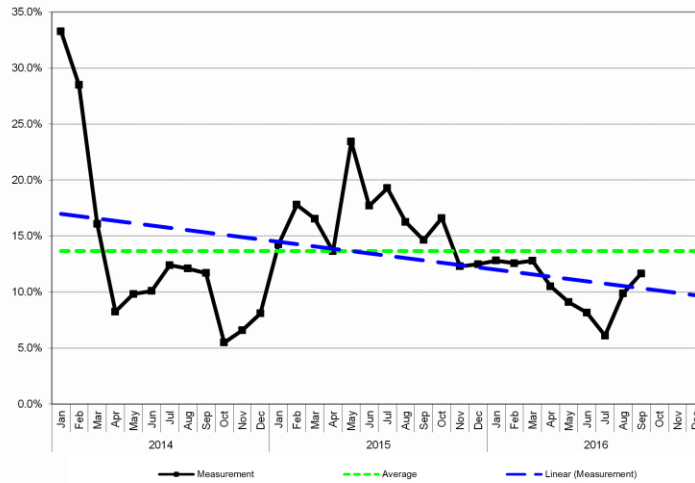


**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
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**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient neighborhoods

## Calls abandoned

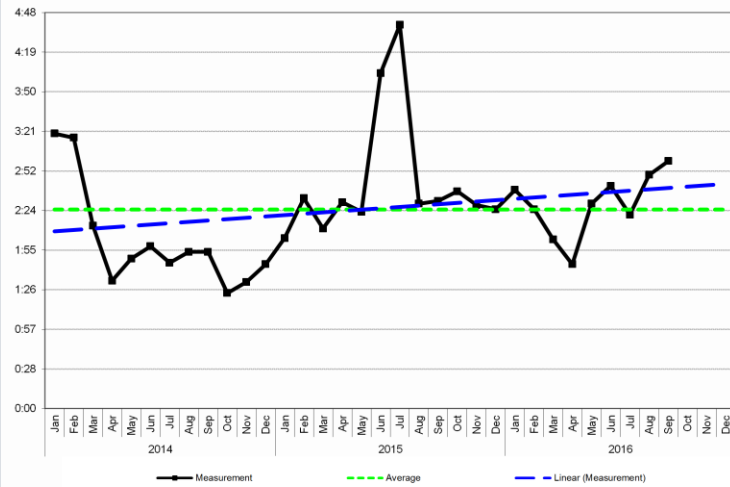


**Responsible Organization:**  
Sewerage and Water Board of  
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**Data Source:**  
Sewerage and Water Board of  
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**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient neighborhoods

### Average call wait time (calls abandoned)

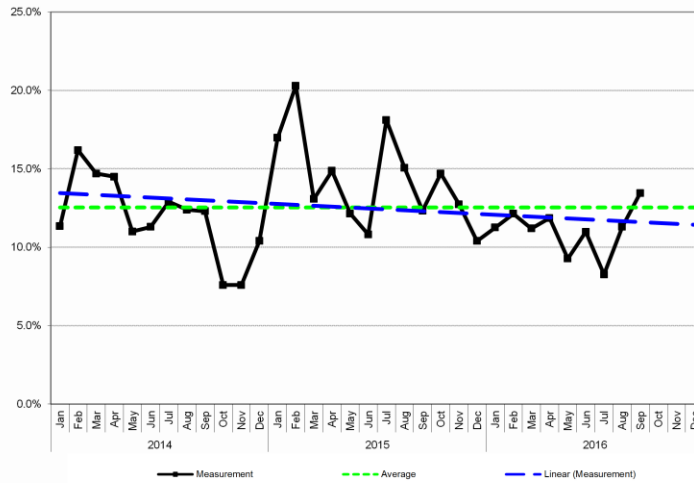


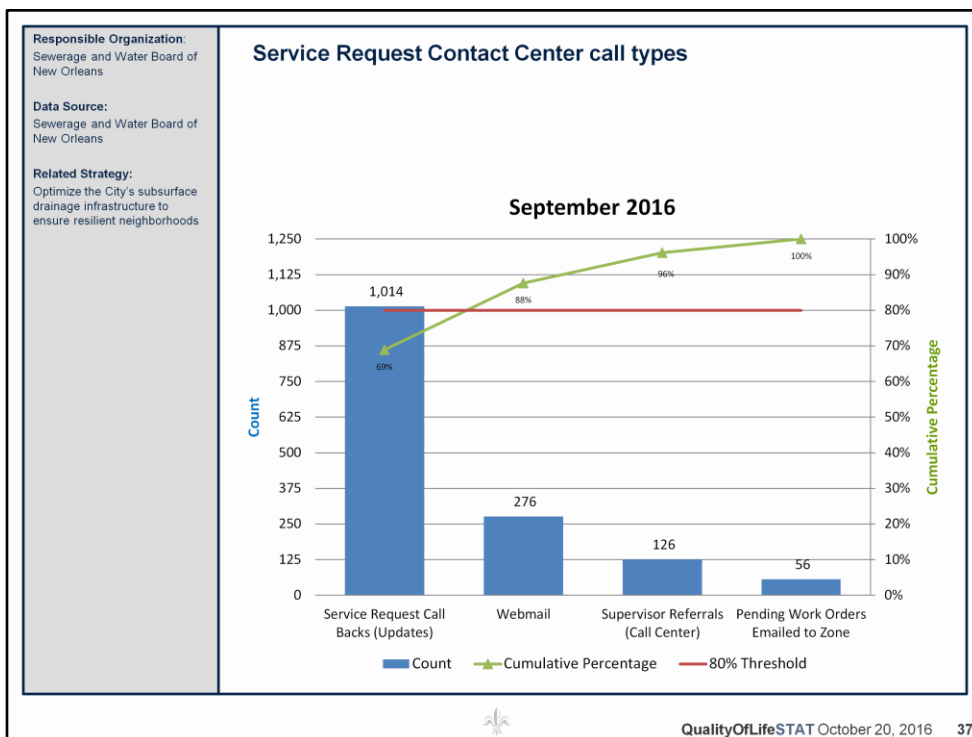
**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
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ensure resilient neighborhoods

## Emergency calls abandoned





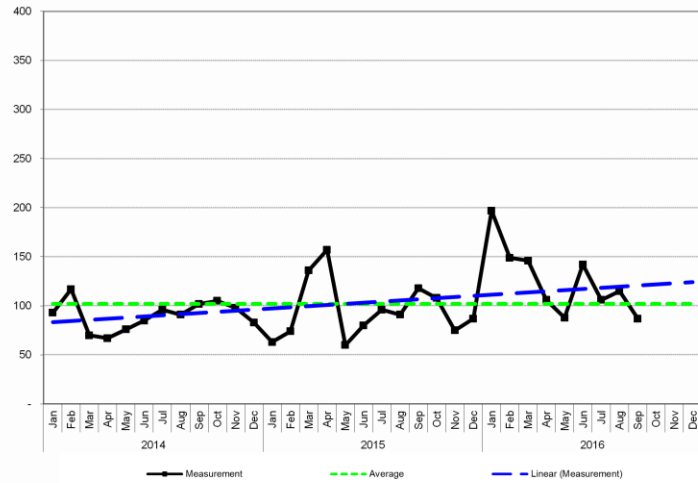
The Service Request Contact Center takes pressure off the primary call center by handling some request types related to repairs.

**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient neighborhoods

## Total service requests about low water pressure



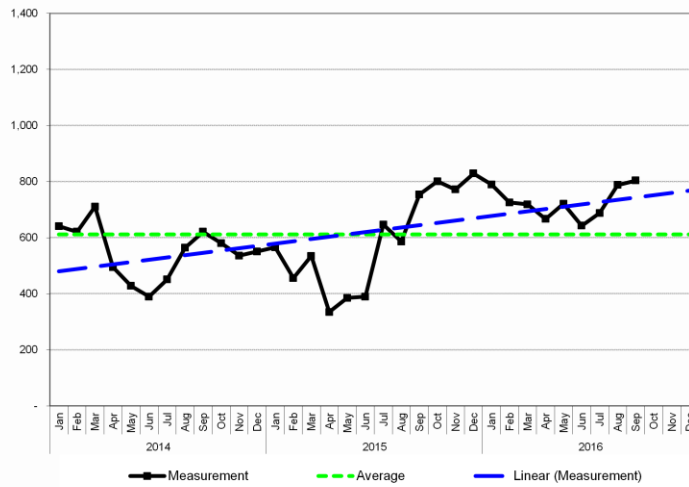


**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient neighborhoods

## Total service requests for water system leaks

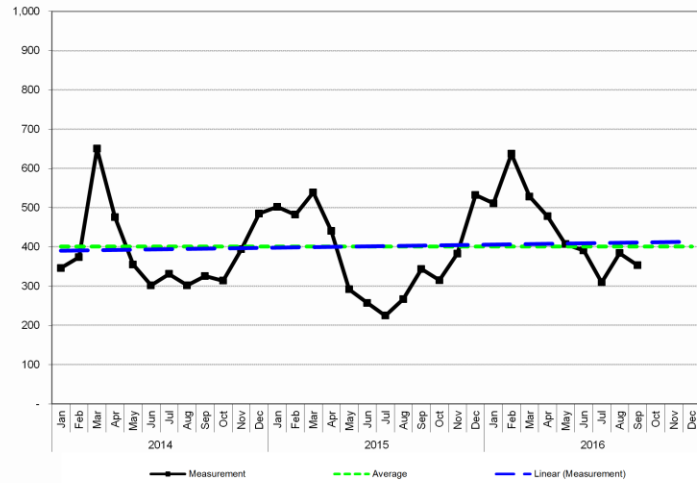


**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
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ensure resilient neighborhoods

## Total service requests for sewer system leaks

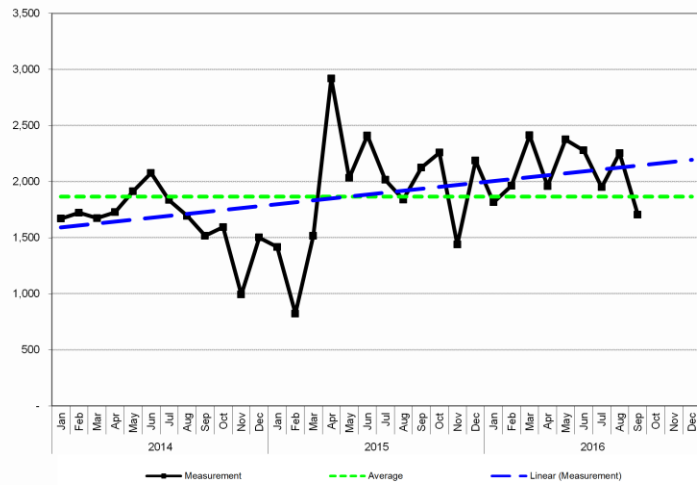


**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient neighborhoods

## Total accounts turned off for non-payment

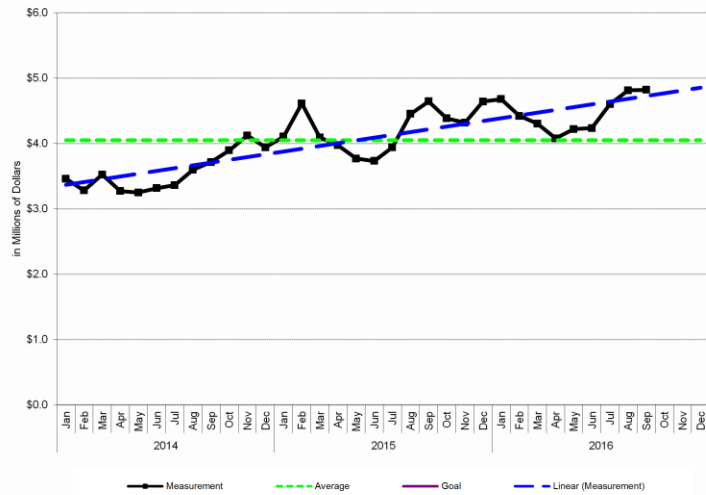


**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient neighborhoods

## Water and sewer receivables 30 to 120 days old

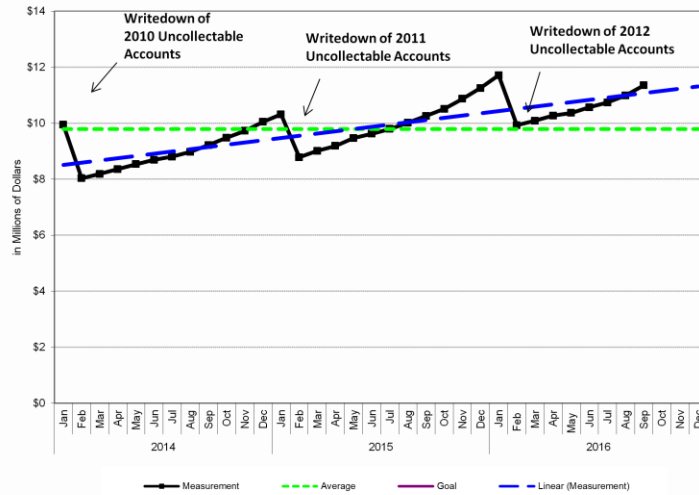


**Responsible Organization:**  
Sewerage and Water Board of  
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**Data Source:**  
Sewerage and Water Board of  
New Orleans

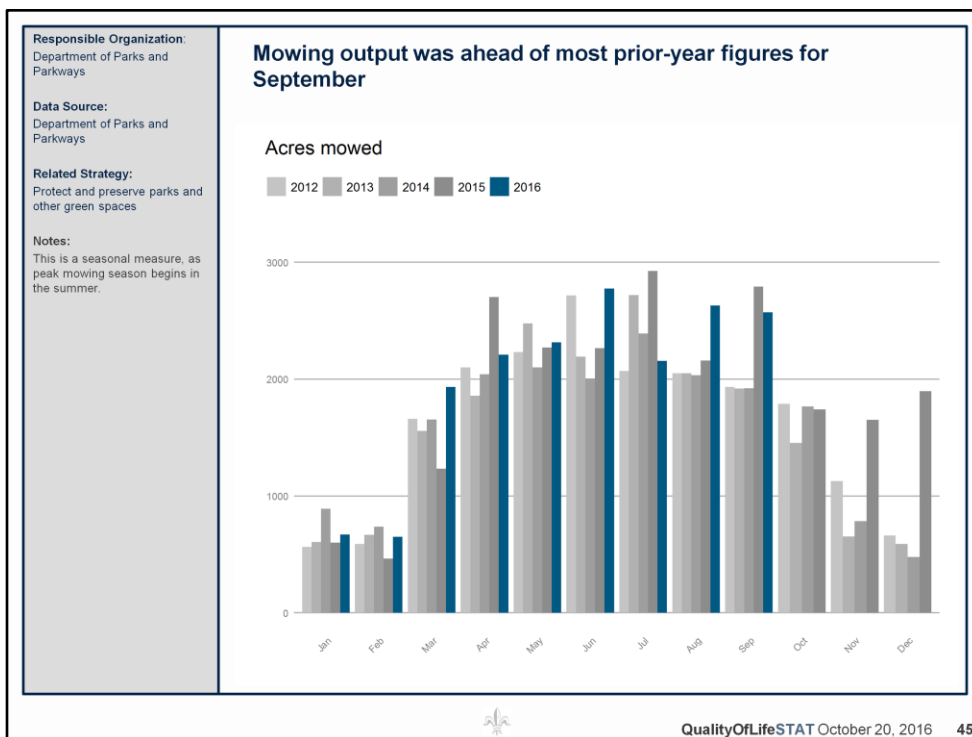
**Related Strategy:**  
Optimize the City's subsurface  
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ensure resilient neighborhoods

## Water and sewer receivables 120 days and older

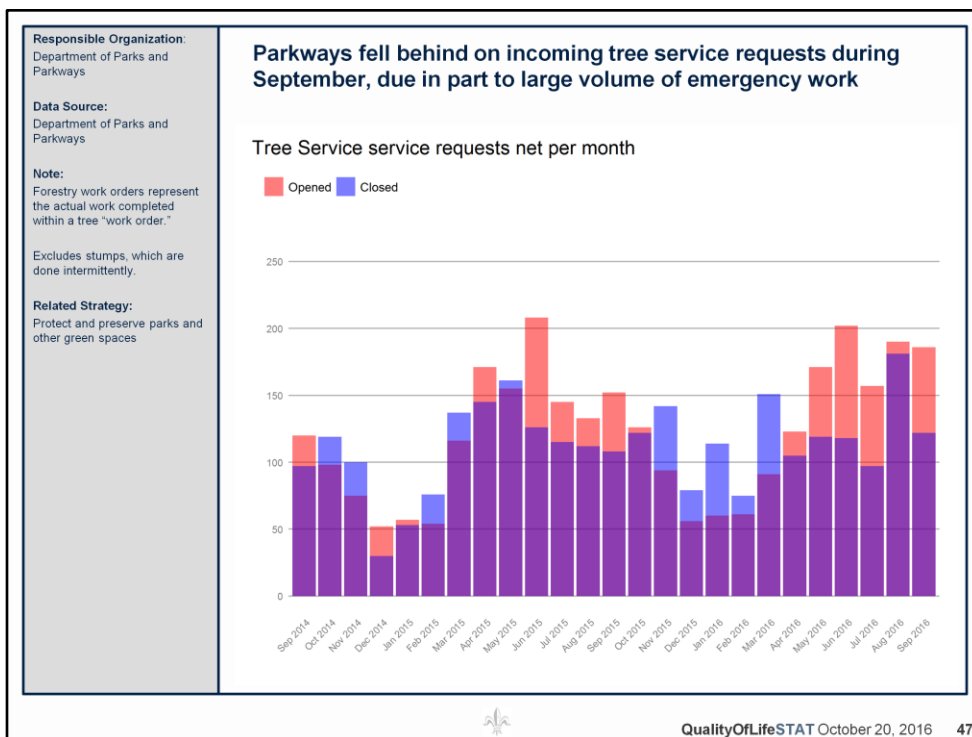


# PARKS AND PARKWAYS





Decrease relative to August 2016 may reflect large number of vacancies in grounds maintenance division.



Debris counts from September indicated that several large trees were trimmed, even though the number of requests completed was lower.



**Responsible Organization:**  
Department of Parks and  
Parkways

**Data Source:**  
Department of Parks and  
Parkways

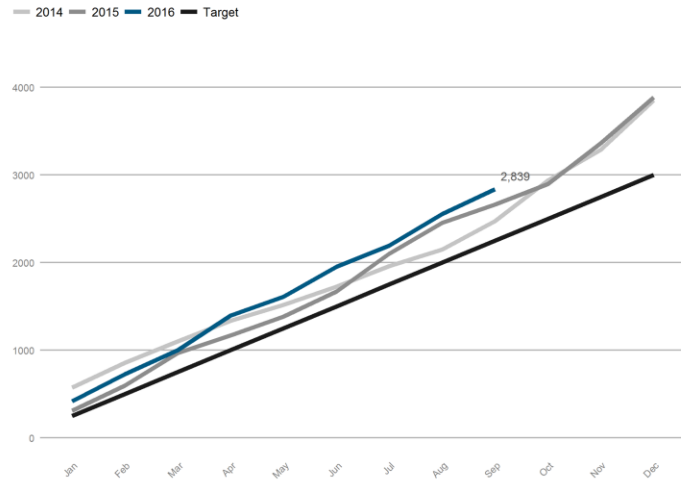
**Note:**  
Forestry work orders represent  
the actual work completed  
within a tree "work order."

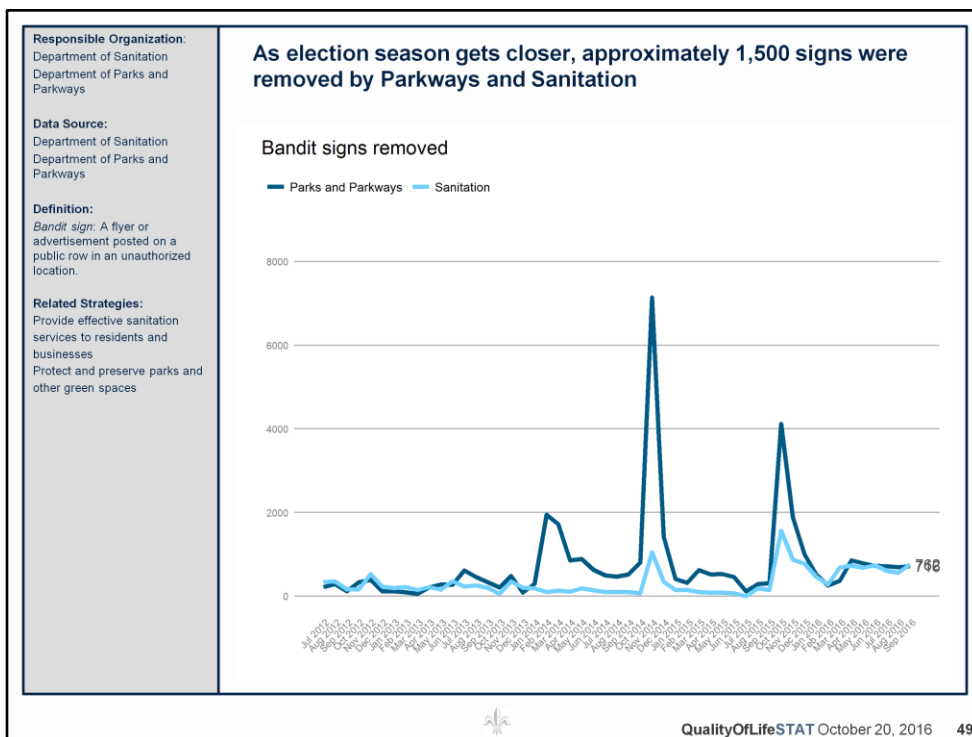
Excludes stumps, which are  
done intermittently.

**Related Strategy:**  
Protect and preserve parks and  
other green spaces

## Tree trims and removals are ahead of both current targets and prior-year trends, but may not always correspond to a 311 request

Cumulative number of tree trims and removals





Parkways and Sanitation have been working with the Office of Intergovernmental Relations to remind candidates about sign policies.

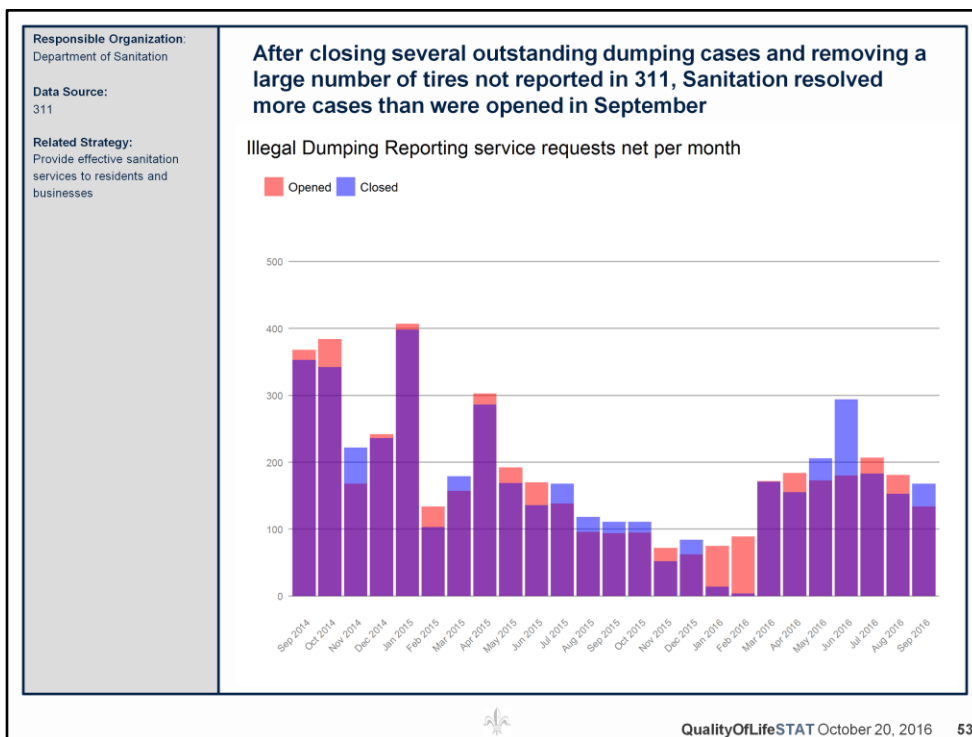
# Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Acres mowed	17,909	14,250	19,000
Tree trims and removals	2,839	2,250	3,000



# SANITATION





Front-end loaders are now going out three days per week to address illegal dumping activities.

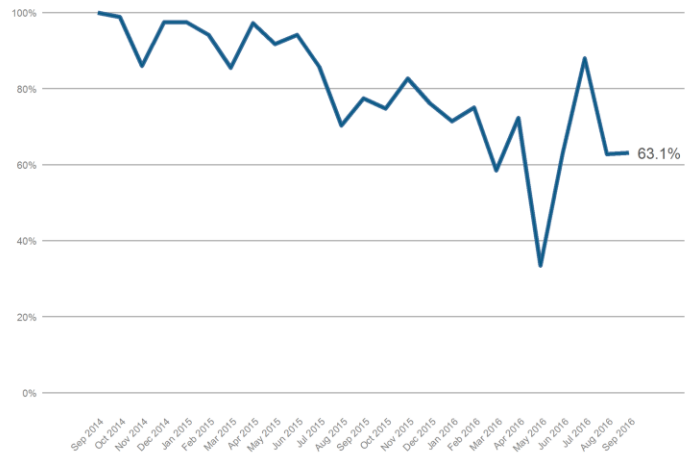
**Responsible Organization:**  
Department of Sanitation

**Data Source:**  
311

**Related Strategy:**  
Provide effective sanitation  
services to residents and  
businesses

## The portion of illegal dumping requests closed within 30 days was largely unchanged from August to September

Percent of Illegal Dumping Reporting resolved in 30 days



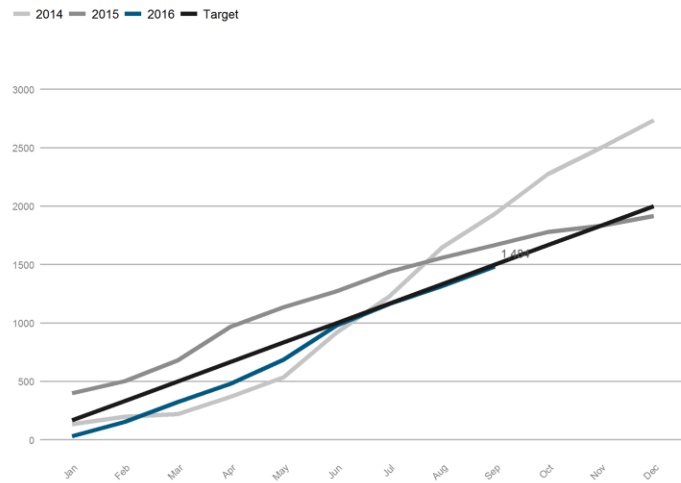
**Responsible Organization:**  
Department of Sanitation

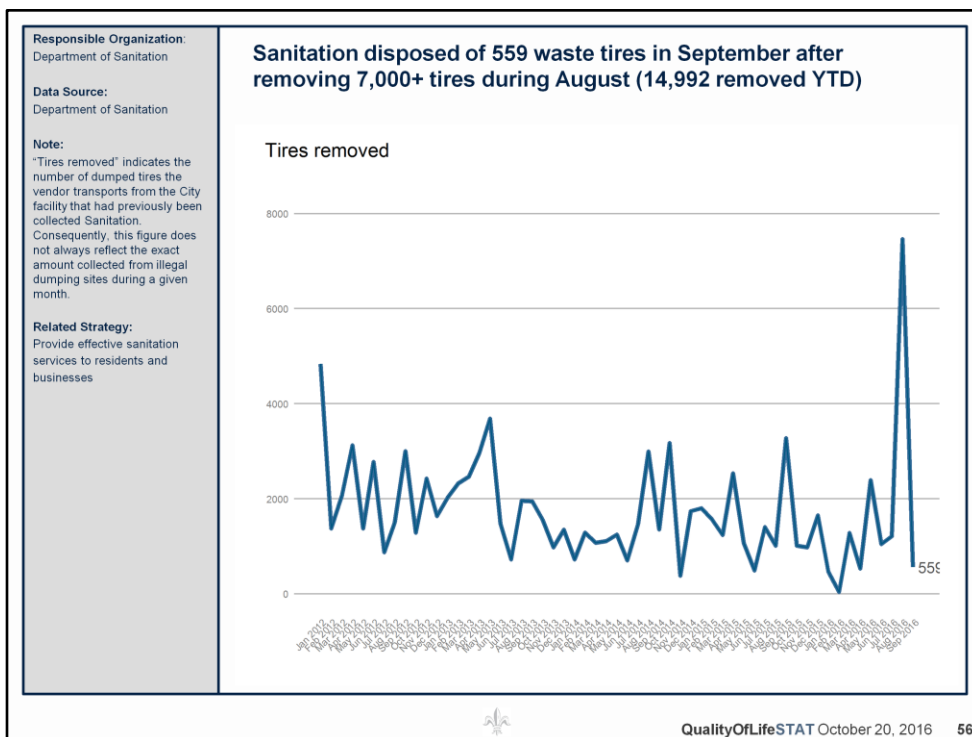
**Data Source:**  
Department of Sanitation

**Related Strategy:**  
Provide effective sanitation  
services to residents and  
businesses

## The number of dump sites cleared remains on target for 2016

Cumulative number of illegal dumping sites cleared





Sanitation continues to notify Louisiana Department of Environmental Quality about tire dumping locations. A joint strategy is also being developed with the Code Enforcement and Hearings Bureau.



Responsible Organization:  
Department of Sanitation

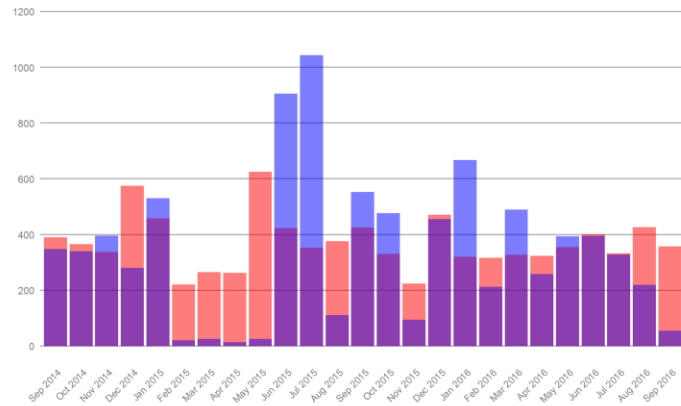
Data Source:  
311

Related Strategy:  
Provide effective sanitation  
services to residents and  
businesses

## Cart deliveries lagged behind new inquiries during September, but 1,134 new carts were obtained from the manufacturer in October

Residential Recycling Programs service requests net per month

Opened Closed



**Responsible Organization:**  
Department of Sanitation  
vendors

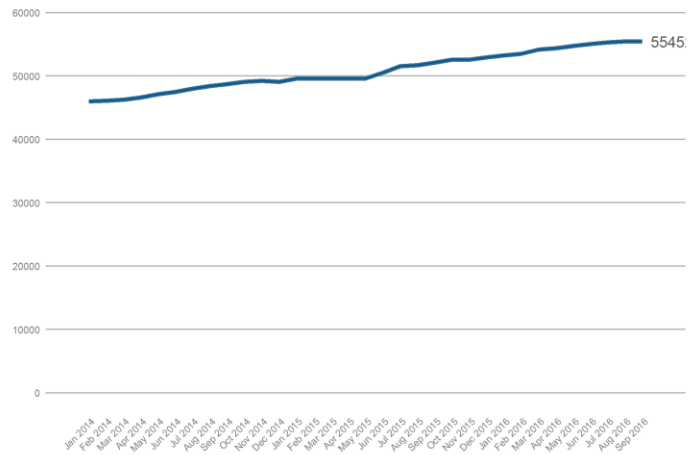
**Data Source:**  
Sanitation Department

**Related Strategy:**  
Provide effective sanitation  
services to residents and  
businesses

**Definitions:**  
*Household:* Every household in  
New Orleans Parish receiving  
sanitation service. Current  
estimate is 134,891.  
*Households Registered for  
Recycling:* Every household  
that is not only registered for  
recycling, but has received a  
recycling cart.

## Recycling cart deliveries to date have surpassed 55,000

Houses registered for recycling



**Responsible Organization:**  
Department of Sanitation  
New Orleans Police Department

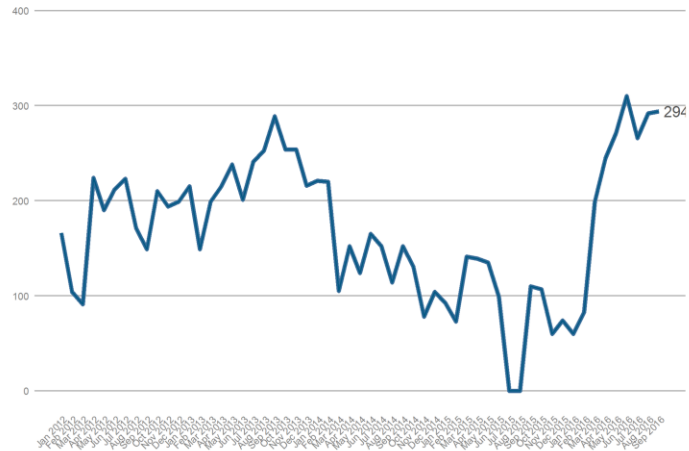
**Data Source:**  
Department of Sanitation

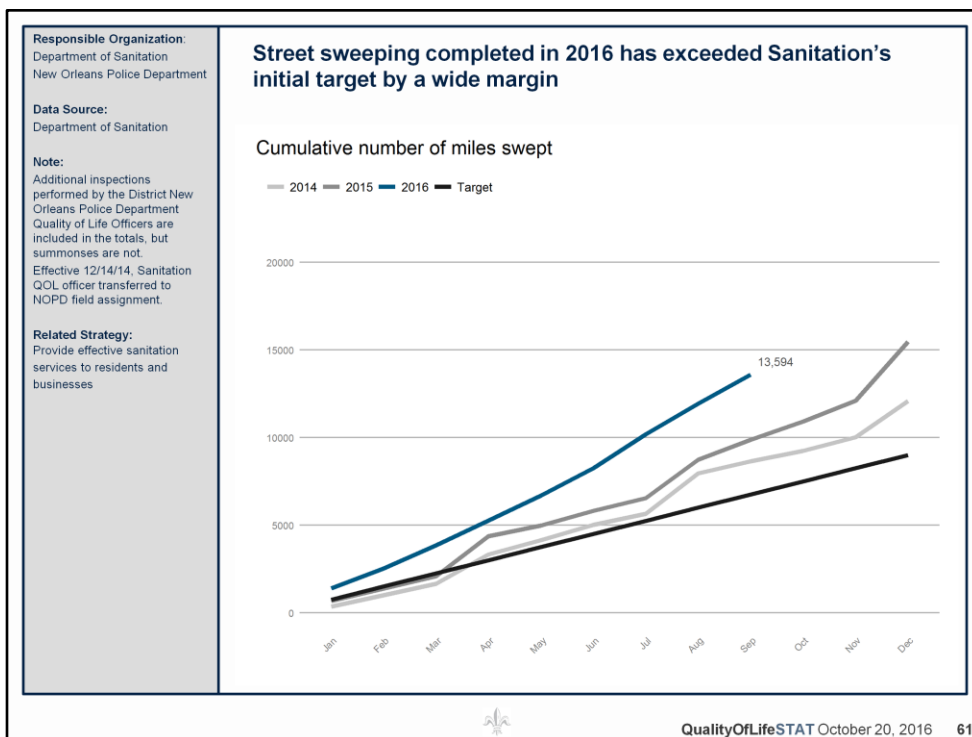
**Note:**  
Additional inspections performed by the District New Orleans Police Department Quality of Life Officers are included in the totals, but summonses are not.  
Effective 12/14/14, Sanitation QOL officer transferred to NOPD field assignment.

**Related Strategy:**  
Provide effective sanitation services to residents and businesses

## Inspections by Sanitation rangers per month remain close to an all-time high

Sanitation inspections





Generally includes only major thoroughfares, as mechanical street sweepers are unable to operate on small neighborhood streets for a variety of reasons.

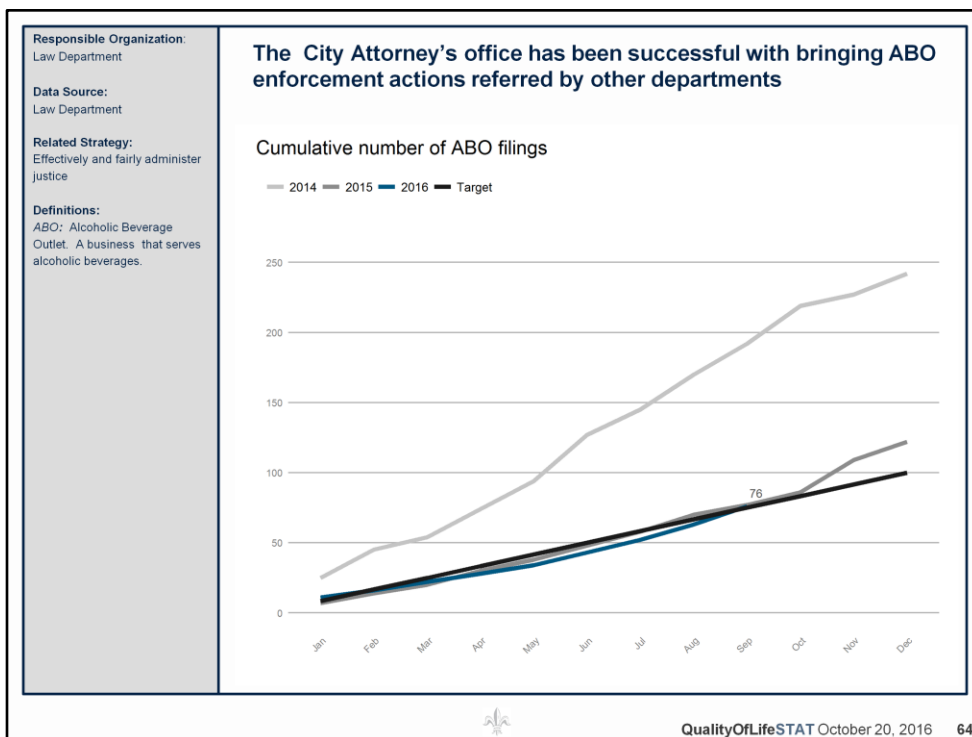
# Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Illegal dumping sites cleared	1,484	1,500	2,000
Illegal dumping service requests closed within 30 days (%)	62.5	80	80
Households registered for recycling (%)	40.6	42	42



**LAW**





Current-year figure includes both convenience stores and bars.

# Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Tax and public nuisance cases filed before ABO board	76	75	100





# MOSQUITO AND TERMITE CONTROL



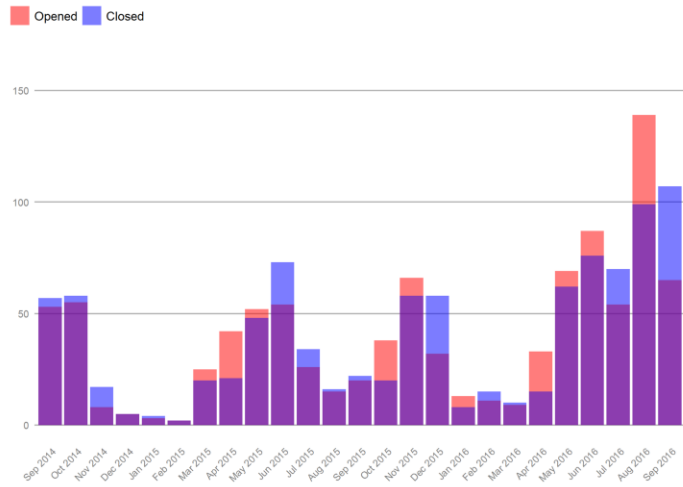
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

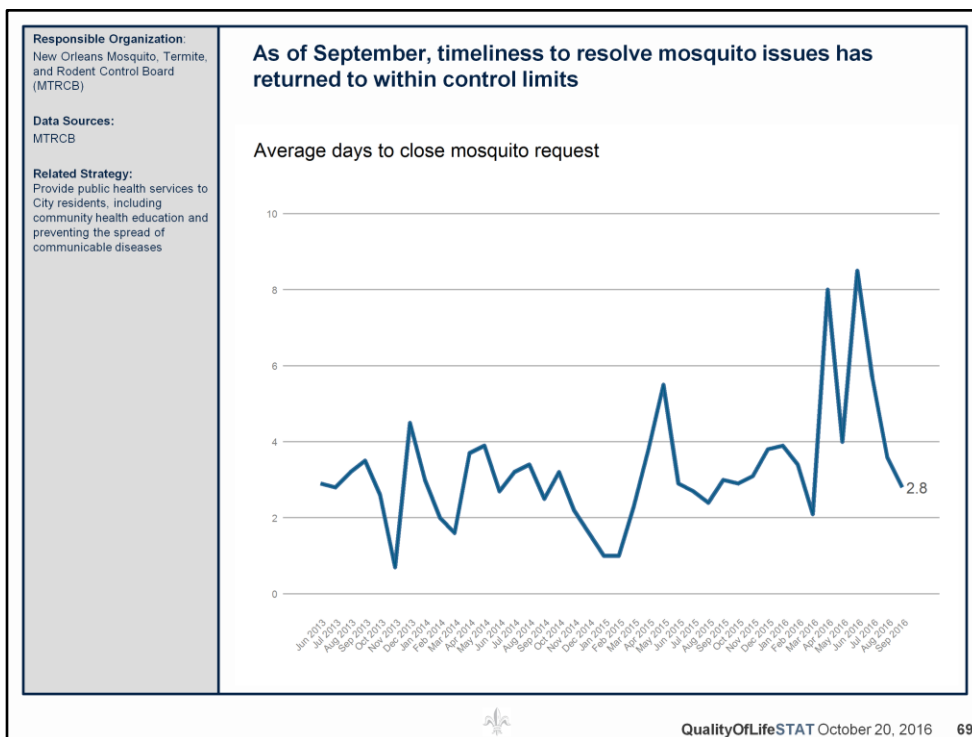
**Data Sources:**  
311

**Related Strategy:**  
Provide public health services to  
City residents, including  
community health education and  
preventing the spread of  
communicable diseases

## Mosquito complaints reported closed reached a two-year high in September

Mosquito Control service requests net per month





Department received some additional funding, which allowed staff to carry out more tire removal and offer assistance to other Louisiana parishes.

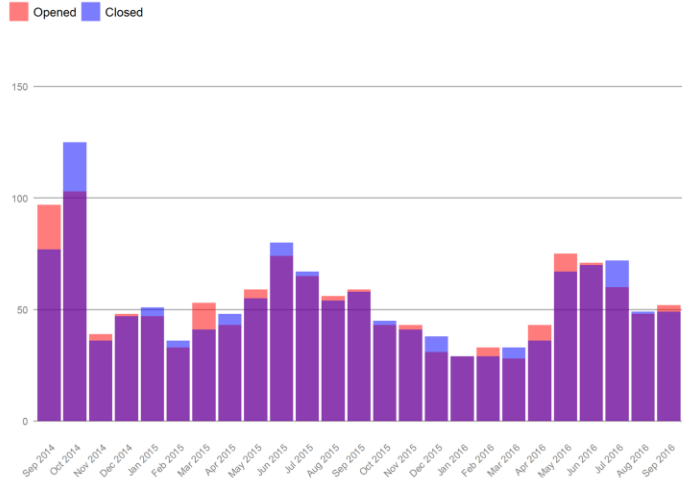
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
311

**Related Strategy:**  
Provide public health services to  
City residents, including  
community health education and  
preventing the spread of  
communicable diseases

## Resolution of rodent complaints has generally kept pace with new incoming requests over the past two years

Rodent Complaint service requests net per month



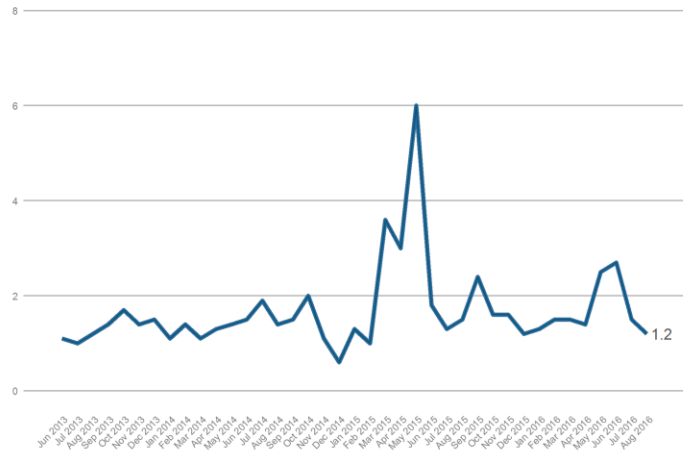
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
311

**Related Strategy:**  
Provide public health services to  
City residents, including  
community health education and  
preventing the spread of  
communicable diseases

## Time to close rodent complaints was unavailable for September

Average days to close rodent request



# Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Business days to complete mosquito service requests	4.7	3	3
Business days to complete rodent service requests	1.6	3	3



# SAFETY AND PERMITS



**Responsible Organization:**  
Safety and Permits

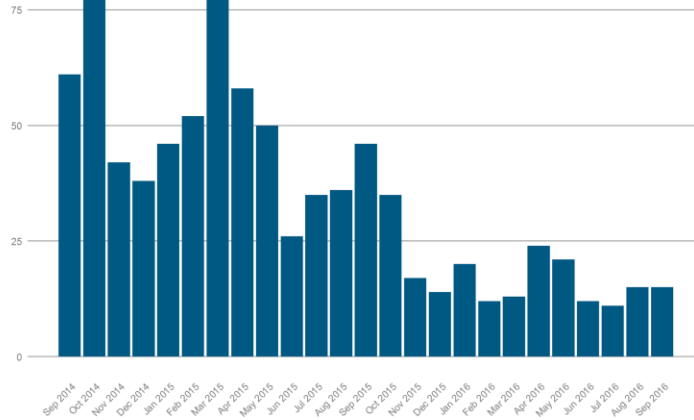
**Data Source:** LAMA permitting  
and licensing database

**Definition:**  
*Respond:* complete a first  
inspection

Number of cases filed in prior  
months has been revised to  
include cases without a  
complete initial inspections.  
These cases had been excluded  
from prior-month figures.

## New complaints recorded as building code violations have trended below 25 per month

Building Code: Violation cases filed by month





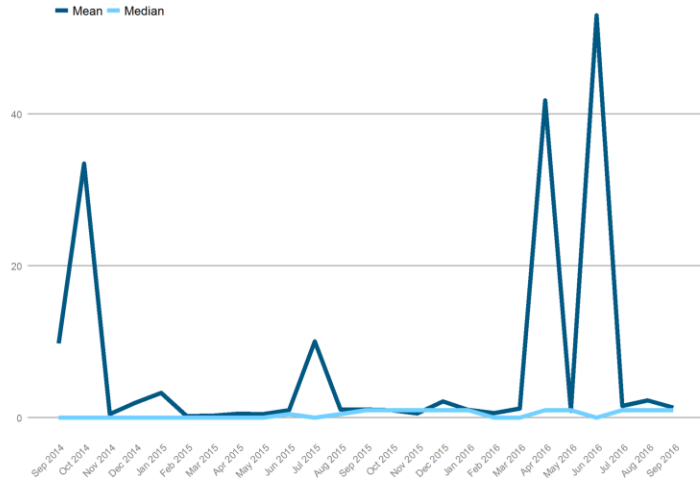
**Responsible Organization:**  
Safety and Permits

**Data Source:** LAMA permitting  
and licensing database

**Definition:**  
*Respond:* complete a first  
inspection

## With the closure of longstanding outliers, building code violations are now generally inspected within a few days

Building Code: Days to initial inspection



**Responsible Organization:**  
Safety and Permits

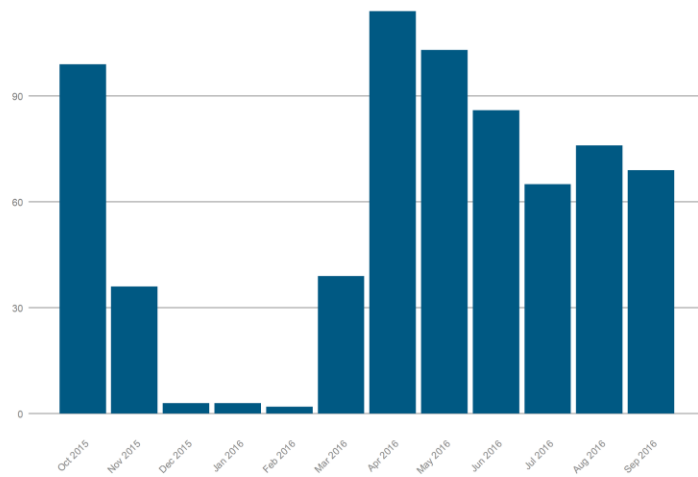
**Data Source:** LAMA permitting  
and licensing database

**Definition:**  
*Respond:* complete a first  
inspection

Number of cases filed in prior  
months has been revised to  
include cases without a  
complete initial inspections.  
These cases had been excluded  
from prior-month figures.

## Volume of new construction dumpster complaints by month has been declining since April

Construction Dumpster: Violation cases filed by month



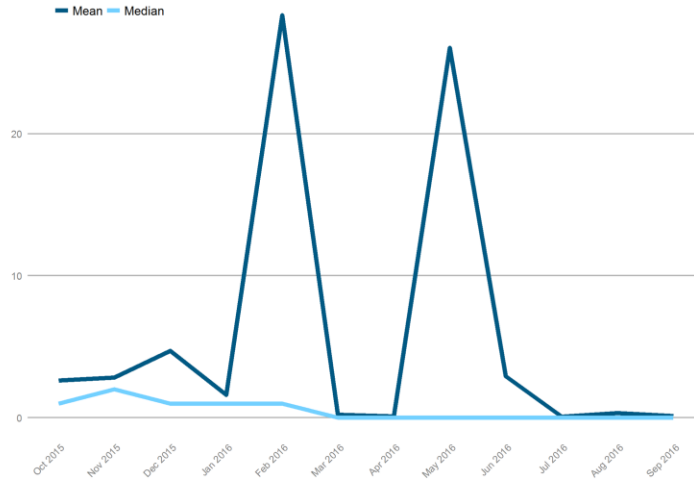
**Responsible: Organization:**  
Safety and Permits

**Data Source:** LAMA permitting  
and licensing database

**Definition:**  
*Respond:* complete a first  
inspection

## Construction dumpster complaints are generally resolved within one or two days

Construction Dumpster: Days to initial inspection



**Responsible Organization:**  
Safety and Permits

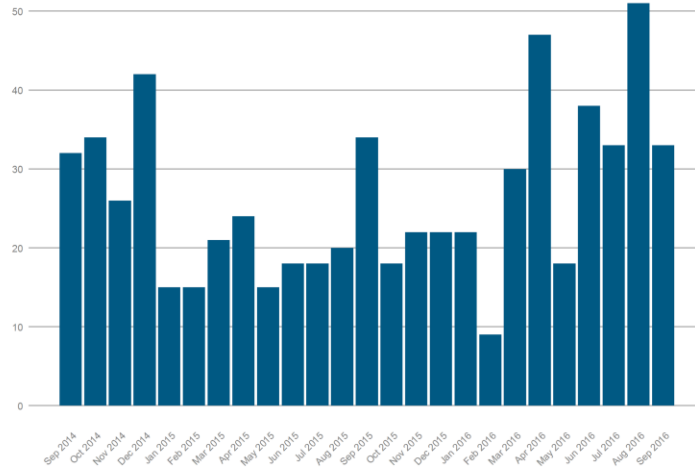
**Data Source:** LAMA permitting  
and licensing database

**Definition:**  
*Respond:* complete a first  
inspection

Number of cases filed in prior  
months has been revised to  
include cases without a  
complete initial inspections.  
These cases had been excluded  
from prior-month figures.

## Permit violations reported in LAMA dipped after reaching a two-year high in August

Working Without Permit: Violation cases filed by month

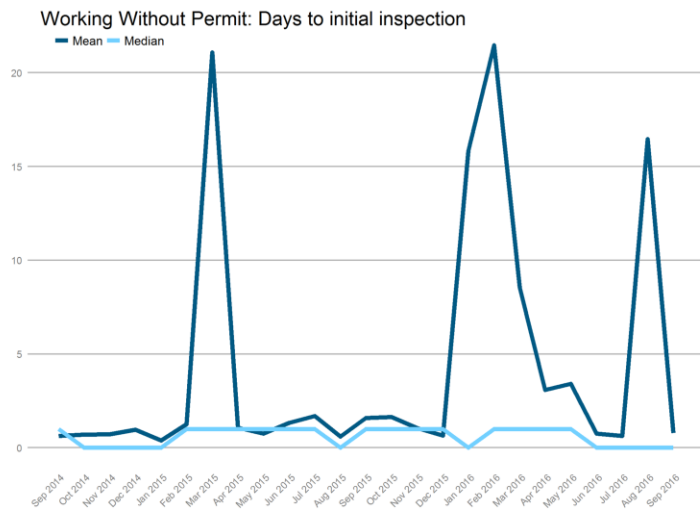


**Responsible Organization:**  
Safety and Permits

**Data Source:** LAMA permitting  
and licensing database

**Definition:**  
*Respond:* complete a first  
inspection

**Aside from outliers created by resolving longstanding open cases,  
time to inspect permit complaints has been less than three days**



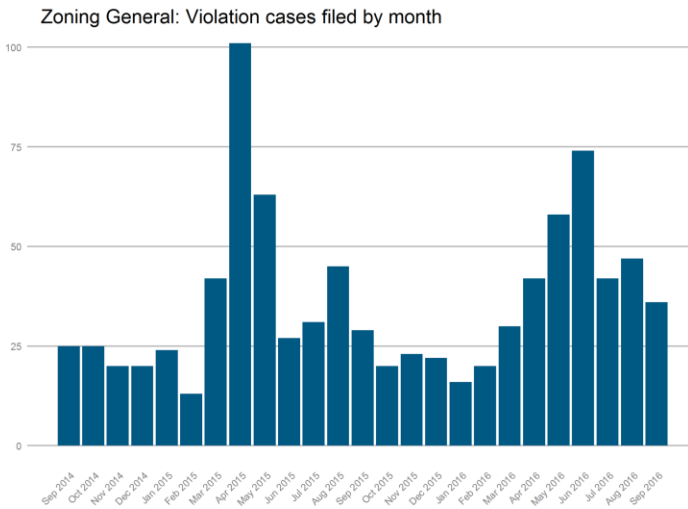
**Responsible Organization:**  
Safety and Permits

**Data Source:** LAMA permitting  
and licensing database

**Definition:**  
*Respond:* complete a first  
inspection

Number of cases filed in prior  
months has been revised to  
include cases without a  
complete initial inspections.  
These cases had been excluded  
from prior-month figures.

## The number of new violations reported as zoning general fell in September

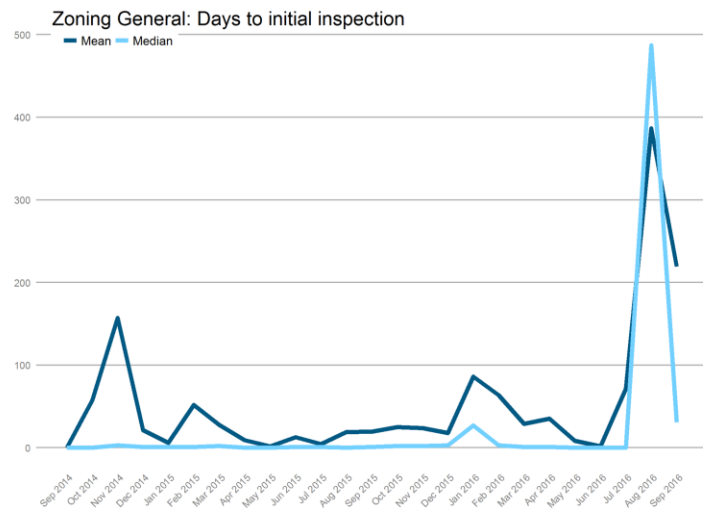


**Responsible Organization:**  
Safety and Permits

**Data Source:** LAMA permitting  
and licensing database

**Definition:**  
*Respond:* complete a first  
inspection

### Time for inspecting general zoning complaints has been distorted by resolving several old cases outstanding beyond 100 days



**Responsible Organization:**  
Safety and Permits

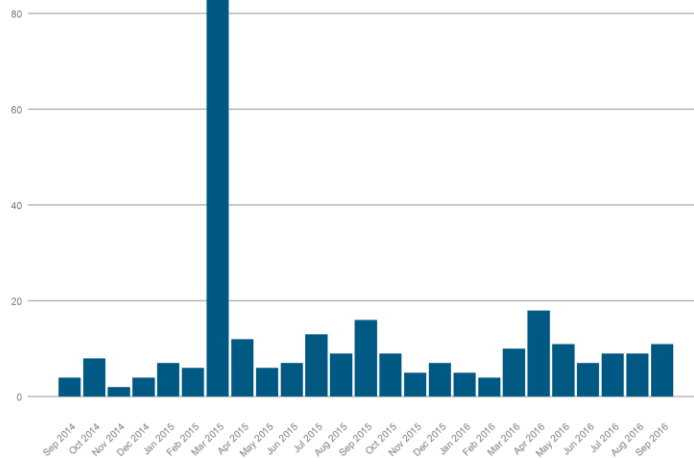
**Data Source:** LAMA permitting  
and licensing database

**Definition:**  
*Respond:* complete a first  
inspection

Number of cases filed in prior  
months has been revised to  
include cases without a  
complete initial inspections.  
These cases had been excluded  
from prior-month figures.

## Paving/parking complaints recorded in LAMA have recently trended around 10 violations per month

Zoning - Paving/Parking: Violation cases filed by month





**Responsible Organization:**  
Safety and Permits

**Data Source:** LAMA permitting  
and licensing database

**Definition:**  
*Respond:* complete a first  
inspection

### Time for inspecting paving/parking complaints was distorted by resolving several cases outstanding beyond 100 days

