



CITY OF NEW ORLEANS

QualityofLifeSTAT

February 19th, 2015
(Reporting Period: January 2014)

www.nola.gov/opa



QualityofLifeSTAT February 19th, 2015

Agenda

- Introduction and Announcements
- Open and Effective Government
- Sustainable Communities
- Public Safety
- Children and Families



Purpose and Scope

Purpose: The Landrieu Administration developed a strategic framework to map out the City's overall direction. The framework links services, programs, strategies, objectives, and goals to the City's mission, values, and vision, and incorporates performance measures to assess performance.

In QualityofLifeSTAT, City leaders and managers review key performance results related to citizens' quality of life. In order to improve results, City leaders and managers review and assess progress achieved, overall trend data, and the likelihood of meeting performance targets. For programs at risk of not meeting targets, leaders and managers identify prospects and tactics for performance improvement, and make adjustments to operational plans as needed. To account to citizens and Councilmembers for the spending of resources provided, QualityofLifeSTAT meetings are open to the public.

Scope: QualityofLifeSTAT focuses on Citywide topics that lead to a perception of neglect and are reported frequently to multiple sources (e.g. 311, Councilmembers, department heads, the NOPD, and at community meetings). QualityofLifeSTAT does not focus on performance managed in other STAT programs or initiatives, nor does it include in depth discussions of complaints about specific locations.

***Questions and Comments:** Index cards are available to the public at the sign-in table, which can be used to submit questions and comments or to report specific issues. Throughout the meeting, completed cards will be reviewed. General questions and comments may be discussed by the group and specific issues will be assigned to departments.*



311 Dashboard -

Request Closure Rate Biggest Challenge

Existing Onboarded Departments

Onboarding Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	Sanitation	Taxi	EMS
Timeliness to Close Requests (Closed cases meeting target > 80%, 50-80%, <50%)	95%	67%	79%	24%	71%	52%	55%	88%	57%	100%
Request Closure Rate (Closed Cases >= New Cases Yes/No)	N	N	N	Y	Y	Y	N	Y	N	N
Backlog to Closed Requests Ratio (<5, 5-7, >=8)	0.0	47.1	0.5	3.4	0.0	0.2	14.6	0.4	11.5	0.3

Department Adoption Rate

Adoption Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	Sanitation	Taxi	EMS
Current Month	68.00%	100.00%	100.00%	96.00%	100.00%	100.00%	100.00%	100.00%	82.00%	100.00%
90d Average	67.00%	100.00%	100.00%	97.00%	100.00%	100.00%	100.00%	100.00%	79.00%	100.00%
DAR Avg To-Date	82.00%	90.00%	96.00%	99.00%	91.00%	99.00%	99.00%	100.00%	90.00%	100.00%

Date	Responsible Party	Action Item	Status
8/21/14	A. Rogers	Ensure that Code Enforcement and the Taxicab Bureau establishes new point people to interface with the 311 team moving forward	The Taxicab Bureau established a new 311 point-of-contact, and Code Enforcement has hired a new person who can be their point person for 311.



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311 will further look into the EMS request closure rate to determine why they did not close out more 311 requests than came in for January.

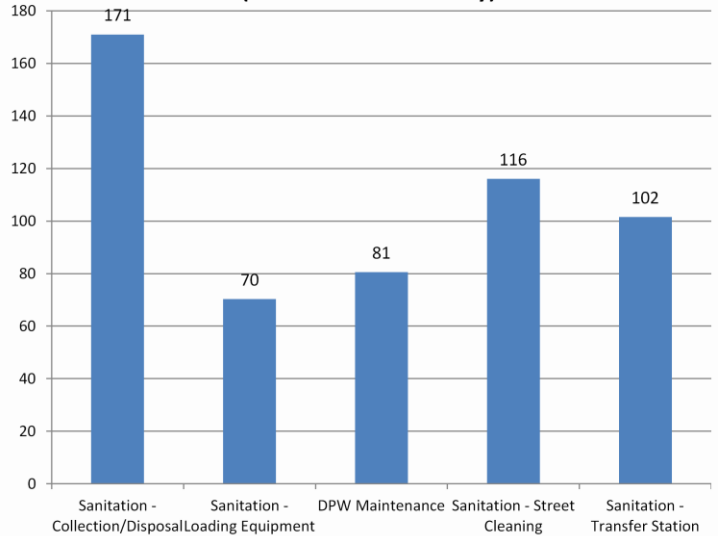
2015 Vehicle Orders – Parks & Parkways, Sanitation, and Public Works

Parks & Parkways	Not Ordered	Ordered
2 Forestry, 1 Grounds Maintenance	3	1
Forestry	3	
Grounds Maintenance	13	
Total	19	1

Publics Works Vehicle Orders	Not Ordered	Ordered
Maintenance	10	2
Program/Project Management and Engineering	5	
Signal Shop	7	
Ticket Writing	3	
Towing	2	
Truck Signal Shop	1	
Total	28	2

Sanitation Department Vehicle Orders	Not Ordered	Ordered
Collection/Disposal	8	3
Crew Transport only	1	
Equipment/Supply/Crew Transport	3	
Loading Equipment		3
Street Cleaning	2	3
Transfer Station	2	8
Total	16	17

Average Days to Expected Delivery
(Ordered Vehicles Only)*



*Chart excludes calculation for 1 Parks & Parkways vehicle for which the vendor hasn't provided expected delivery date yet.

Date	Responsible Party	Action Item	Status
2/19/15	P. Sullivan; E. Seling	Continue to develop bid specifications to order equipment necessary for Parks & Parkways, Sanitation, and Public Works to meet their targets.	Nine bids have been issued, with a total of 20 pieces of equipment ordered.



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The Emergency Maintenance Division is working in concert with the Service & Innovation Team to fulfill much-needed new vehicle order requests in 2015.

Responsible Organization:
Department of Public Works
(DPW)

Data Source:
DPW Maintenance Reports

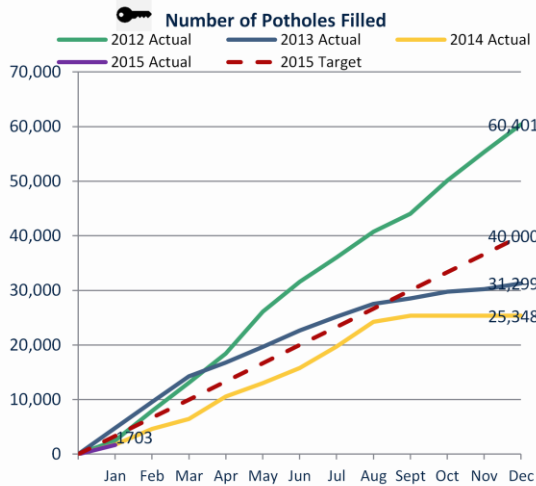
Related Strategy:
Maintain and improve road
surface infrastructure

Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

Key measure that
best indicates whether City
activities are achieving the
desired results

DPW began 2015 below pace towards its annual pothole target.



311 Pothole/Roadway Surface Repair Service Requests



2012		2013		2014		2015		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	Actual	Annual Target	Status
60,401	●	31,299	●	25,348	●	1,703	40,000	◆

Date	Responsible Party	Action Item	Status
2/19/15	M. Jernigan; P. Sullivan	Hire needed staff and order the vehicles necessary to achieve 2015 targets.	DPW is hiring 4 people, with plans to hire 6 more. 2 maintenance vehicles have been ordered, with more bid specifications under way.
2/19/15	M. Jernigan; K. Davis	Disaggregate more serious roadwork repairs where needed from the 311 pothole/roadway surface repair requests.	
2/19/15	K. Davis; L. Gardere; D. Galloway	Incorporate the City's street repair plans into the 311 knowledgebase to aid in prioritizing those not scheduled for repair .	



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DPW announced that their pothole killer is funded and should be operational by May.

Responsible Organization:
Department of Public Works

Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure

Note:
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.

All other DPW maintenance 311 service requests backlogs steady except for sidewalk repair.

Service Request (SR)	Open SRs (1/1)	New SRs	Closed SRs	Open SRs (1/31)	Δ from Prior Period	Avg. Age of Open SR	Avg. Days to Close
Manhole Cover Maintenance	214	13	14	213	<u>-1</u>	602	322
Road Shoulder Repair	324	9	5	328	<u>4</u>	608	51
Sidewalk Repair	863	32	14	881	<u>18</u>	652	46
Subsidence	515	33	35	516	<u>1</u>	300	219



Responsible Organization:
Department of Public Works


Data Source:
DPW Streetlights Monthly Report

Related Strategy:
Maintain and improve road surface infrastructure

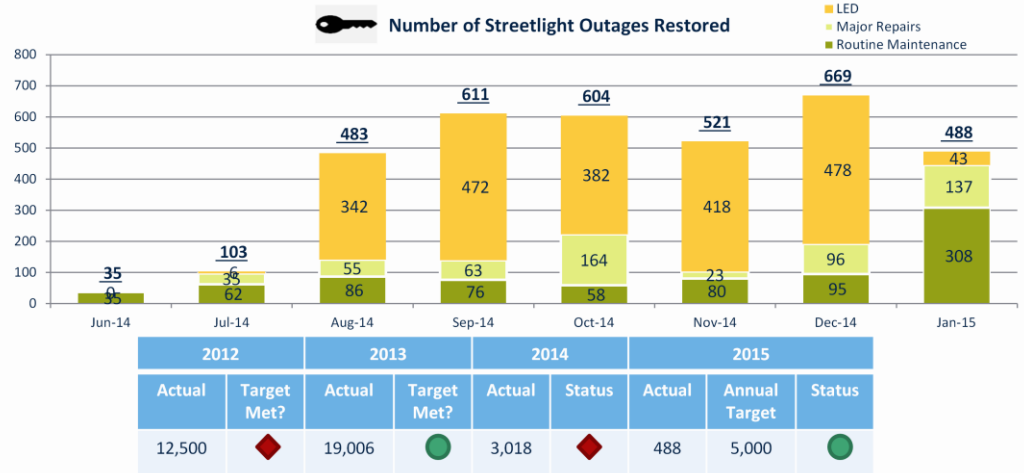
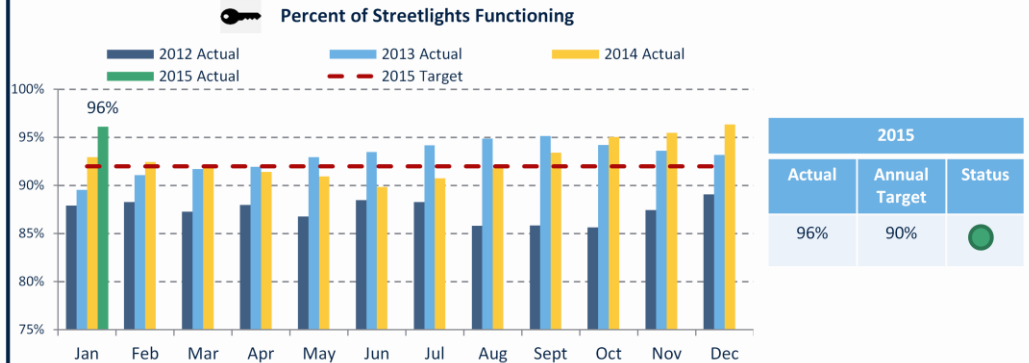
Note:
Excludes outages for Entergy-owned lights, which typically hovers around 100.

Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

96% of the streetlights in New Orleans were functional at the end of the month.



Responsible Organization:
Department of Public Works

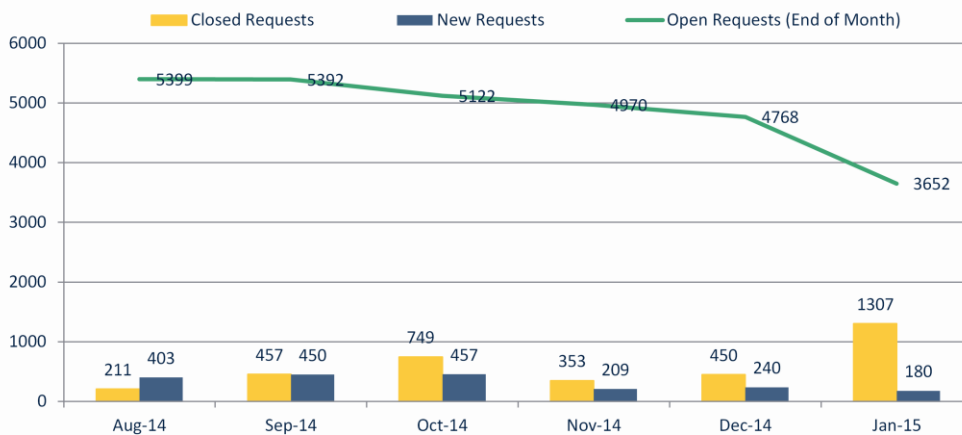
Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

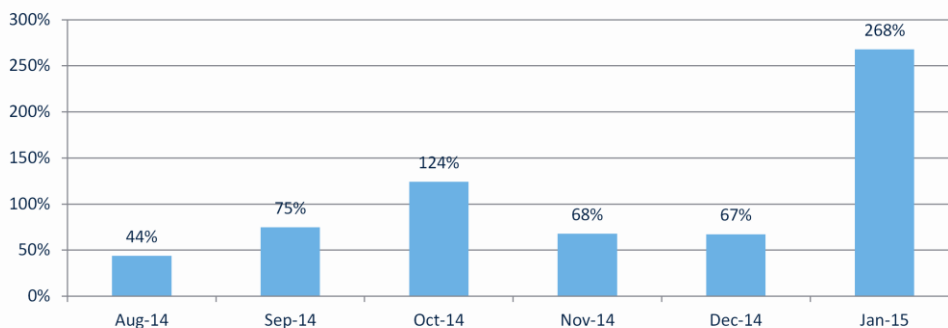
Notes:
In rare instances, a 311 service
request is reopened after being
previously closed. In such
cases, this may result in the
number of open requests not
tying exactly with the number
of closed and opened cases.

The backlog of 311 streetlight requests decreased substantially during the month.

311 Streetlight Service Requests



Closed 311 Requests as Percentage of All Outages Restored



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.

Target previously reported as 80%, rather than "establishing baseline," as reported in the budget.

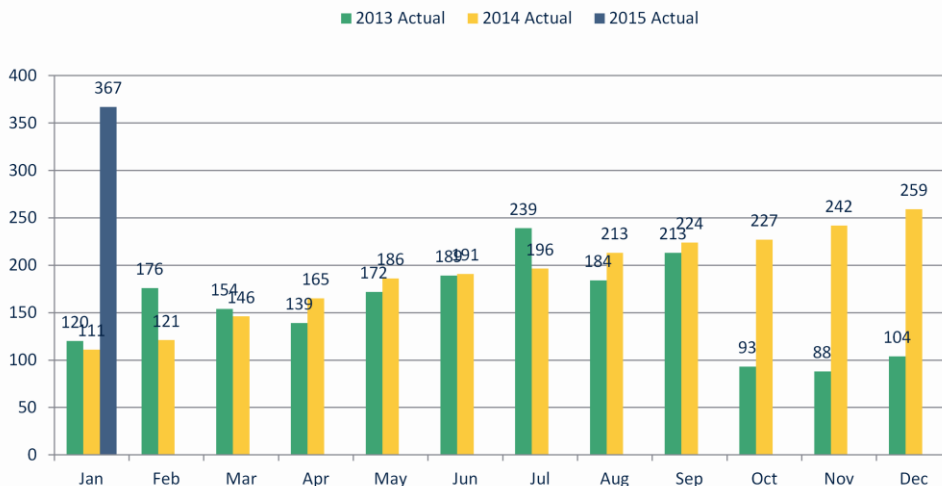
Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

Key measure that best indicates whether City activities are achieving the desired results

Due to DPW's closing of much of the old requests in its 311 street light backlog, the days to close spiked.

Average Days to Close 311 Streetlight Service Requests



Percent of 311 Streetlight Service Requests Closed within 90 Days

2013		2014		2015		
Actual	Target Met?	Actual	Status	Actual	Annual Target	Status
45%	-	27%	Establishing Baseline	6%	75%	◆



Responsible Organization:
Department of Public Works


Data Source:
311
DPW Maintenance Reports

Related Strategy:
Maintain and improve road
surface infrastructure

Notes:
In rare instances, a 311 service
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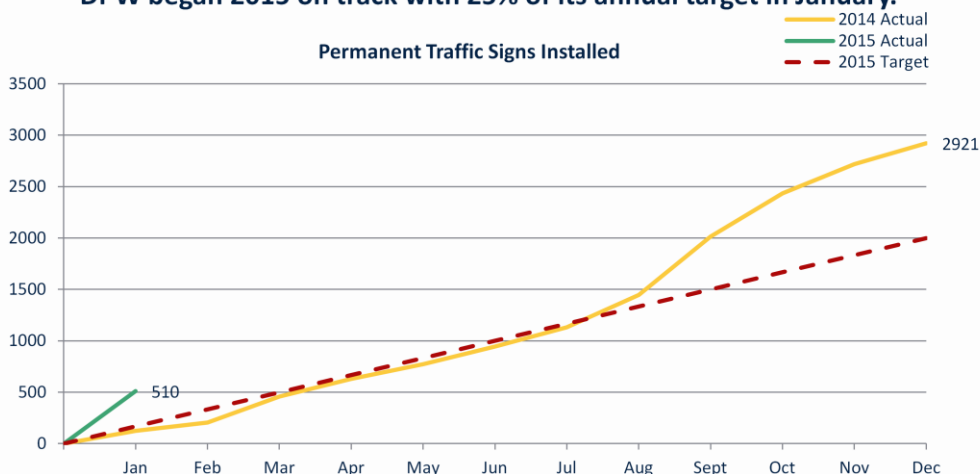
Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

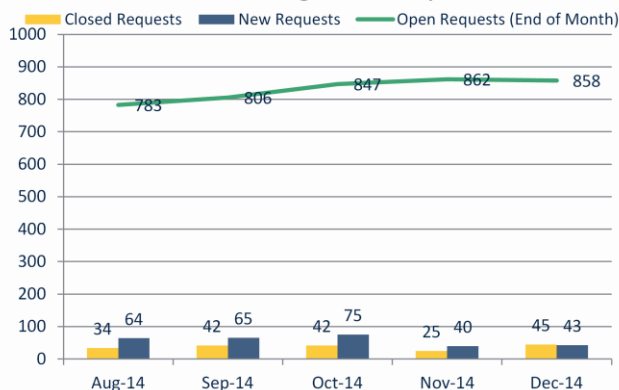
 Key measure that best
indicates whether City activities
are achieving the desired
results

DPW began 2015 on track with 25% of its annual target in January.

Permanent Traffic Signs Installed



311 Traffic Sign Service Requests



Number of Permanent Traffic Signs Installed

2014		2015		
Actual	Target Met?	Actual	Annual Target	Status
2,921	●	510	2,000	●



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Responsible Organization:
Department of Public Works

Data Source:
311
DPW Maintenance Reports

Related Strategy:
Maintain and improve road
surface infrastructure

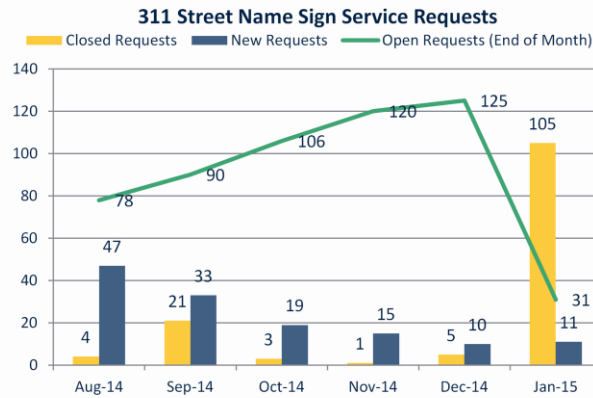
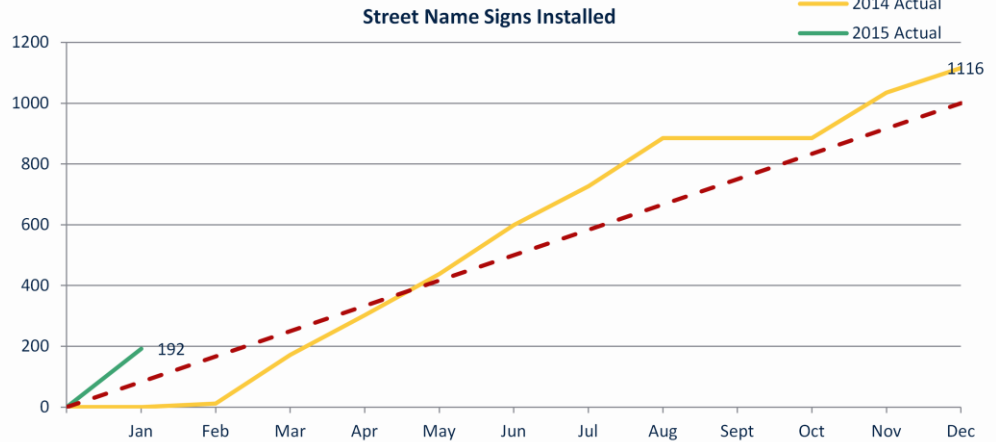
Notes:
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of closed and opened cases.

Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

Key measure that best
indicates whether City activities
are achieving the desired
results

DPW began 2015 on track towards meeting its annual target. The 311 backlog substantially decreased.



Key Number of Street Name Signs Installed

2014		2015		
Actual	Target Met?	Actual	Annual Target	Status
1,116	◆	192	1,000	●

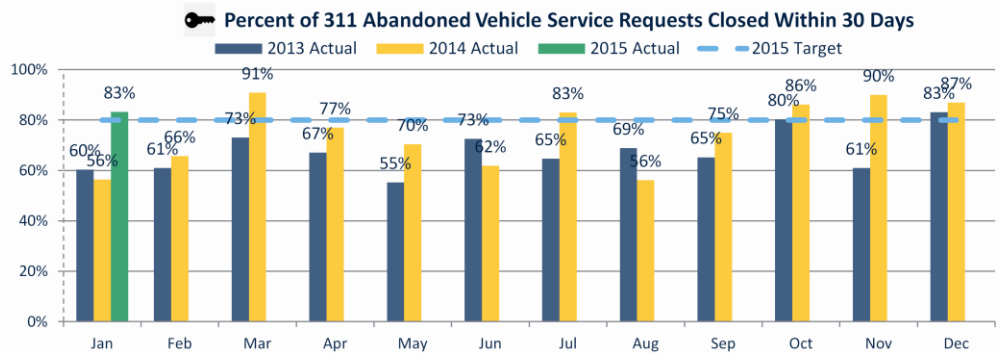
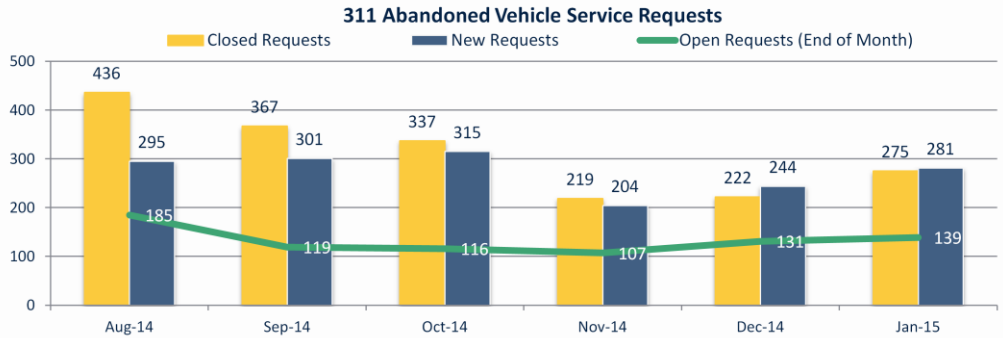
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Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality
Neighborhoods

The backlog of 311 abandoned vehicle service requests remained steady.



2013		2014		2015		
Actual	Target Met?	Actual	Target Met?	Actual	Annual Target	Status
67%	-	73%	⚠️	83%	≥ 80%	🟢



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Responsible Organization:
Department of Public Works
(DPW)


Data Source:
311
DPW Maintenance Reports

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

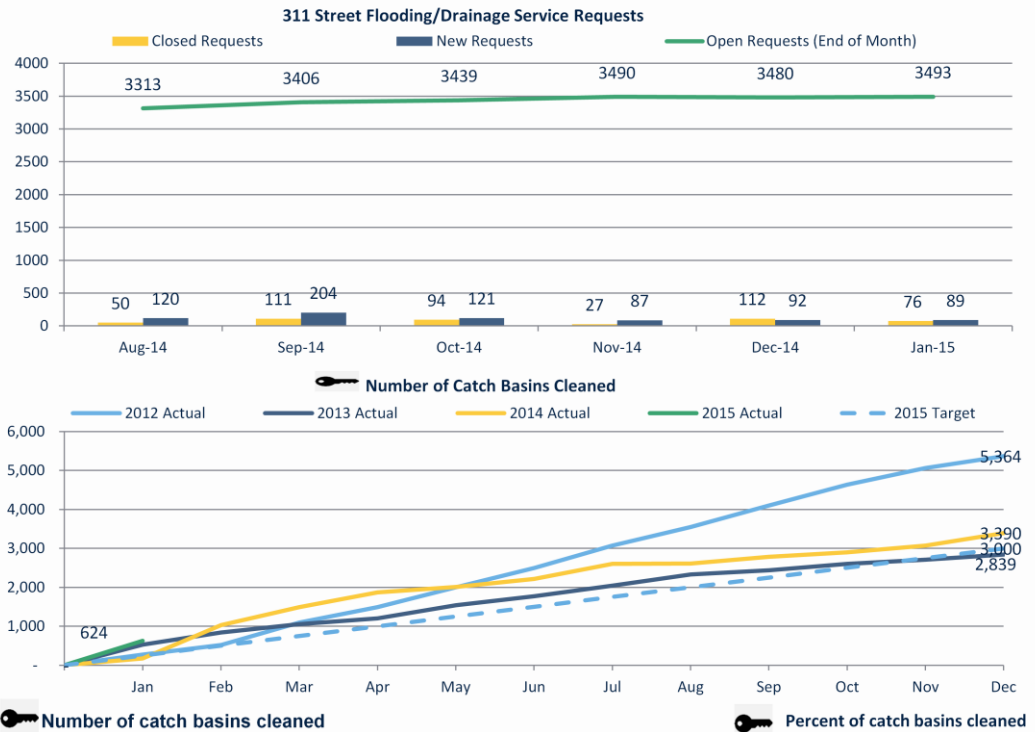
Note:
January and February data
was adjusted in March to
reflect catch basin data not
previously included in data
reports.

Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that
best indicates whether City
activities are achieving the
desired results

DPW began 2015 ahead of its annual catch basin target.



Number of catch basins cleaned

2012		2013		2014		2015		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	Actual	Annual Target	Status
5,364	●	2,708	▲	3,390	▲	624	3,000	●

Percent of catch basins cleaned

2015		
Actual	Annual Target	Status
0.9%	4.41%	●



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The City hopes to finish development on its Adopt-a-Catch-Basin app by April, which will allow citizens to clean and keep track of catch basins in their neighborhood.

Responsible Organization:
Sewerage and Water Board of
New Orleans (SWB)

Data Source:
Sewerage and Water Board of
New Orleans

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

Sewerage and Water Board of New Orleans Customer Service Report Indicators of Metric Results January 2015

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

Green = Favorable Variance

Yellow = Minimal Variance / No Action Recommended

Red = Unfavorable Variance - Action Recommended



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SWB plans to work with the City to develop a plan for an automated meter reading system that would enable the tracking of several other data points in addition to water usage.

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

Sewerage and Water Board of New Orleans Meters Read as a Percentage of Total Meters

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Read 98% or
more of meters each
month

**Currently Meeting
Goal:** Yes

**Process Operating
Within Control Limits:**
Yes

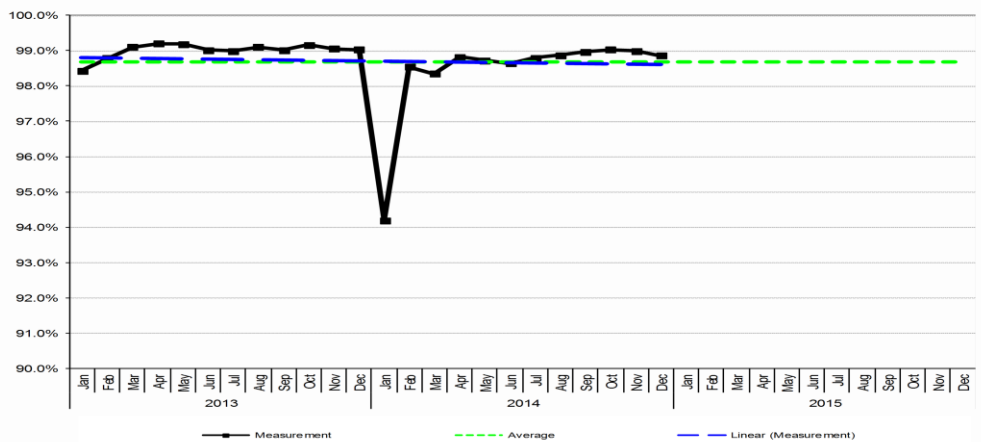
Trend: Level

Analysis

The purpose of the customer billing and collection processes is to collect revenues from customer accounts that are billed according to the service rules and are based upon accurate metered consumption. Obtaining an accurate reading is the first step in that process. Staff has maintained a reading rate near or above the goal since April 2010 except for two months affected by Hurricane Isaac in 2012 and a winter freeze in January 2014.

Plans for Improvement

Staff is working to reduce the number of estimated and erroneous readings. Also, the Automated Meter Reading pilot project is also intended to reduce the number of estimated and erroneous readings, as well as to reduce the cost of obtaining a validated reading.



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2013	98.4%	98.8%	99.1%	99.2%	99.2%	99.0%	98.8%	98.9%	99.0%	99.2%	99.1%
2014	94.2%	98.5%	98.3%	98.8%	98.7%	98.6%	98.8%	98.9%	99.0%	99.0%	99.0%
2015	98.2%										



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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

Sewerage and Water Board of New Orleans Bills Estimated as a Percentage of Total Bills

EUM Attribute:
Customer Satisfaction

Description: Provides reliable, responsive, and affordable services in line with explicit, customer-accepted service levels. Receives timely customer feedback to maintain responsiveness to customer needs and emergencies.

Constituency:
Customer Ratepayers

Objective: Provide Accurate
Bills

Goal: Bill Accounts
With Less Than 2%
Estimated

Currently Meeting
Goal: Close

Process Operating
Within Control Limits:
Yes

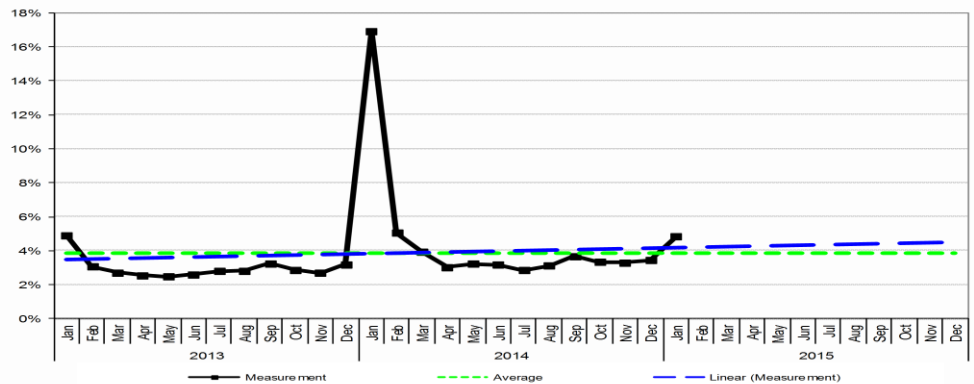
Trend: Level

Analysis

A bill is estimated if the meter is not read by the designated billing date. Bills are also estimated when a meter is read and the reliability of the reading is doubtful and the account is placed on an exception report. If the reading is not verified by the billing date, the bill will be estimated. Spikes in estimated bills usually occur when the Meter Reading department is unable to read a large section of meters during extreme weather.

Plans for Improvement

Current plans are focused on obtaining readings for accounts each month and verifying the reliability of each reading. Future plans will focus on advanced metering infrastructure that allows for readings to be obtained automatically several times daily.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2013	4.9%	3.1%	2.7%	2.6%	2.5%	2.6%	2.8%	2.8%	3.3%	2.9%	2.7%	3.2%
2014	16.9%	5.1%	3.9%	3.0%	3.2%	3.2%	2.8%	3.1%	3.7%	3.3%	3.3%	3.4%
2015	4.8%											



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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

Sewerage and Water Board of New Orleans Investigations from High Bill Complaints as a Percentage of Total Bills

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Reduce
percentage over time

**Currently Meeting
Goal:** No

**Process Operating
Within Control Limits:**
Yes

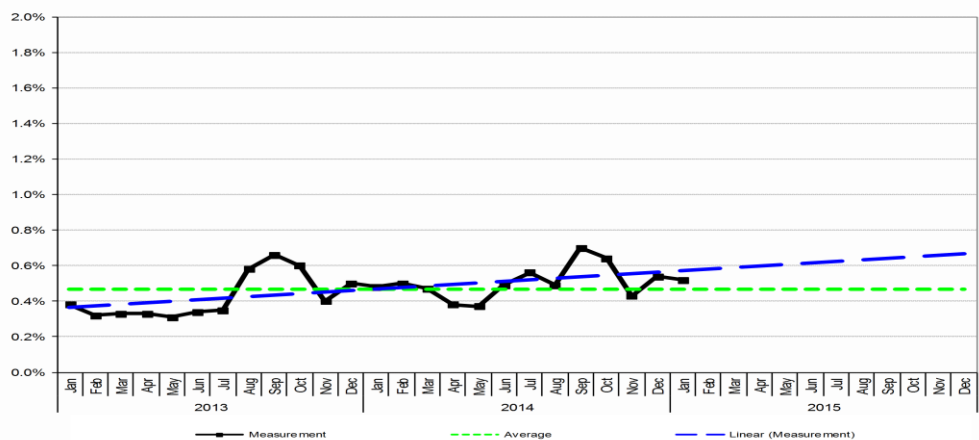
Trend: Unfavorable

Analysis

Customers request an investigation about their usage when the bill is higher than normal amounts. The higher billed amount may be due to: a leak; one or more estimated readings followed by an actual reading; an erroneous meter reading; or increased water, sewer, or sanitation rates. Before an adjustment can be made, an inspection of the meter and service line must be performed.

Plans for Improvement

Staff is working to reduce the number of estimated and erroneous readings. Also, the Automated Meter Reading pilot project is also intended to reduce the number of estimated and erroneous readings, as well as to reduce the cost of obtaining a validated reading.



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2013	0.4%	0.3%	0.3%	0.3%	0.3%	0.3%	0.4%	0.6%	0.6%	0.6%	0.4%
2014	0.5%	0.5%	0.5%	0.4%	0.4%	0.5%	0.6%	0.5%	0.7%	0.6%	0.4%
2015	0.5%										0.5%



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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

Sewerage and Water Board of New Orleans Bills Adjusted as a Percentage of Total Bills Computed

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Reduce
percentage over time

Currently Meeting Goal:
No

**Process Operating
Within Control Limits:**
Yes

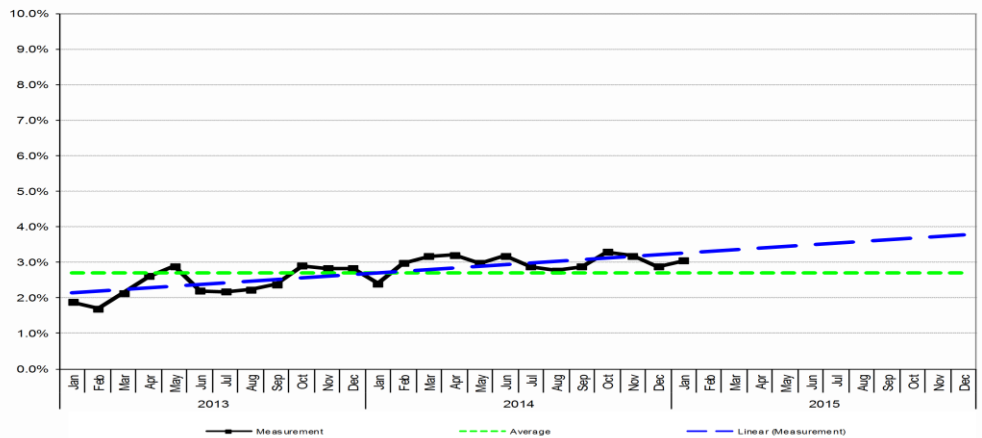
Trend: **Unfavorable**

Analysis

Customers request adjustments to their bill due to higher than normal amounts. The higher billed amount may be due to: a leak; one or more estimated readings followed by an actual reading; an erroneous meter reading; or increased water, sewer, or sanitation rates. Before an adjustment can be made, an inspection of the meter and service line must be performed.

Plans for Improvement

Staff is working to reduce the number of estimated and erroneous readings. Also, the Automated Meter Reading pilot project is also intended to reduce the number of estimated and erroneous readings, as well as to reduce the cost of obtaining a validated reading.



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2013	1.9%	1.7%	2.1%	2.6%	2.9%	2.2%	2.2%	2.2%	2.4%	2.9%	2.8%
2014	2.4%	3.0%	3.2%	3.2%	3.0%	3.2%	2.9%	2.8%	2.9%	3.3%	3.2%
2015	3.1%										2.9%



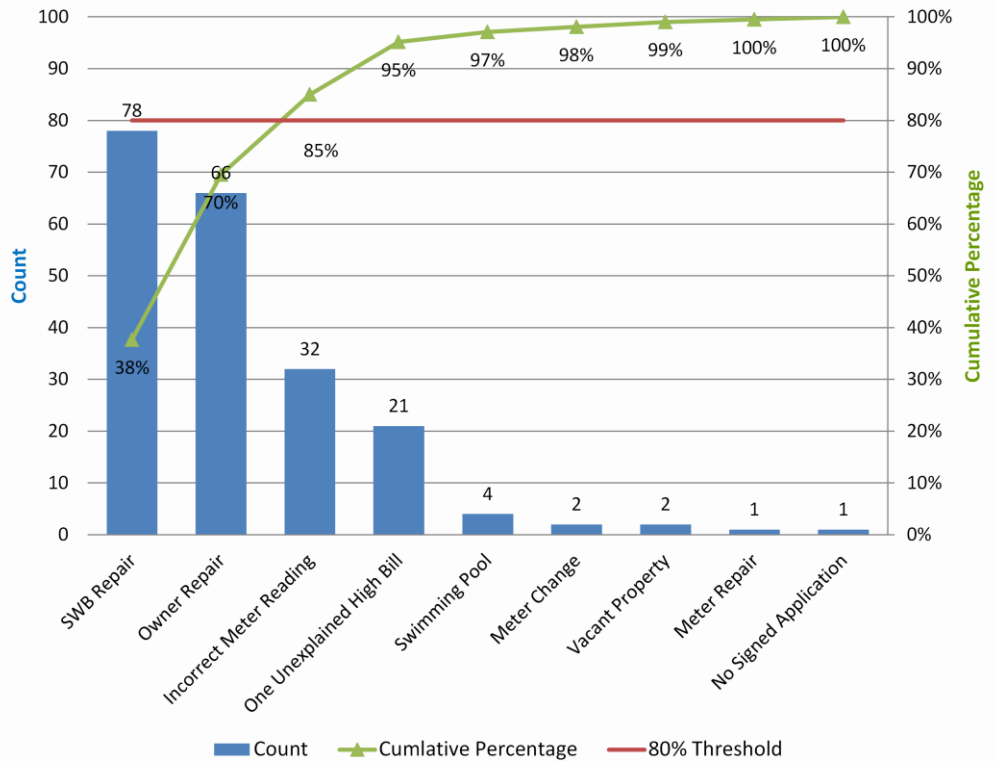
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Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Sewerage and Water Board of New Orleans Chart of Reasons for Adjustments January 2015



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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

Sewerage and Water Board of New Orleans Total Inbound Customer Contacts

Constituency:

**Customer
Ratepayers**

Currently Meeting

Goal: Close

**Objective: Provide Timely
Information and Respond
Promptly to Requests**

Process Operating

Within Control

Limits: Yes

**Goal: Reduce
Triggers of
Customer Calls**

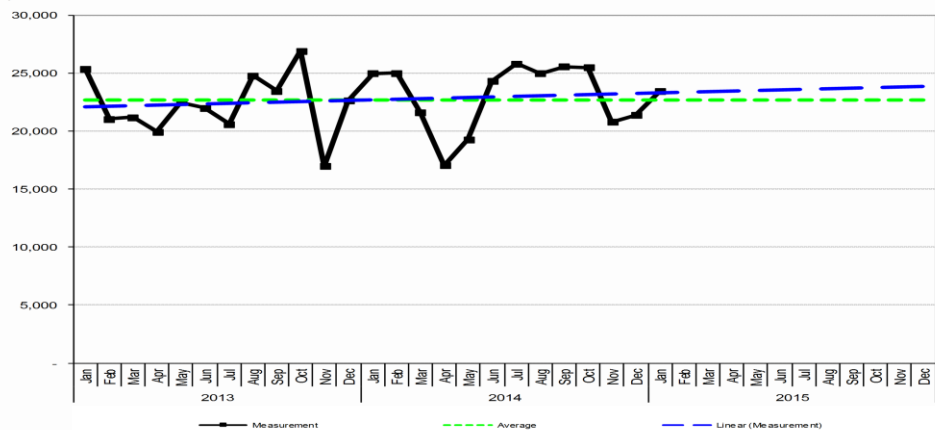
Trend: Close

Analysis

Customers contact the Sewerage and Water Board to start or end service; to request information about their bill; to report concerns about their water service, sewer connection, street flooding, or solid waste sanitation service; and other matters. The Call Center for emergency repairs is operated continuously, while the Call Center for billing and non-emergency issues is operated from 7 AM to 7 PM. Call volumes can vary significantly month to month.

Plans for Improvement

Staff is analyzing the events that trigger calls in order to determine methods to reduce the volume. Short term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2013	25,331	21,051	21,194	19,937	22,446	21,994	20,602	24,764	23,439	26,892	16,980	22,610
2014	24,945	24,992	21,579	17,032	19,276	24,315	25,800	24,967	25,532	25,467	20,775	21,366
2015	23,470											



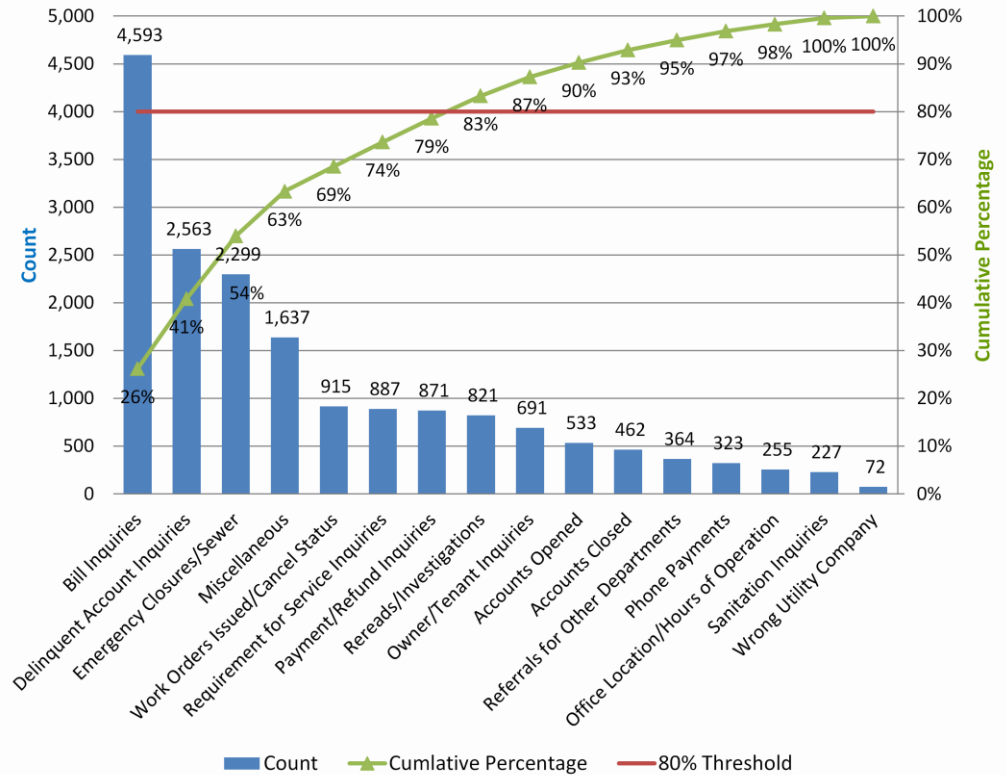
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Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Sewerage and Water Board of New Orleans Chart of Types of Customer Calls January 2015



QualityofLifeSTAT February 19th, 2015

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

Sewerage and Water Board of New Orleans Average Call Wait Time

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Reduce over
time

**Currently Meeting
Goal:** Yes

**Process Operating
Within Control Limits:**
Yes

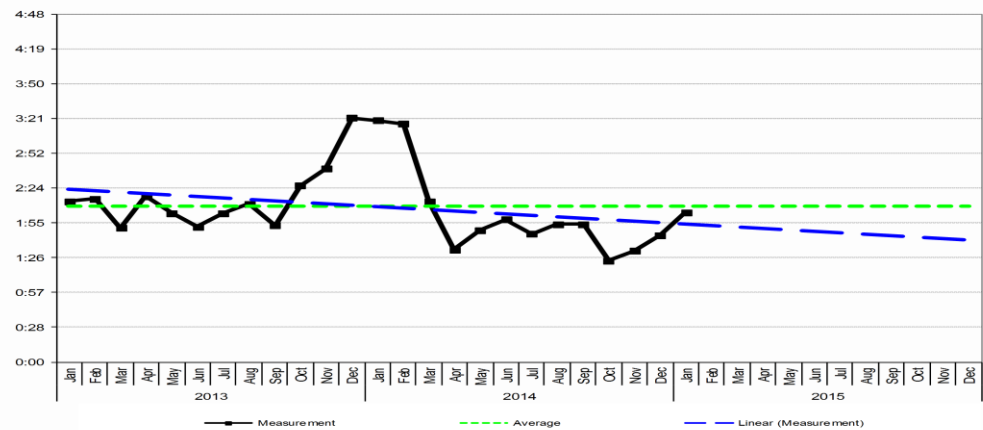
Trend: Favorable

Analysis

Customers contact the Sewerage and Water Board to start or end service; to request information about their bill; to report concerns about their water service, sewer connection, street flooding, or solid waste sanitation service; and other matters. The Call Center for emergency repairs is operated continuously, while the Call Center for billing and non-emergency issues is operated from 7 AM to 7 PM. Call volumes can vary significantly month to month.

Plans for Improvement

Staff is analyzing the events that trigger calls in order to determine methods to reduce the volume. Short term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2013	2:13	2:15	1:51	2:17	2:03	1:52	2:03	2:11	1:53	2:26	2:40
2014	3:20	3:17	2:13	1:33	1:49	1:58	1:46	1:54	1:54	1:24	1:32
2015	2:04										1:45



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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

Sewerage and Water Board of New Orleans Calls Abandoned by Customers as a Percentage of Total

Constituency:
Customer Ratepayers

**Objective: Provide Timely
Information and Respond
Promptly to Requests**

**Goal: Respond to calls
with less than 5%
abandoned**

Currently Meeting Goal:
Yes

**Process Operating
Within Control Limits:**
Yes

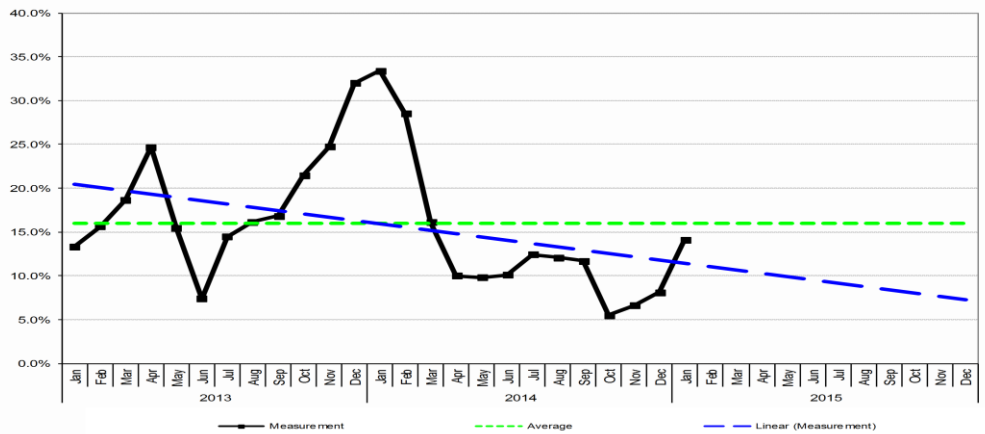
Trend: Favorable

Analysis

Customers abandon their call after waiting for an amount of time considered inconvenient, which varies from customer to customer. Some portion of the volume of abandoned calls is from customers calling and hanging up on multiple occasions.

Plans for Improvement

In order to resolve the significant increase in abandoned calls, additional employees have been hired and are being trained. Call rollover time has been reduced from 3 minutes to 20 seconds. Medium term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2013	13.3%	15.6%	18.7%	24.7%	15.4%	7.4%	14.5%	16.2%	16.8%	21.5%	32.0%
2014	33.4%	28.5%	16.1%	10.0%	9.8%	10.1%	12.4%	12.1%	11.7%	5.5%	6.6%
2015	14.1%										8.1%



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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

Sewerage and Water Board of New Orleans Emergency Calls Abandoned by Customers as a Percentage of Total Emergency Calls

Constituency:
Customer Ratepayers

Objective: Provide Timely
Information and Respond
Promptly to Requests

Goal: Respond to
calls with less than
5% abandoned

Currently Meeting
Goal: No

Process Operating
Within Control Limits:
Yes

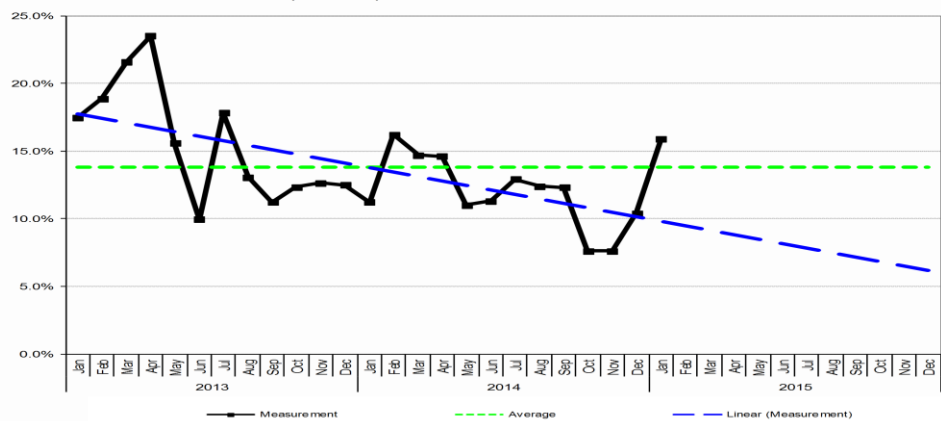
Trend: Favorable

Analysis

Customers abandon their call after waiting for an amount of time considered inconvenient, which varies from customer to customer. Some portion of the volume of abandoned calls is from customers calling and hanging up on multiple occasions. Staff is addressing this issue as a top priority. The telephone system was recently upgraded.

Plans for Improvement

In order to resolve the significant increase in abandoned calls, additional employees have been hired and are being trained. Call rollover time has been reduced from 3 minutes to 20 seconds. Scripts were created for more efficient handling of routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



Data Table												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2013	17.5%	18.9%	21.6%	23.5%	15.6%	10.0%	17.8%	13.1%	11.2%	12.3%	12.7%	12.5%
2014	11.2%	16.2%	14.7%	14.6%	11.0%	11.3%	12.9%	12.4%	12.3%	7.6%	7.6%	10.4%
2015	15.9%											



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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

Sewerage and Water Board of New Orleans Total Service Requests about Low Water Pressure

Constituency:

Customer
Ratepayers

Currently Meeting

Goal: Yes

Objective: Provide Timely
Information and Respond
Promptly to Requests

Process Operating
Within Control

Limits: Yes

Goal: Reduce
Number of Service
Requests

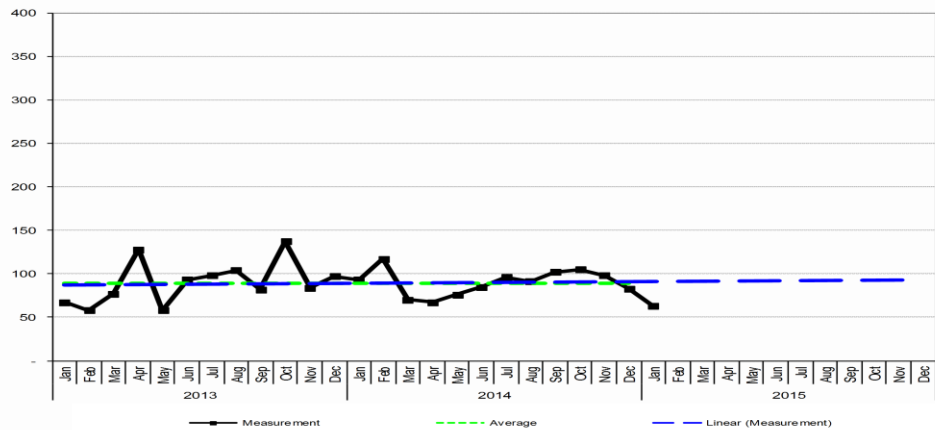
Trend: Level

Analysis

Customers contact the Sewerage and Water Board to request resolution to low water pressure. System pressure can be impaired by power failures at the treatment plants, by water main breaks, and by certain types of repair activities.

Plans for Improvement

Staff continues to make repairs to the water system to reduce the number of occasions of low pressure.



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2013	67	58	77	128	58	93	98	104	82	137	84
2014	93	117	70	67	76	85	96	91	102	105	98
2015	63										97



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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

Sewerage and Water Board of New Orleans Total Service Requests for Water System Leaks

Constituency:

**Customer
Ratepayers**

Currently Meeting

Goal: Yes

**Objective: Provide Timely
Information and Respond
Promptly to Requests**

**Process Operating
Within Control
Limits: Yes**

**Goal: Reduce
Number of Service
Requests**

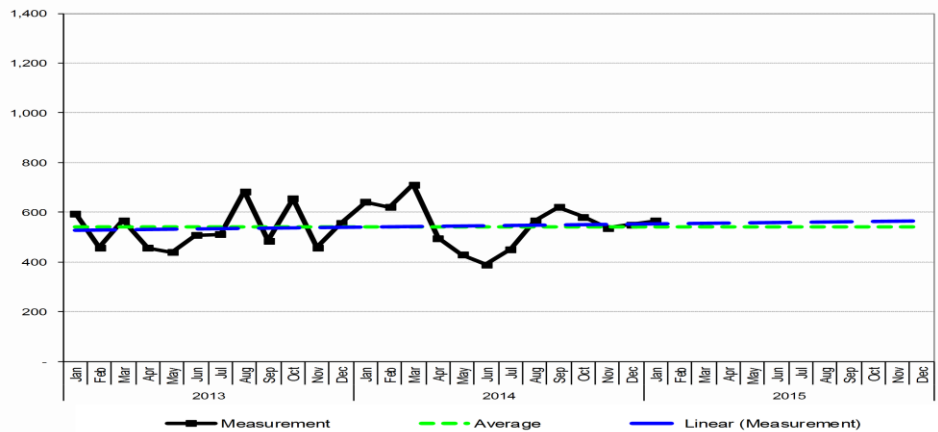
Trend: Level

Analysis

Customers contact the Sewerage and Water Board to request repairs to leaking mains, services and fire hydrants.

Plans for Improvement

Staff is working with FEMA to expand beyond point repairs to line replacements for water mains with high frequency of failure.



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2013	594	457	567	456	439	508	511	683	485	654	457
2014	641	621	711	495	428	390	451	565	621	581	536
2015	566										551



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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

Sewerage and Water Board of New Orleans Total Service Requests for Sewer System Leaks

Constituency:

**Customer
Ratepayers**

Currently Meeting

Goal: Yes

**Objective: Provide Timely
Information and Respond
Promptly to Requests**

**Process Operating
Within Control
Limits: Yes**

**Goal: Reduce
Number of Service
Requests**

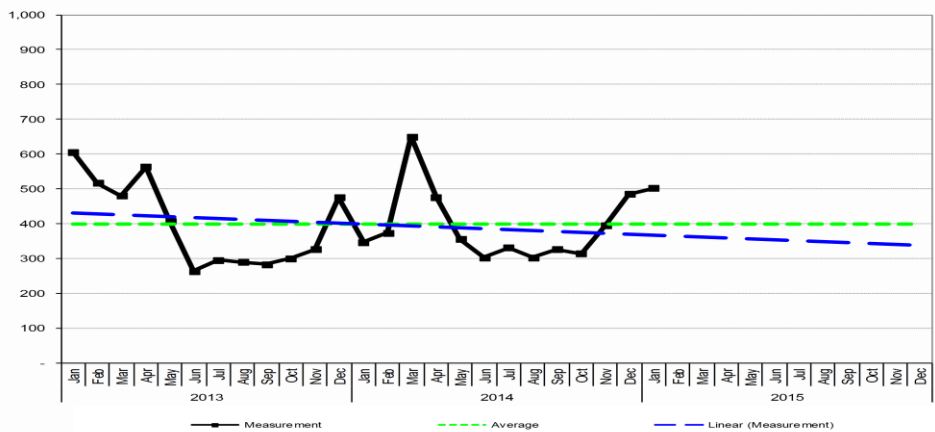
Trend: Favorable

Analysis

Customers contact the Sewerage and Water Board to request repairs to leaking sewer collection mains and service lines.

Plans for Improvement

Staff has recently expanded the use of Networks Department field staff focused on sewer system repairs.



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2013	604	516	480	563	406	264	295	289	283	300	326
2014	346	374	650	476	355	302	331	302	326	314	394
2015	502										



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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

Sewerage and Water Board of New Orleans Total Accounts Turned Off for Non-Payment

Constituency:
Customer
Ratepayers

Currently Meeting
Goal: Not
Applicable

Objective: Ensure
Collection of Payments for
Services Provided

Process Operating
Within Control
Limits: Yes

Goal: None
Established

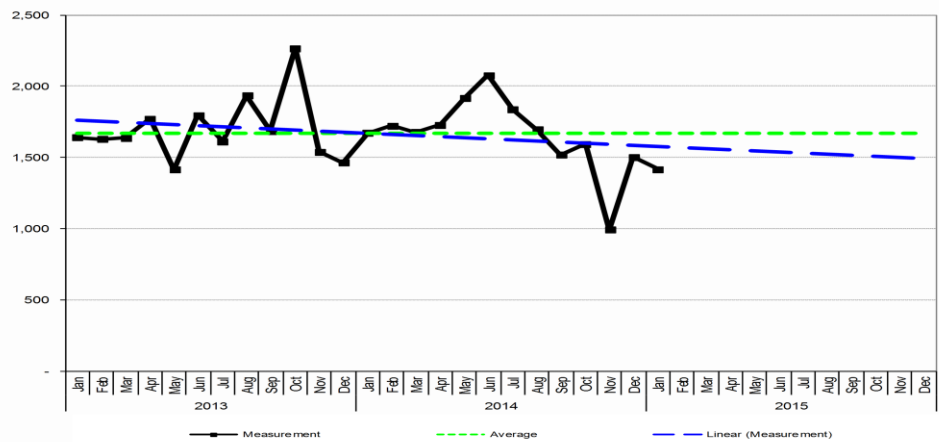
Trend: Favorable

Analysis

Customers accounts are turned-off for non-payment for balances more than \$50 and over sixty days past due.

Plans for Improvement

Staff is monitoring the number of accounts turned-off for non-payment to determine trend directions. No actions are contemplated at this time.



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Dec
2013	1,641	1,628	1,638	1,770	1,415	1,795	1,613	1,932	1,687	2,265	1,540
2014	1,670	1,723	1,675	1,727	1,915	2,077	1,836	1,694	1,518	1,594	993
2015	1,417										1,502



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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

Sewerage and Water Board of New Orleans Water and Sewer Receivables 30 to 120 Days Old

EUM Attribute:
Financial Viability

Description: Establishes and maintains an effective balance
between long-term debt, asset values, operations and
maintenance expenditures, and operating revenues

Constituency:
Customer Ratepayers

Objective: Efficient use of
resources in providing
services

Goal: None
established

**Currently Meeting
Goal:** Not Applicable

**Process Operating Within
Control Limits:** Yes

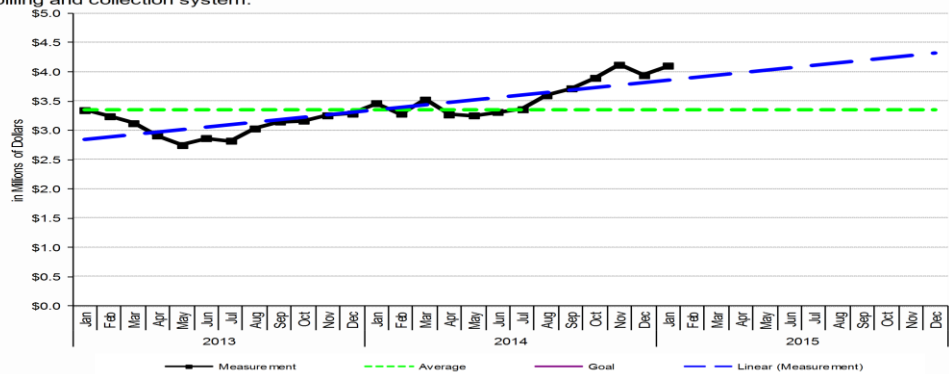
Trend: Level, when
adjusted for rate
increases.

Analysis

Water and sewer accounts receivable that are 30 to 120 days old are handled by internal staff using service disconnection. When those accounts are turned-off and final bills sent, the remaining balances after 30 days are sent to a collection agency. The uncollectable balances for 2007 and 2008 were higher than normal due to accounts that remained open for vacated facilities and were written off in 2011 and 2012, .

Plans for Improvement

It appears that the higher post-Katrina accounts receivable balances have been resolved through standard collection practices and that annual collection rates now exceed 98% of annual billings. Staff intends to use standard process improvement methods to continue collection practices pending implementation of new billing and collection system.



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2013	\$ 3.348	\$ 3.243	\$ 3.127	\$ 2.907	\$ 2.748	\$ 2.860	\$ 2.819	\$ 3.031	\$ 3.149	\$ 3.161	\$ 3.258
2014	\$ 3.458	\$ 3.280	\$ 3.524	\$ 3.271	\$ 3.249	\$ 3.314	\$ 3.361	\$ 3.598	\$ 3.715	\$ 3.893	\$ 4.122
2015	\$ 4.104										



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Sewerage and Water Board of New Orleans

Water and Sewer Receivables 120 Days and Older

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

EUM Attribute:
Financial Viability

Description: Establishes and maintains an effective balance
between long-term debt, asset values, operations and maintenance
expenditures, and operating revenues

Constituency:
Customer
Ratepayers

Objective: Efficient use of
resources in providing services

Goal: None established

Currently Meeting
Goal: Not Applicable

Process Operating
Within Control Limits:
Yes

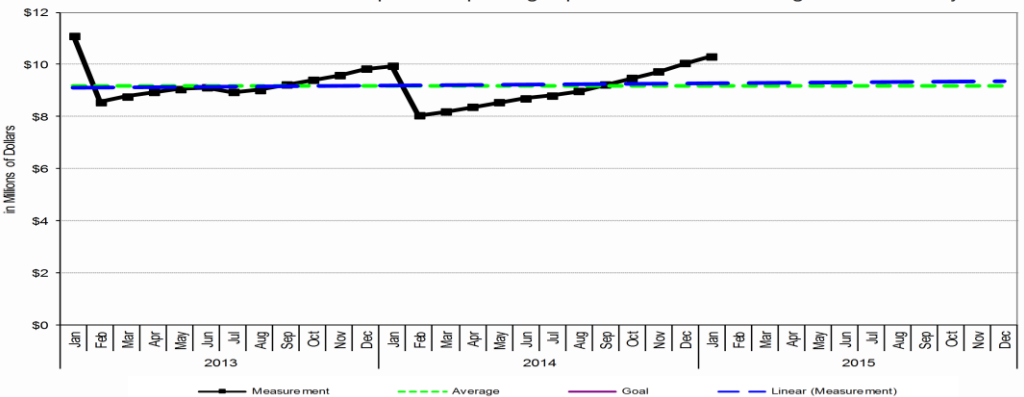
Trend: Level

Analysis

Water and sewer accounts receivable that are 120 days and older are handled by a collection agency. When those accounts remain uncollected after three years, the balances are written off as part of an annual process. The uncollectable balances for 2007 and 2008, which were written off early in 2011 and 2012, were higher than normal due to accounts that remained open post-Katrina for residences and businesses but were not occupied.

Plans for Improvement

It appears that the higher post-Katrina accounts receivable balances have been resolved through standard collection practices and that annual collection rates now exceed 98% of annual billings. Staff intends to use standard process improvement methods to continue collection practices pending implementation of new billing and collection system.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2013	\$ 11.104	\$ 8.552	\$ 8.766	\$ 8.928	\$ 9.055	\$ 9.113	\$ 8.939	\$ 9.029	\$ 9.224	\$ 9.398	\$ 9.585	\$ 9.839
2014	\$ 9.946	\$ 8.032	\$ 8.185	\$ 8.360	\$ 8.536	\$ 8.694	\$ 8.807	\$ 8.977	\$ 9.218	\$ 9.478	\$ 9.728	\$ 10.046
2015	\$ 10.317											



Responsible Organization:
Department of Parks and Parkways

Data Source:
Department of Parks and Parkways

Related Strategy:
Protect and preserve parks and other green spaces

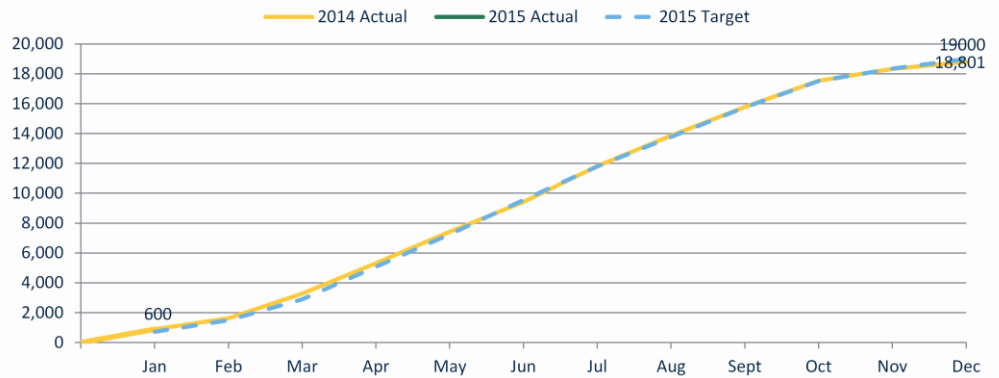
Notes:
This is a seasonal measure, as peak mowing season begins in the summer.

Legend:

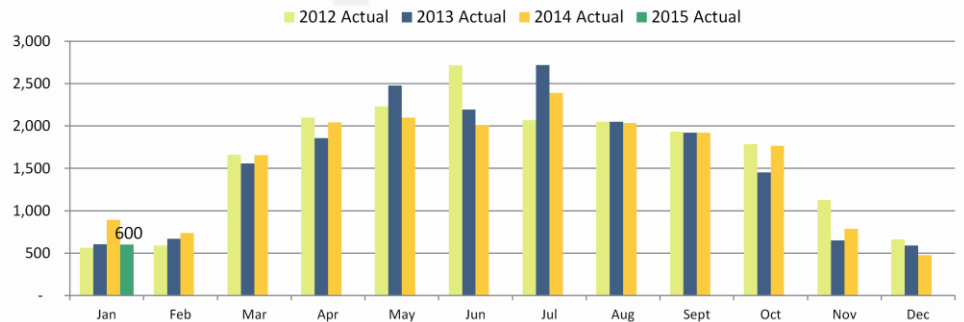
- On Target
- ▲ Within 10% of Target
- ◆ Off Target

Key Key measure that best indicates whether City activities are achieving the desired results

Number of Acres Mowed



Number of Acres Mowed by Month



2012		2013		2014		2015		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	Actual	Annual Target	Status
19,485	●	18,153	●	18,801	▲	600	19,000	◆



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

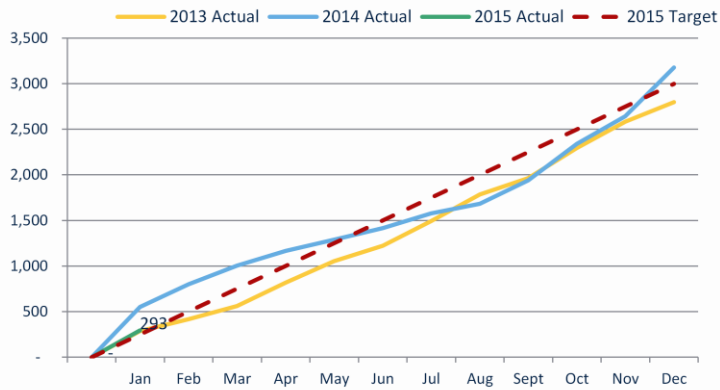
Note:
Forestry work orders represent
the actual work completed within
a tree "work order."

Excludes stumps, which are done
intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

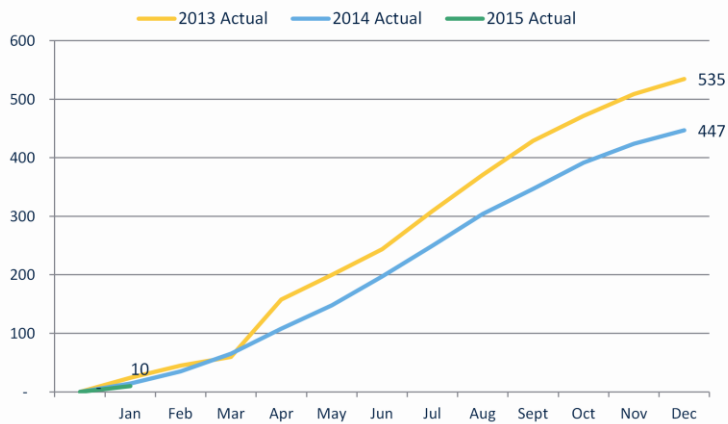
Parks and Parkways began the year ahead of its trims and removals target.

Number of Trims and Removals Completed



2015		
Actual	Annual Target	Status
293	3,000	●

Number of Emergency Tree Requests Completed



2015	
Actual	Annual Target
10	Management Statistic



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Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

Definitions:

Emergency: Any tree work
order that is deemed a
threat to public safety,
and/or interferes with an
ongoing construction
project or special event.

Non-Emergency: Any tree
work order that is not
deemed an emergency.

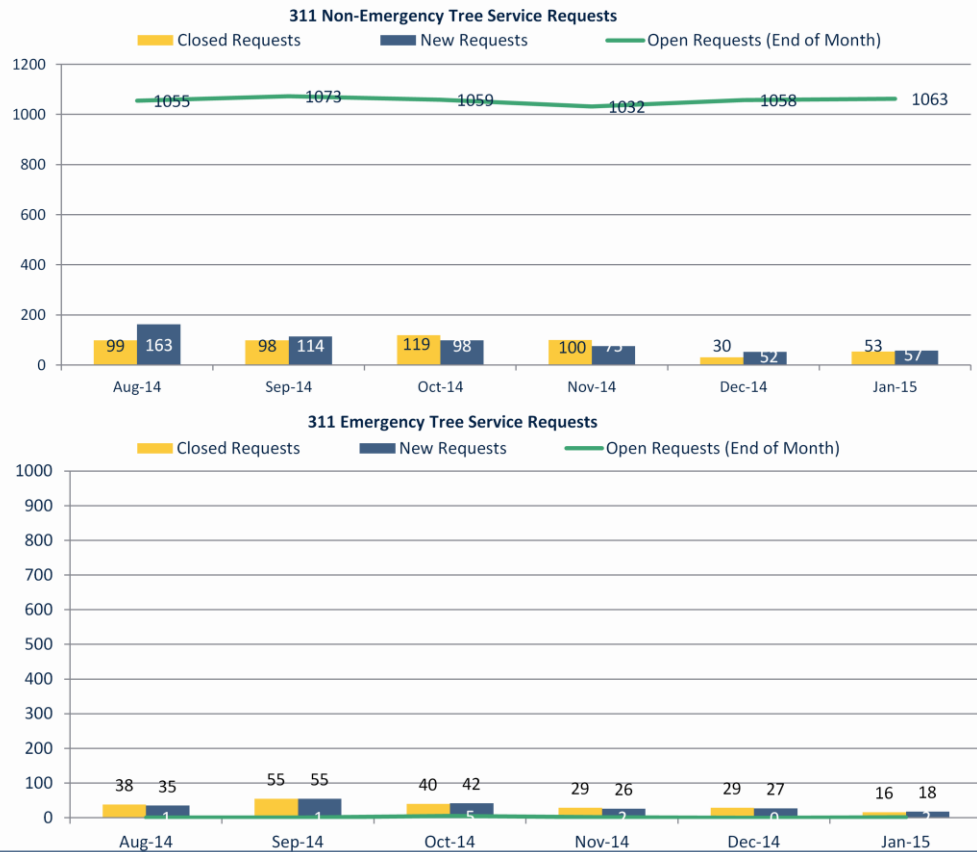
Related Strategy:

Protect and preserve parks
and other green spaces

Note:

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.

The backlog of 311 non-emergency tree service requests, as well as 311 emergency requests remained stable.



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Responsible Organization:
Department of Parks and Parkways

Data Source:
311

Related Strategy:
Protect and preserve parks and other green spaces

Note:
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.

The other Parks and Parkways 311 service requests were all closed at the end of the month.

Service Request (SR)	Open SRs (1/1)	New SRs	Closed SRs	Open SRs (1/31)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Grass Service	0	3	3	0	0	0	0
Park Maintenance	0	1	1	0	0	0	0



Responsible Organization:
Department of Sanitation
Department of Parks and
Parkways

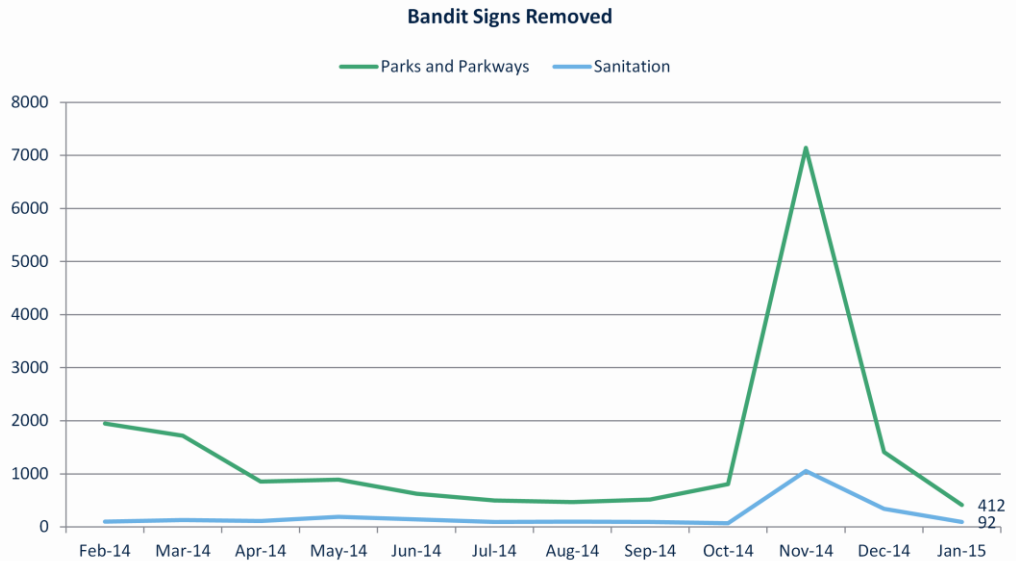
Data Source:
Department of Sanitation
Department of Parks and
Parkways

Definition:
Bandit sign: A flyer or
advertisement posted on a
public row in an unauthorized
location.

Related Strategies:
Provide effective sanitation
services to residents and
businesses
Protect and preserve parks
and other green spaces

Note:
Bandit sign spike in November
due to election signs.

The City continues to reduce the number of bandit signs in public right-of-ways.



Action Items

Date	Responsible Parties	Action Item	Due	Status
7/12/12	E. Delarge, D. Macnamara, C. Sylvain-Lear; J. Williams	Pursue civil actions against repeat bandit sign offenders	Ongoing	The City continues to enforce City Codes regarding bandit signs.
8/21/14	C. Sylvain-Lear	Publish a press release touting the City's success in - and continued intent to prosecute repeat bandit sign offenders	9/18/14	Sanitation sent a draft to Communications and is currently awaiting their approval to publish. Sent follow-ups to Communications on 11/4/14 and 1/13/15.



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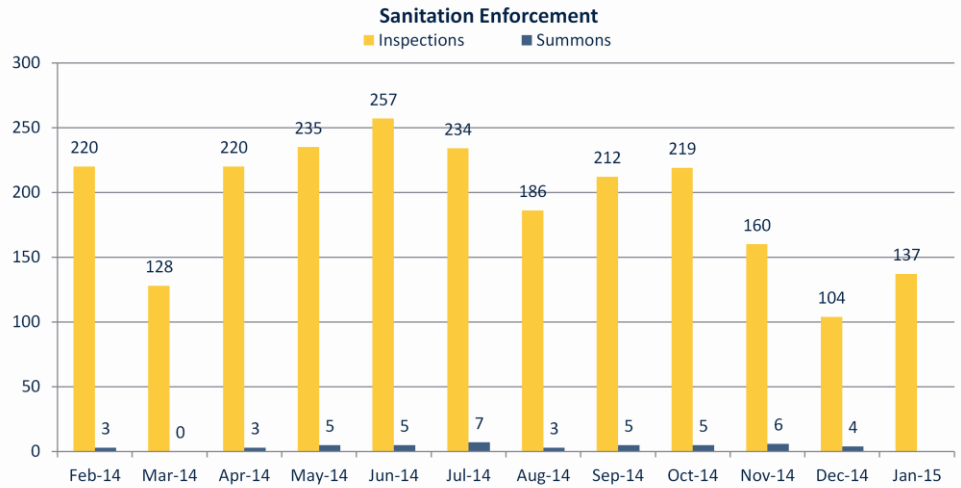
Responsible Organization:
Department of Sanitation
New Orleans Police Department

Data Source:
Department of Sanitation

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

Related Strategy:
Provide effective sanitation services to residents and businesses

Sanitation inspections increased from December to January; No summons, due to transfer of previously embedded NOPD Quality of Life officer.



Action Items

Date	Responsible Parties	Action Item	Status
3/14/2014	D. Macnamara	Research feasibility of utilizing cameras and electronic processing of citations	Once Sanitation Rangers are allowed to issue citations, (per the action item below), Law can move forward with this.
7/1/2014	E. Williams, C. Sylvain-Lear; M. Torri	Draft procedures for review and approval to allow tickets to be issued and administrative hearings conducted for Quality of Life violations.	House Bill 940 was approved. Sanitation is working with the Law Department to develop an implementation plan.
3/20/2014	E. Kerkow; C. Sylvain-Lear; D. MacNamara	Place cameras in spots with frequent illegal dumping	Sanitation partnered with the Mosquito, Termite, & Rodent Control Board to place cameras at two illegal dumping hot spots. They have identified additional illegal dumping hot spots to install more cameras.



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Responsible Organization:
Department of Sanitation

Data Source:
Department of Sanitation

Related Strategy:
Provide effective sanitation services to residents and businesses

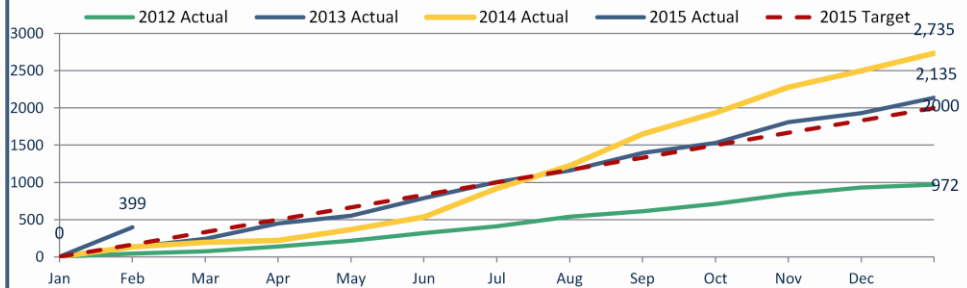
Legend:



 Key measure that best indicates whether City activities are achieving the desired results

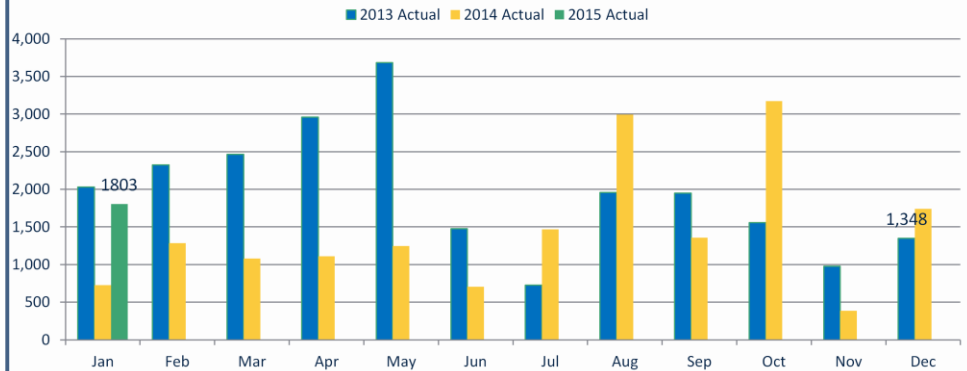
Sanitation began 2015 above pace towards its annual target.

 Number of Illegal Dumping Sites Cleared



2012		2013		2014		2015		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	Actual	Annual Target	Status
972	●	2,135	●	2,735	●	399	1,000	●

Tires Removed



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Sanitation was able to obtain a permit that allows them to pick up more than 20 tires at a time, per the recently changed requirements of the Louisiana Department of Environmental Quality.

Responsible Organization:
Department of Sanitation

Data Source:
Department of Sanitation
311

Related Strategy:
Provide effective sanitation services to residents and businesses

Note:
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.

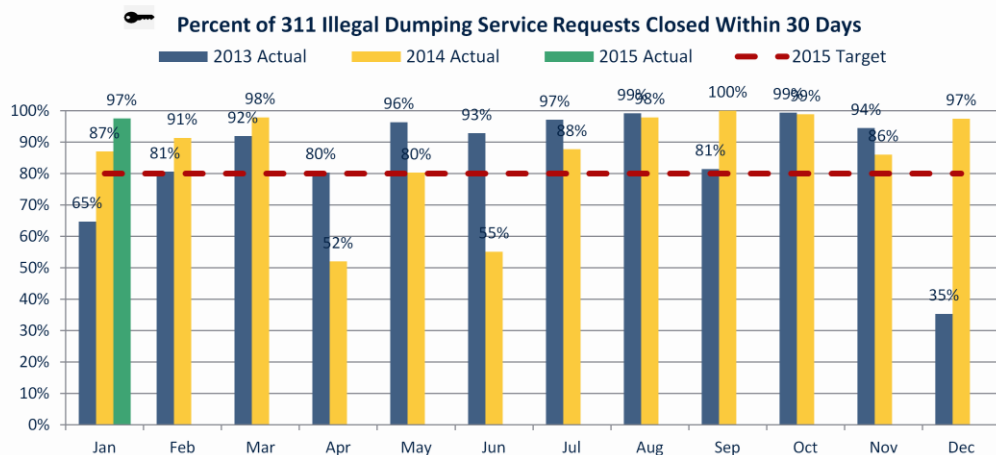
“Tires removed” indicates the number of dumped tires the vendor transports from the City facility that had previously been collected Sanitation. Consequently, this figure does not always reflect the exact amount collected from illegal dumping sites during a given month.

Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

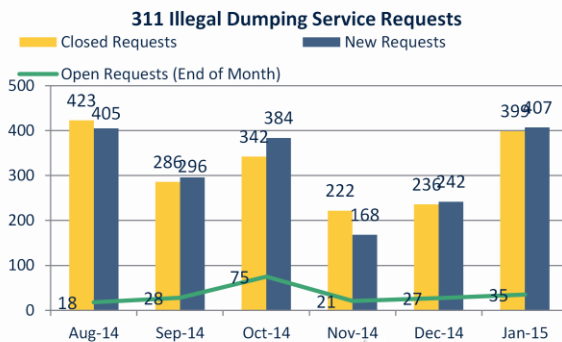
Key Key measure that best indicates whether City activities are achieving the desired results

Sanitation was ahead of its target on 311 illegal dumping timeliness.



Percent of Illegal Dumping Service Requests Closed within 30 Days

2014		2015		
Actual	Status	Actual	Annual Target	Status
91%	●	97%	80%	●



QualityofLifeSTAT February 19th, 2015 40

Responsible Organization:
Department of Sanitation vendors

Data Source:
Sanitation Department
311

Related Strategy:
Provide effective sanitation services to residents and businesses

Note:
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.

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.

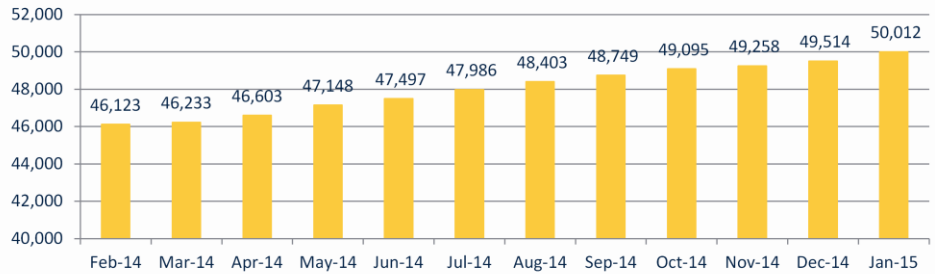
Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

Key measure that best indicates whether City activities are achieving the desired results

498 new households were registered for recycling in January.

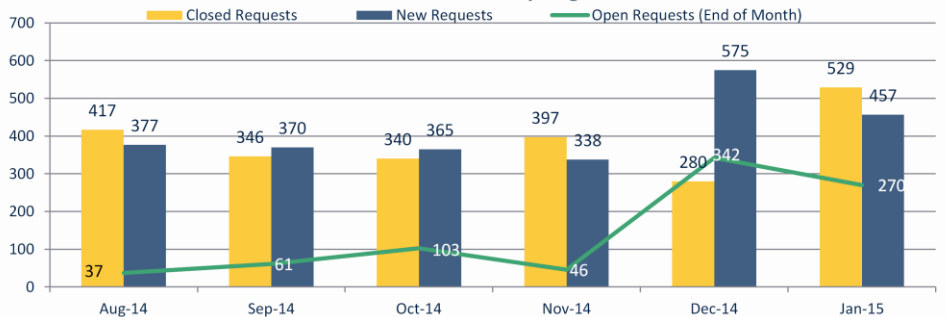
Number of Household Registered for Recycling



Percent of Households Registered for Recycling

2014		2015		
Actual	Met Target?	Actual	Annual Target	Status
37%	●	37%	40%	●

311 Residential Recycling



Responsible Organization:
Department of Sanitation and vendors

Data Source:
311

Related Strategy:
Provide effective sanitation services to residents and businesses

Note:
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.

Open 311 Trash/Garbage Pickup requests increased, but the age of the queues remained relatively low.

Service Request (SR)	Open SRs (1/1)	New SRs	Closed SRs	Open SRs (1/31)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Dead Animal Pickup (Vendor)	1	12	10	3	2	10	3
Large Item Pickup (Vendor)	60	228	203	85	25	9	7
Trash/Garbage Pickup (Vendor)	183	364	335	212	29	20	13
Change size of Trash Cart	2	5	6	1	<u>-1</u>	3	13
Damage Caused By Contractor	5	10	10	5	<u>0</u>	6	10
Missed Collection	22	86	79	29	<u>7</u>	5	5
Repair Trash Cart	32	68	64	36	<u>4</u>	6	10
Replace Trash Cart	20	41	48	13	<u>-7</u>	6	10
Start Trash Service	102	144	119	127	<u>25</u>	9	14
Stop Trash Service	0	1	0	1	<u>1</u>	17	1
Trash/Garbage Pickup	0	9	9	0	<u>0</u>	1	1



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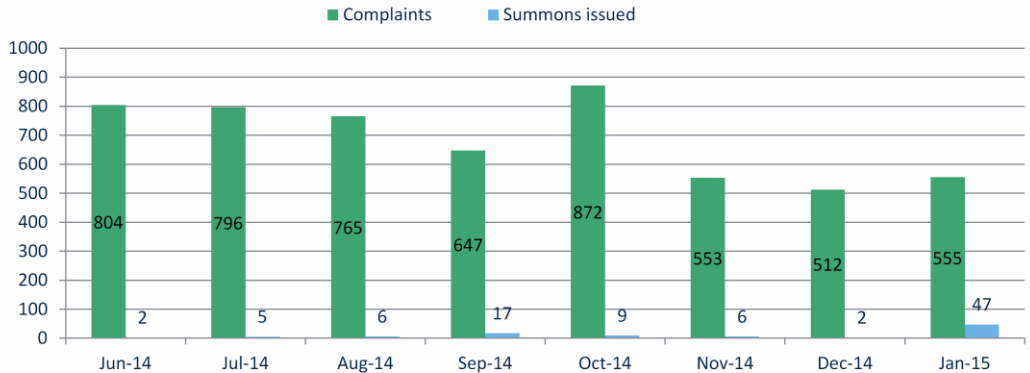
Responsible Organization:
New Orleans Police Department

Data Source:
New Orleans Police Department

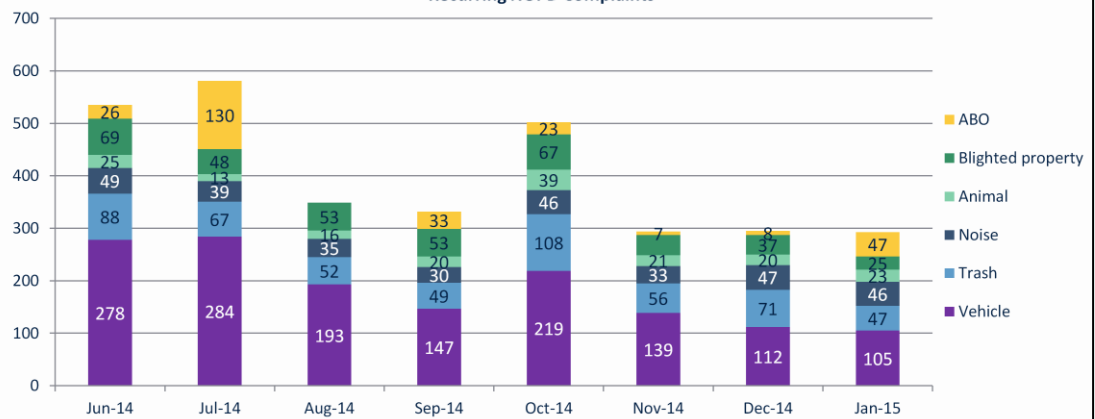
Related Strategy:
Effectively and fairly administer justice

Despite a relatively low number of complaints, NOPD issued a high number of summonses.

Complaints Received and Summons Issued by NOPD Quality of Life Officers



Recurring NOPD Complaints



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NOPD noted that the spike in summonses issued was largely due to a push by the 8th District, with additional officers being pulled to address nuisance quality of life complaints.

Responsible Organization:
Public Works (DPW)
Code Enforcement
Parks and Parkways (PPW)
Sanitation
Mosquito and Termite Control

Data Source:
311

Related Objective:
Employ proactive policing and positive community engagement

Note:
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.

Most 311 priority service requests stable through January.

Priority 311 Service Requests

Service Requests with Priority High
– Very High

Service Request (SR)	Open SRs (1/1)	New SRs	Closed SRs	Open SRs (1/31)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Abandoned Vehicle Reporting/Removal	27	25	31	21	<u>6</u>	20	40
Code Enforcement General Request	0	7	7	0	<u>0</u>	0	1
Illegal Dumping Reporting	4	4	7	1	<u>3</u>	19	26
Large Item Trash/Garbage Pickup	0	0	0	0	<u>0</u>	0	60
Park Maintenance	0	0	0	0	<u>0</u>	0	1
Pothole/Roadway Surface Repair	9	0	1	8	<u>1</u>	328	87
Rodent Complaint	0	0	0	0	<u>0</u>	0	6
Street Flooding/Drainage	1	0	0	1	<u>0</u>	1020	0
Street Light	7	2	0	9	<u>-2</u>	162	214
Traffic Sign	4	0	0	4	<u>0</u>	308	7
Traffic Signal	2	0	1	1	<u>1</u>	533	394
Trash/Garbage Pickup	0	0	0	0	<u>0</u>	0	11
Tree Service	1	0	0	1	<u>0</u>	92	35
Tree Service Emergency	0	0	0	0	<u>0</u>	0	13



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Responsible Organization:
Law Department


Data Source:
Law Department

Related Strategy:
Effectively and fairly administer justice

Definitions:
ABO: Alcoholic Beverage Outlet. A business that serves alcoholic beverages.

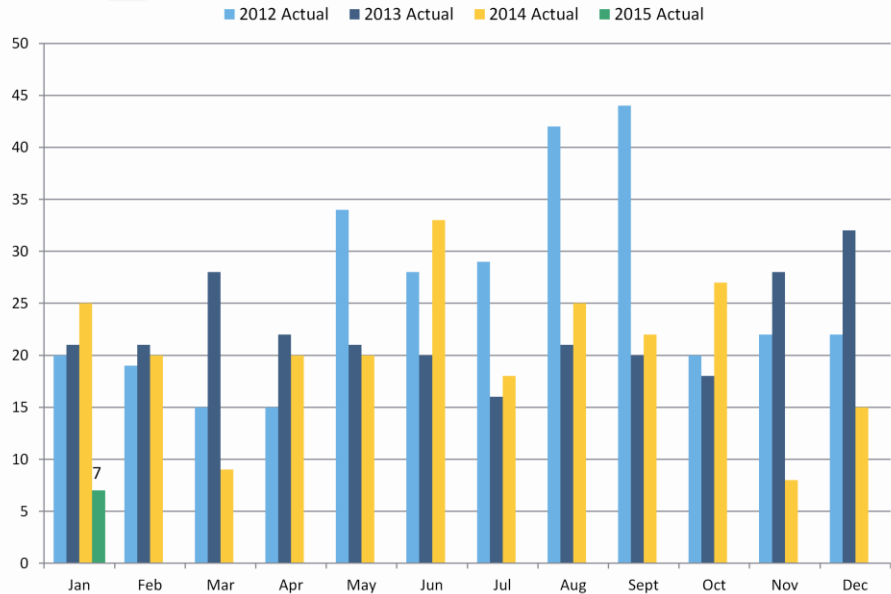
Legend:



 Key measure that best indicates whether City activities are achieving the desired results

The Law Department began 2015 with a lower number of ABO Board case filings than usual.

Number of tax and public nuisance cases filed before the ABO Board



2013		2013		2014		2015		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	Actual	Annual Target	Status
236	●	268	●	242	▲	7	250	◆



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

Data Sources:
New Orleans Mosquito, Termite ,
and Rodent Control Board
311

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

Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

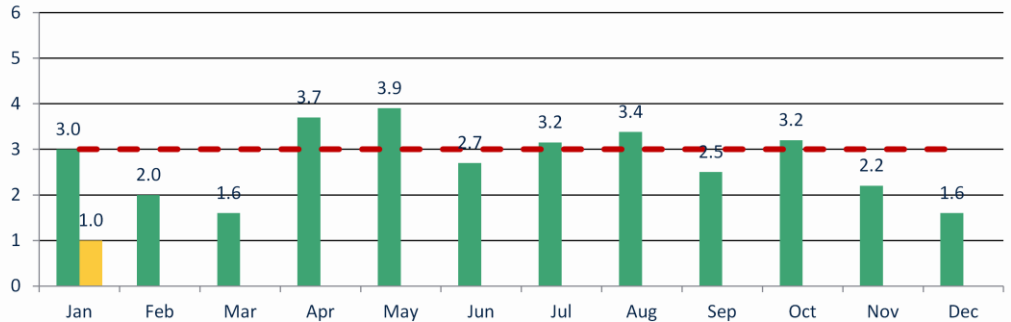
Key measure that best
indicates whether City activities
are achieving the desired results

The Mosquito Board completed 2 mosquito service requests, due to lack of requests during the winter months.



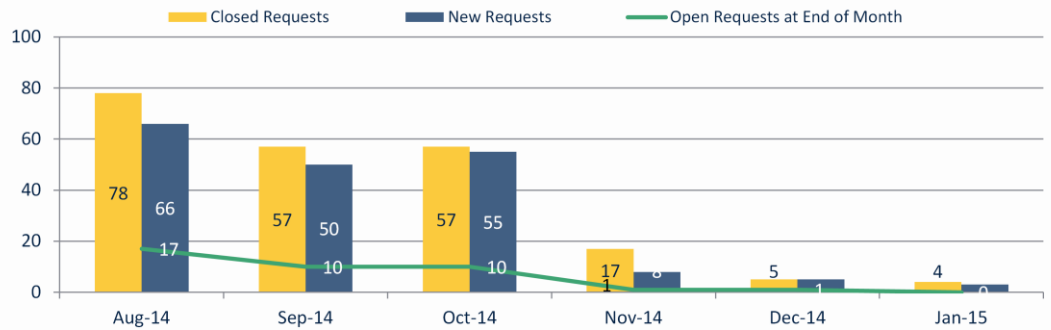
Average Business Days to Close Mosquito Service Requests

2014 Actual 2015 Actual Target (3 Days)



2013		2014		2015		
Actual	Target Met?	Actual	Target Met?	Actual	Annual Target	Status
2.6	●	3.0	●	1	3	●

311 Mosquito Control Service Requests



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Responsible Organization:
New Orleans Mosquito, Termite, and
Rodent Control Board

Data Sources:
New Orleans Mosquito, Termite, and
Rodent Control Board
311

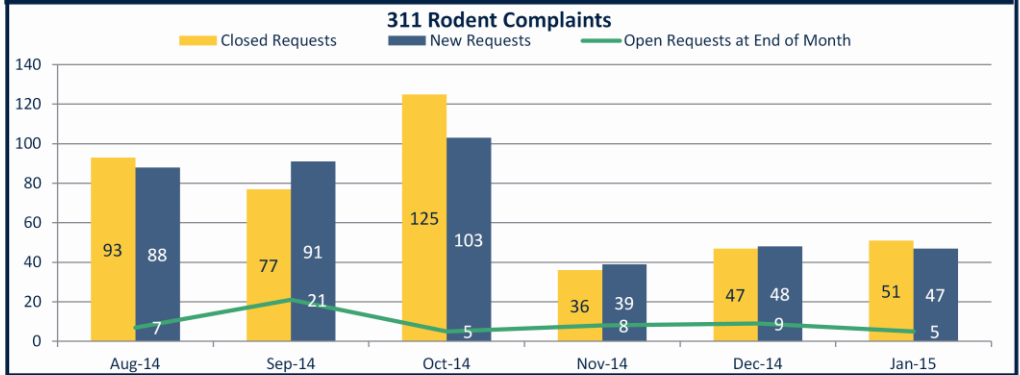
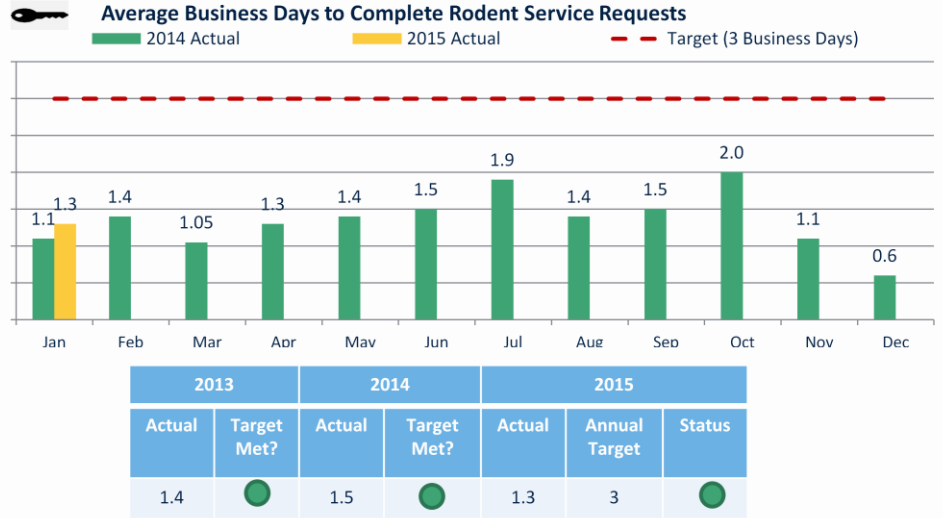
Related Strategy:
Provide public health services to City
residents, including community health
education and preventing the spread
of communicable diseases

Legend:



Key measure that best indicates
whether City activities are achieving
the desired results

The Mosquito Board closed 51 rodent service requests.



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Contacts:

(Please call NOLA 311 for any specific complaints or service requests)

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 - Chris Hudson - cchudson@nola.gov
- Department of Public Works
 - Col. Mark Jernigan, Director - mdjernigan@nola.gov
- Department of Sanitation
 - Cynthia Sylvain-Lear, Director - cslear@nola.gov
- Department of Parks & Parkways
 - Ann Macdonald, Director - aemacdonald@nola.gov
- Sewerage & Water Board of New Orleans –
 - Robert “Bob” Miller, Deputy Director - rmiller@swbno.org
- New Orleans Mosquito, Termite, and Rodent Control Board
 - Claudia Riegel, Director - criegel@nola.gov
- New Orleans Police Department –
 - Sgt. Jonette Williams - jrwilliams@nola.gov
- Law Department –
 - Dan MacNamara - dmacnamara@nola.gov
 - Eraka Williams - evwilliams@nola.gov

