



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

August 20, 2015  
(Reporting Period: July 2015)

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



Quality of Life STAT August 20, 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.*



# Action Items

Assigned	Responsible Parties	Action Item	Notes
2/19/15	M. Jernigan; P. Sullivan	Hire needed staff and order the vehicles necessary to achieve 2015 targets.	DIPW is making their needed hires. Most vehicles have been ordered, with more on the way. Pothole killer expected to be operational by the summer.
8/18/15	M. Jernigan; A. Macdonald	Determine plan for maintenance of streetlights in the City's parks.	
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.



## 311 and EMD



Responsible Organization:  
311

Data Source:  
311 performance reporting

**311 department adoption rate strong for all departments reported. DPW Maintenance, Sanitation, and Taxi all very low in timeliness. DPW Maintenance, DPW Parking, DPW Traffic, Parkways, and EMS all saw net gain in requests.**

### 311 Dashboard

#### 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%)	99%	47%	64%	71%	75%	56%	72%	45%	8%	100%
Request Closure Rate (Closed Cases >= New Cases Yes/No)	Y	N	N	N	Y	Y	N	Y	Y	N
Backlog to Closed Requests Ratio (<5, 5-8, >=8)	0.0	28.7	1.4	5.2	0.1	0.1	5.3	0.4	0.3	0.3

#### Department Adoption Rate

Adoption Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	Sanitation	Taxi	EMS
Current Month	100.00%	100.00%	100.00%	100.00%	82.00%	100.00%	100.00%	100.00%	100.00%	100.00%
90d Average	84.00%	88.00%	100.00%	100.00%	94.00%	100.00%	100.00%	100.00%	94.00%	100.00%
DAR Avg Year-To-Date	81.00%	88.00%	100.00%	99.00%	97.00%	100.00%	100.00%	97.00%	94.00%	100.00%

ITI's GIS team and DPW worked together to overlay a map of roadwork that's been done with the backlog of 311 DPW requests, and were able to close out 298 requests that were submitted prior to roadwork projects, and consequently have been addressed by now, but had not been closed out in the 311 system previously. They plan to begin consistently tracking and closing out 311 service requests where they overlap with roadwork projects in future months.



QualityofLifeSTAT August 20, 2015

Code Enforcement continues to lag in its communication and coordination with the 311 team, and currently does not have a meaningful process for integrating its workflow with the 311 system, as it primarily works out of the City's permitting and land use system, LAMA, without much visibility in the 311 system.

Responsible Organization:  
EMD

Data Source:  
EMD internal report

### 100% of EMD orders were placed.

	January	February	March	April	May	June	July	August
Orders Placed	13	15	43	54	57	83	88	94
Orders Remaining	57	55	31	19	22	5	8	0
% Complete	19%	21%	58%	74%	72%	94%	91%	100%

Dept	Ordered	Total	% ordered
Capital Proj	1	1	100%
Coroner	2	2	100%
Dist Attyy	3	3	100%
EMS	4	4	100%
Fire	4	4	100%
Health	2	2	100%
MTCB	1	1	100%
NOPD	11	11	100%
NORDC	6	6	100%
PKWY	14	14	100%
Prop Mgmt	10	10	100%
Public Works	15	15	100%
Sanitation	18	18	100%
YSC	3	3	100%
	<b>94</b>	<b>94</b>	<b>100%</b>



# PUBLIC WORKS



Quality of Life STAT August 20, 2015 8



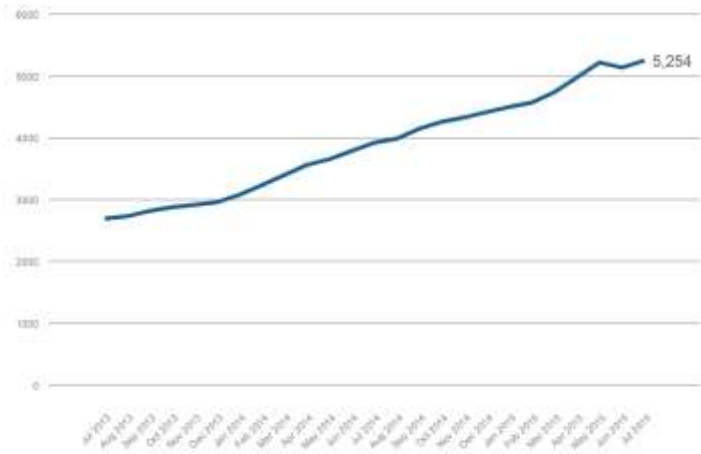
**Responsible Organization:**  
Department of Public Works  
(DPW)

**Data Source:**  
311

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

## Pothole request backlog increased to 5,254 in July after a small but unprecedented dip in June

Pothole/Roadway Surface Repair service requests open at end of month



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

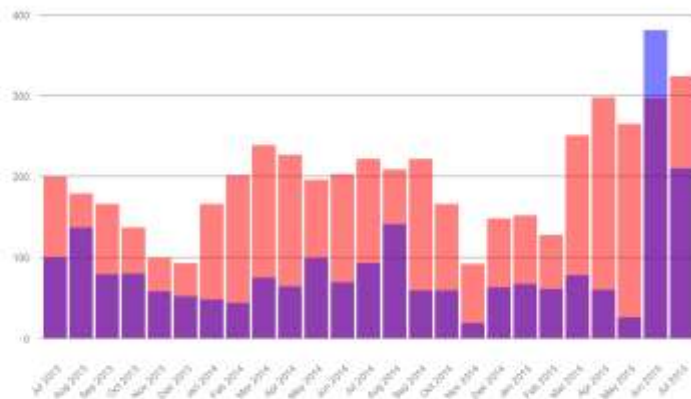
**Data Source:**  
311

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

## High volume of service requests continues but back to more cases being opened than closed in July

Pothole/Roadway Surface Repair service requests net per month

Opened Closed



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

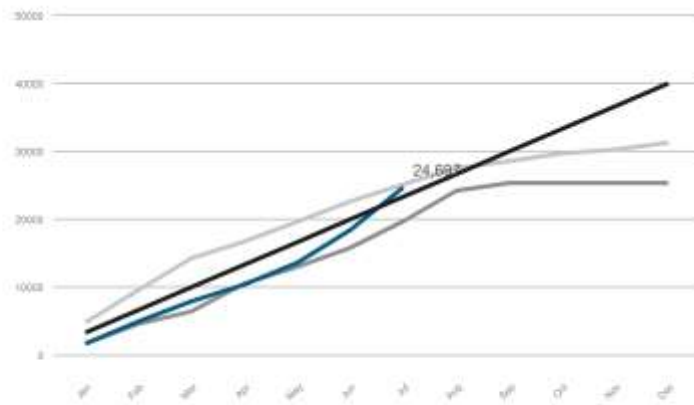
**Data Source:**  
DPW maintenance reports

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

**At roughly 24,700 potholes filled, DPW is on track to exceed their annual target.**

Cumulative number of potholes filled

— 2013 — 2014 — 2015 — Target



**Responsible Organization:**  
Department of Public Works

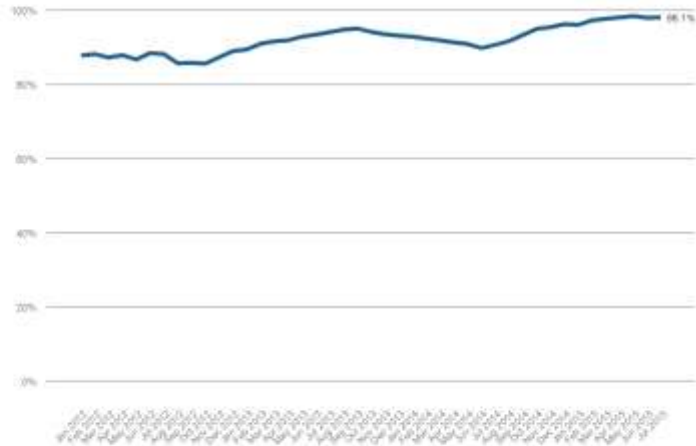
**Data Source:**  
DPW Streetlights Monthly  
Report

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

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

## Virtually all street lights in New Orleans are functioning.

Percent of street lights functioning



**Responsible Organization:**  
Department of Public Works

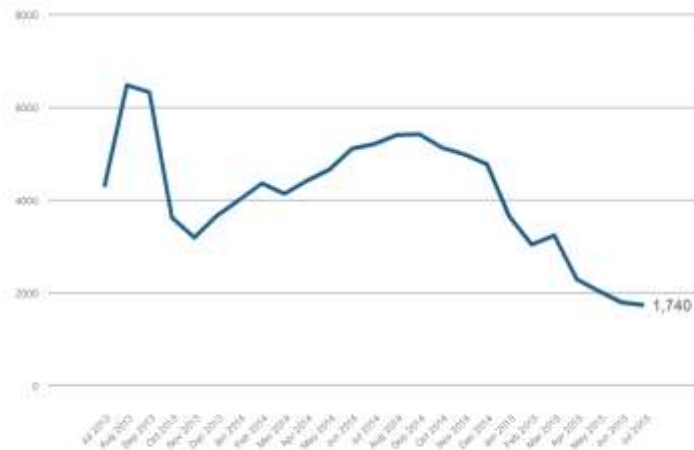
**Data Source:**  
311

**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.

## Backlog of streetlight service requests continued to decline for fourth consecutive month in July.

Street Light service requests open at end of month



**Responsible Organization:**  
Department of Public Works

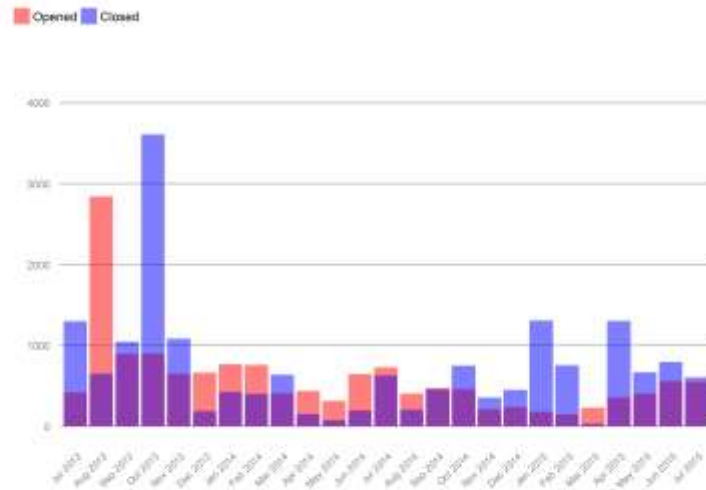
**Data Source:**  
311

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

**Notes:**  
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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.

## Slightly more street light service requests closed than opened in July.

Street Light service requests net per month



**Responsible Organization:**  
Department of Public Works

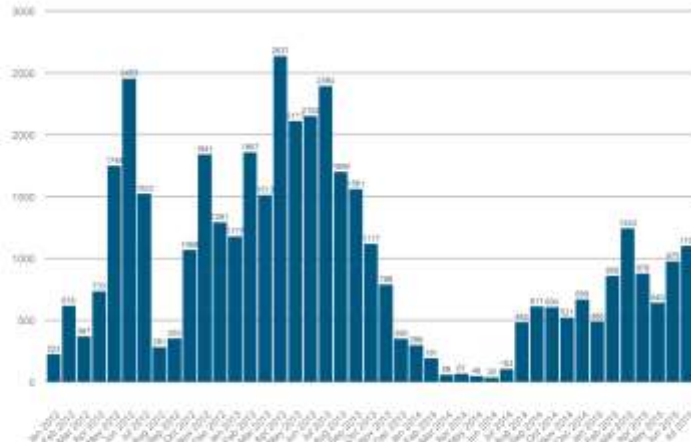
**Data Source:**  
DPW Streetlights Monthly Report

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

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

**Exactly 1,100 outages restored in July.**

Number of streetlight outages restored



Department of Public Works

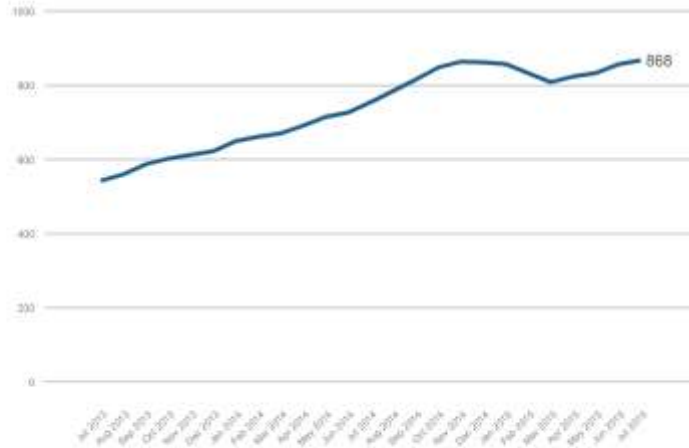
Data Source:  
311

Related Strategy:  
Maintain and improve road  
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In rare instances, a 311 service  
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cases, this may result in the  
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tying exactly with the number of  
closed and opened cases.

## Traffic sign service requests backlog continued to increase in July 2015.

Traffic Sign service requests open at end of month





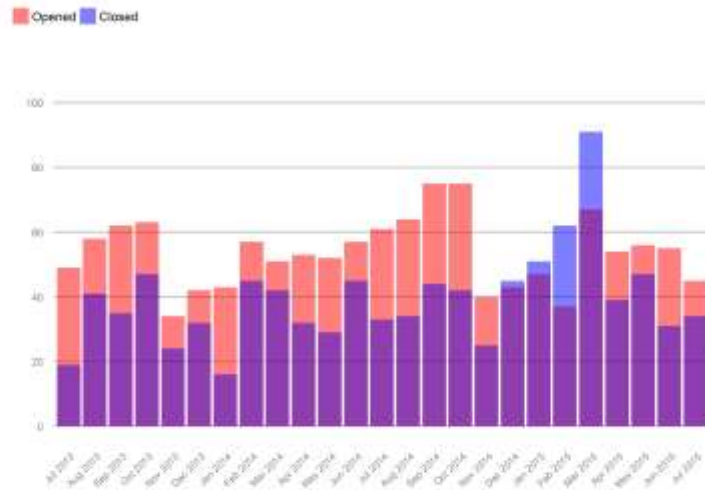
**Data Source:**  
311

**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.

## Net addition of 11 service requests for traffic signs.

Traffic Sign service requests net per month



**Responsible Organization:**  
Department of Public Works

**Data Source:**  
DPW Maintenance Reports

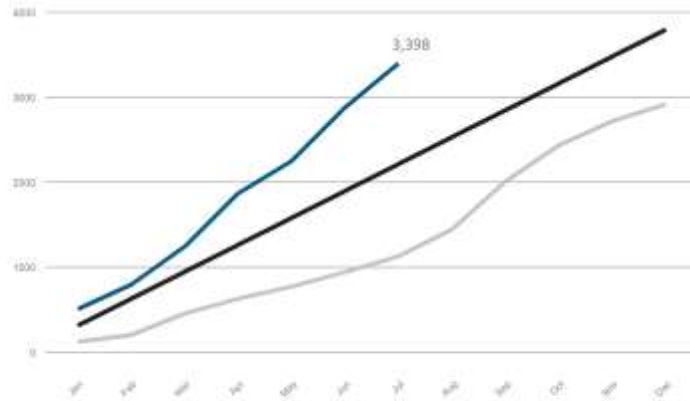
**Related Strategy:**  
Maintain and improve road  
surface infrastructure

**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.

## DPW on track to meet revised target of 3,800 traffic signs installed.

Cumulative number of traffic signs installed

2014 2015 Target



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.

## Street name sign request backlog ticks up slightly but remains relatively low.

Street Name Sign service requests open at end of month



Quality of Life STAT August 20, 2015 19

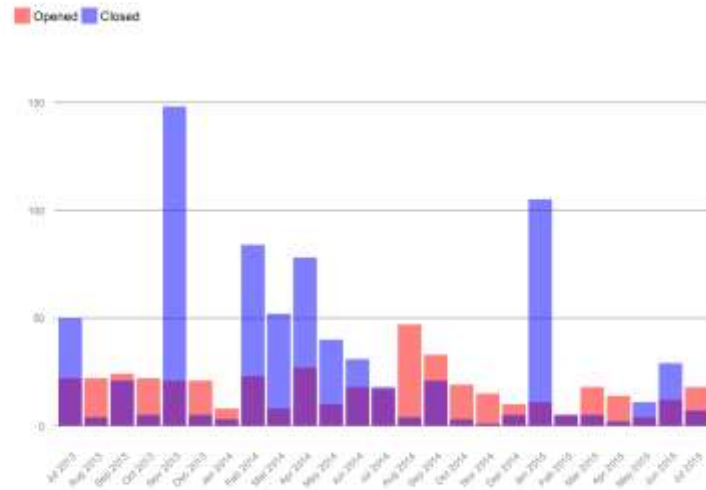
Data Source:  
311

Related Strategy:  
Maintain and improve road  
surface infrastructure

Notes:  
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.

## Net addition of 11 service requests in July.

Street Name Sign service requests net per month



**Responsible Organization:**  
Department of Public Works

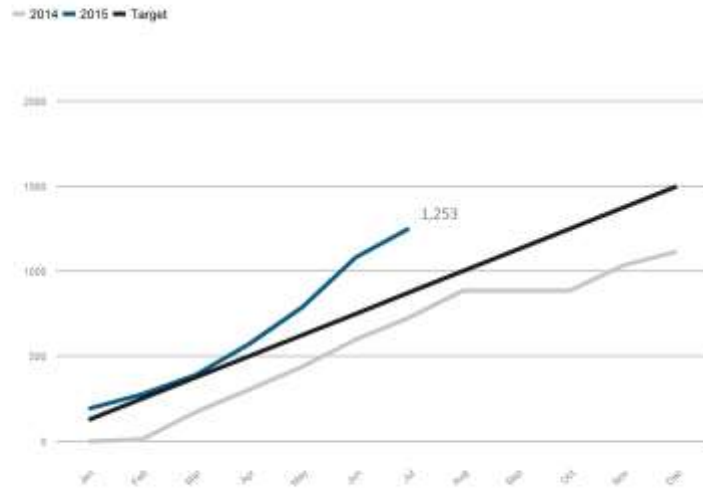
**Data Source:**  
DPW Maintenance Reports

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

**Notes:**  
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.

## DPW on track to meet revised target of 1,500 street name signs installed.

Cumulative number of street name signs installed



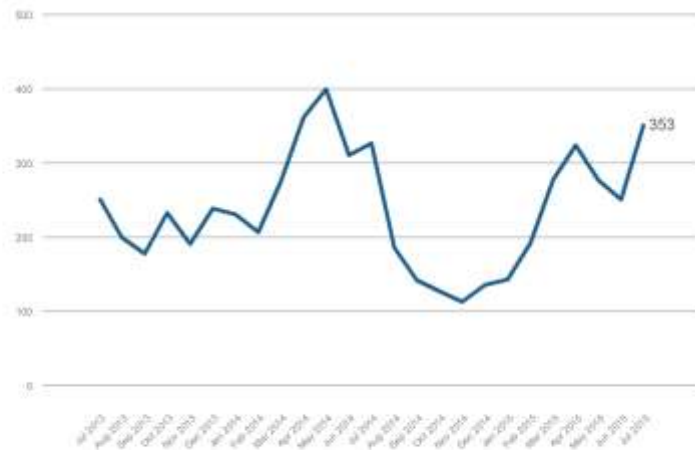
**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311

**Related Objective:**  
Promote Quality Neighborhoods

### Abandoned vehicle request backlog increased to 353 in July.

Abandoned Vehicle Reporting/Removal service requests open at end of month



Responsible Organization:  
Department of Public Works

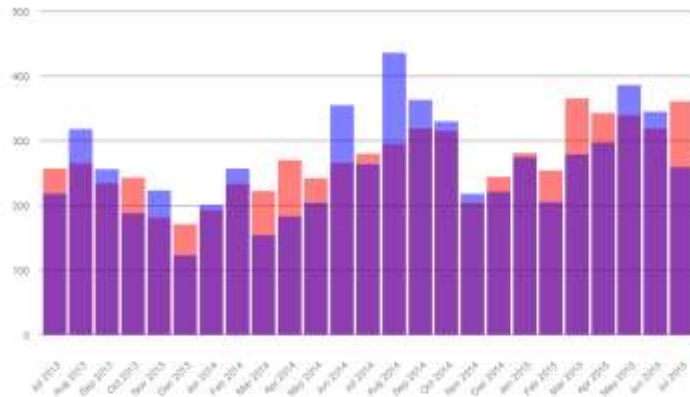
Data Source:  
311

Related Objective:  
Promote Quality Neighborhoods

## Net addition of 104 service requests in July.

Abandoned Vehicle Reporting/Removal service requests net per month

Opened Closed



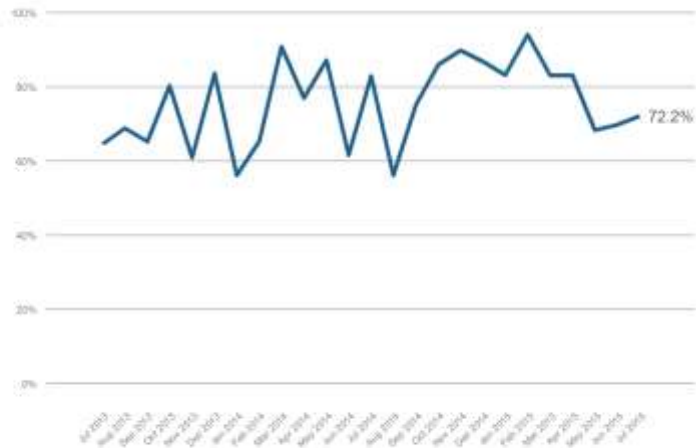
Responsible Organization:  
Department of Public Works

Data Source:  
311

Related Objective:  
Promote Quality Neighborhoods

## Number of service requests closed within 30 days increased slightly in July.

Percent of Abandoned Vehicle Reporting Removal resolved in 30 days





**Responsible Organization:**  
Department of Public Works

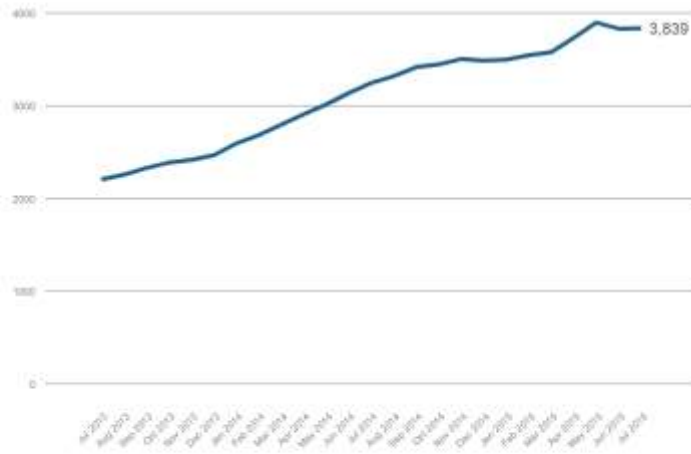
**Data Source:**  
311

**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.

## Street flooding service request backlog remained relatively steady.

Street Flooding/Drainage service requests open at end of month



Quality of Life STAT August 20, 2015 25

**Responsible Organization:**  
Department of Public Works

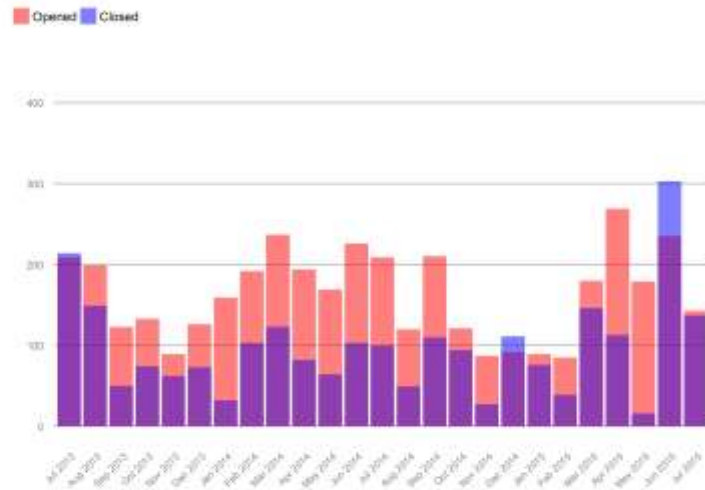
**Data Source:**  
311

**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.

## Net addition of 6 service requests in July.

Street Flooding/Drainage service requests net per month



**Responsible Organization:**  
Department of Public Works

**Data Source:**  
DPW maintenance reports

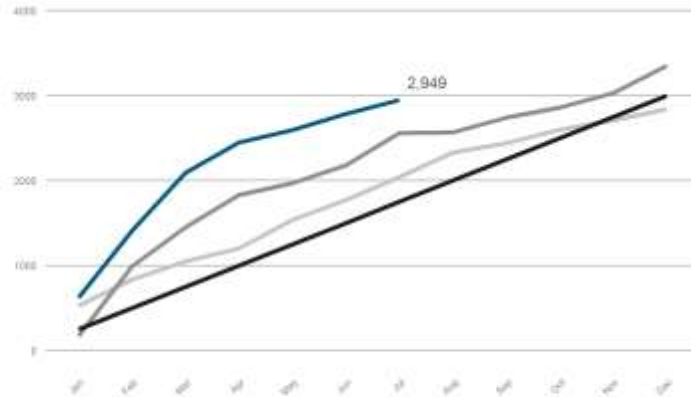
**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient neighborhoods

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

















## DPW continued ahead of annual target for catch basin cleaning in July. On track to reach end of year target by end of the summer.

Cumulative number of catch basins cleaned

— 2013 — 2014 — 2015 — Target



# Key Performance Indicators

KPI	2014		2015		Status
	Actual	Target Met?	Actual	Target	
Number of Potholes Filled	25,348		24,697	40,000	
Percent of Streetlights Functioning	96%		98%	92%	
Number of Streetlight Outages Restored	3,018		6,183	8,000	
Percent of 311 Streetlight Service Requests Closed within 90 Days	27%	N/A	28%	75%	
Number of Permanent Traffic Signs Installed	2,921		3,398	3,800	
Number of Street Name Signs Installed	1,118		1,253	1,500	
Percent of 311 Abandoned Vehicle Requests Closed within 30 Days	73%		78%	80%	
Number of Catch Basins Cleaned	3,390		2,949	3,250	
Percent of Catch Basins Cleaned	5%	N/A	4.3%	4.8%	



Quality of Life STAT August 20, 2015 28

# SEWERAGE AND WATER BOARD



Quality of Life STAT August 20, 2015 29

**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

## 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			
	Abandoned Calls			
	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			



**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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## Meters read as percentage of total meters



**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

## Bills estimated as a percentage of total bills

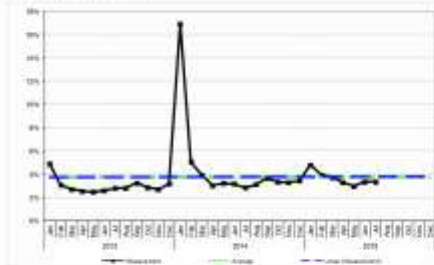
<b>Risk Address:</b> Customer Satisfaction		<b>Description:</b> Provides reliable, responsive, and affordable services in line with explicit, customer-accepted service levels. Receives timely customer feedback to maintain responsiveness to customer needs and emergencies.	
<b>Constituency:</b> Customer Ratepayers		<b>Objective:</b> Provide Accurate Bills	<b>Goal:</b> Bill Accuracy With Less Than 2% Estimated
<b>Currently Meeting Goal:</b> Close		<b>Process Operating Within Control Limits:</b> Yes	<b>Trend:</b> 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. Significant undistributed 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.



Data Table											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
2013	4.0%	3.1%	2.7%	2.8%	2.7%	2.8%	2.8%	3.2%	2.9%	2.1%	3.2%
2014	16.0%	5.1%	3.9%	3.3%	3.2%	2.8%	5.1%	3.7%	3.3%	3.3%	3.4%
2015	4.0%	4.8%	5.7%	3.3%	3.0%	3.4%	3.4%				



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

**Data Source:**  
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New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
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## Bills adjusted as a percentage of total computed

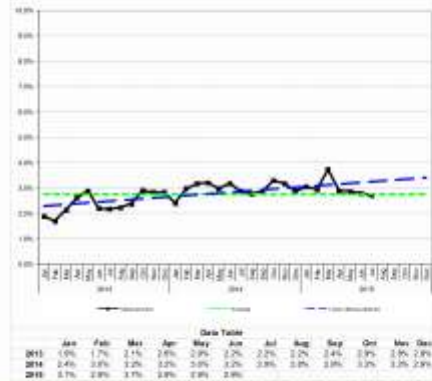
<b>Constituency:</b> Customer Ratepayers	<b>Objective:</b> Provide Accurate Bills	<b>Goal:</b> Reduce percentage over bill
<b>Currently Meeting:</b> Goal: Yes	<b>Process Operating:</b> Within Control Limits Yes	<b>Trend:</b> Unfavorable

### Analysis

Customer's request adjustments is filed bill due to higher than control amounts. The higher billed amount may be due to a bad, old or more estimated readings followed by an actual reading, an excessive meter reading, or increased water, sewer, or wastewater rates. Before an adjustment can be made, an inspection of the water and sewer line must be performed.

### Plans for Improvement

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



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

**Data Source:**  
Sewerage and Water Board of  
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## Total inbound customer contacts

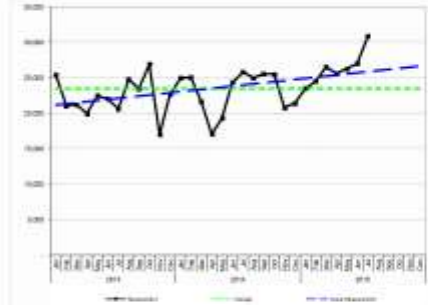
<b>Constituency:</b> Customer Ratepayers	<b>Objective:</b> Provide Timely Information and Respond Promptly to Requests	<b>Goal:</b> Reduce Triggers of Customer Calls
<b>Currently Meeting</b> Goal: <b>No</b>	<b>Process Operating</b> Within Control Limits: <b>No</b>	<b>Trend:</b> <b>Unfavorable</b>

### Analysis

Customers called the Sewerage and Water Board to seek or seek service to request information about their bill, to report concerns about their water service, sewer collection, 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 volume 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 total call volume with interactive voice response capabilities.



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2013	25,321	21,251	21,124	19,257	22,445	21,004	20,982	24,742	23,428	20,382	18,892
2014	24,845	24,562	21,019	17,822	18,276	24,115	22,891	25,387	20,700	25,487	20,171
2015	25,879	20,498	20,498	23,581	23,281	20,962	21,828				



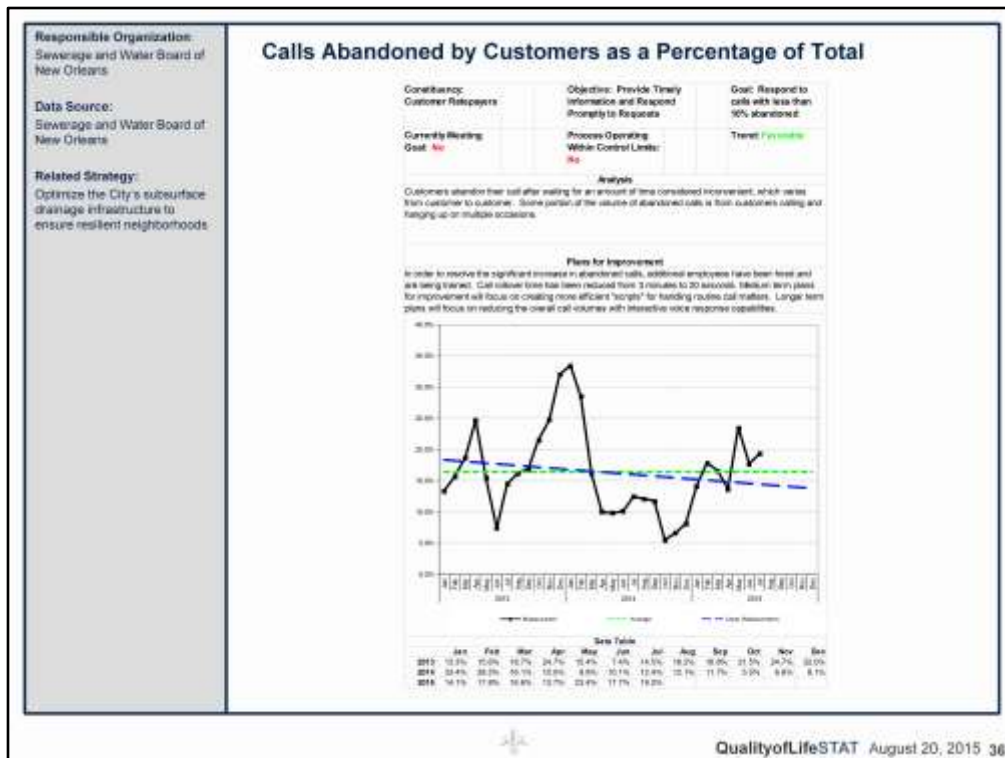
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**Data Source:**  
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## Average Call Wait Time





QualityofLifeSTAT August 20, 2015 36

SWB noted that they replaced their call center manager, and hope that the new manager will be able to improve the performance of the call center operations.

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

### Emergency Calls Abandoned by Customers as a Percentage of Total Emergency Calls

Conclusions: *See above.*

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

Goal: Respond to calls with less than 10% abandonment.

Currently Missing  
Guest: No

Process Operating Within Control Limits:  
No

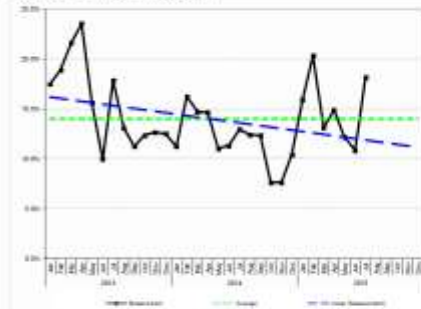
Transcript: 10:00:00

### 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 retrieval 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.



	Sales Profile											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2013	17.5%	16.0%	21.4%	23.0%	16.6%	10.0%	17.8%	15.1%	11.2%	11.2%	12.7%	12.9%
2014	11.2%	16.2%	14.7%	18.4%	11.0%	11.2%	12.4%	12.4%	12.5%	7.8%	7.8%	10.4%
2015	16.8%	20.0%	12.1%	14.4%	12.2%	10.2%	14.1%					

**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

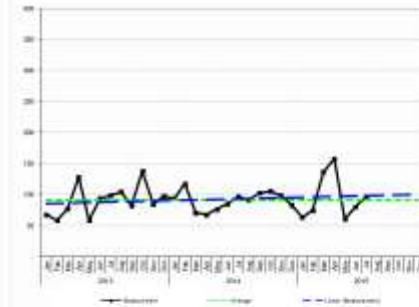
<b>Constituency:</b> Customer Ratepayer	<b>Objective:</b> Provide Timely Information and Respond Promptly to Requests	<b>Goal:</b> Reduce Number of Service Requests
<b>Currently Meeting Goal Close</b>	<b>Process Operating Within Control Limits:</b> <span style="color: green;">Yes</span>	<b>Trend:</b> 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 occurrences of low pressure.



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2013	67	88	77	128	98	90	98	93	92	137	94
2014	95	117	75	97	76	95	98	91	102	135	88
2015	99	74	150	152	89	90	98				



**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

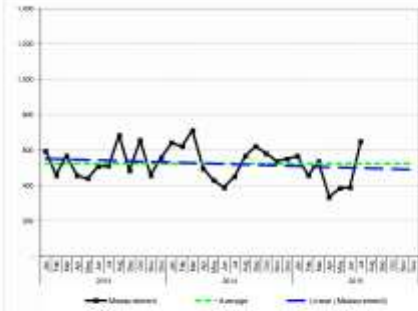
<b>Constituency:</b> Customer Ratepayers	<b>Objective:</b> Provide Timely Information and Respond Promptly to Requests	<b>Goal:</b> Reduce Number of Service Requests
<b>Currently Meeting Goal:</b> Close	<b>Process Operating Within Control Limits:</b> Yes	<b>Trend:</b> <span style="color: green;">Favorable</span>

### 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 FDM to expand beyond point repairs to line replacements for water mains with high frequency of failure.



**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 Sewer System Leaks

**Correlation:**  
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

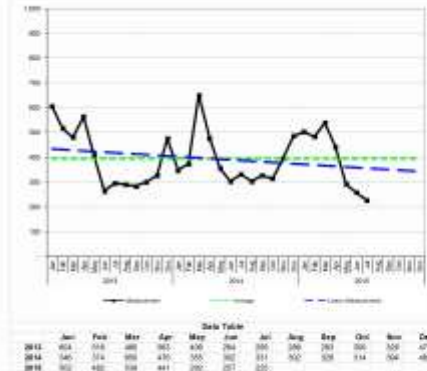
**Trend:** Favorable

### 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.





**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

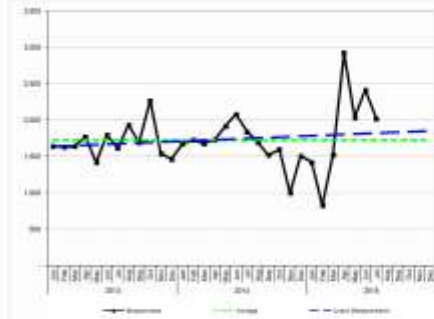
<b>Conformance:</b> Customer Ratepayers	<b>Objective:</b> Ensure Collection of Payments for Services Provided	<b>Goal:</b> None Established
<b>Currently Meeting Goal:</b> Not Applicable	<b>Process Operating Within Control Limits:</b> Close	<b>Trend:</b> Slightly Unfavorable

### 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 decisions. No actions are contemplated at this time.



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2012	1,843	1,629	1,658	1,770	1,619	1,758	1,613	1,632	1,667	1,688	1,683
2013	1,876	1,723	1,675	1,737	1,818	2,007	1,898	1,854	1,818	1,854	1,852
2014	1,411	923	1,041	1,330	1,333	2,411	2,045				



**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

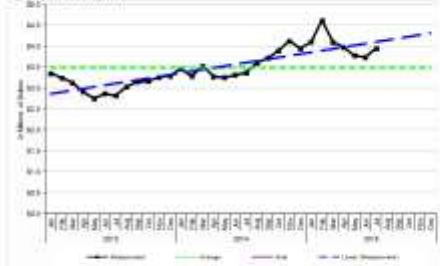
<b>EUM Attribute:</b> Financial Viability	<b>Description:</b> Establishes and maintains an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues.	
<b>Constituency:</b> Customer Ratepayers	<b>Objective:</b> Efficient use of resources in providing services	<b>Goal:</b> None established
<b>Currently Meeting Goal:</b> Not Applicable	<b>Process Operating Within Control Limits:</b> 17%	<b>Trend:</b> 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 and flatter accounts receivable balances have been reached through standard collection practices and that annual collection rates now exceed 90% of annual billings. Staff intends to use standard process improvement methods to continue collection practices pending implementation of new billing and collection system.



Date Table											
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	\$1,248	\$1,243	\$1,127	\$1,907	\$2,745	\$2,980	\$2,879	\$3,027	\$3,049	\$3,361	\$3,287
2013	\$3,489	\$3,389	\$3,704	\$3,275	\$3,240	\$3,714	\$3,361	\$3,368	\$3,715	\$3,880	\$4,122
2015	\$4,104	\$4,812	\$4,001	\$3,617	\$3,780	\$3,722	\$3,341				



**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 120 Days and Older

<b>SWM Activity:</b> Financial Viability	<b>Description:</b> Establishes and maintains an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues		
<b>Contributory:</b> Customer Ratepayers	<b>Objective:</b> Efficient use of resources in providing services	<b>Goal:</b> None established	
<b>Currently Meeting Goal:</b> Not Applicable	<b>Process Operating:</b> 100% in Control Limits	<b>Trend:</b> Level	
	Yes		

### Analysis

Water and sewer accounts receivable that are 120 days and older are handled by a collection agency. When these accounts remain uncollected after three years, the balances are written off as part of an annual process. The uncollectible 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 95% of annual billings. Staff intends to use standard process improvement methods to continue collection practices pending implementation of new billing and collection system.



# PARKS AND PARKWAYS



Quality of Life STAT August 20, 2015 44

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

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

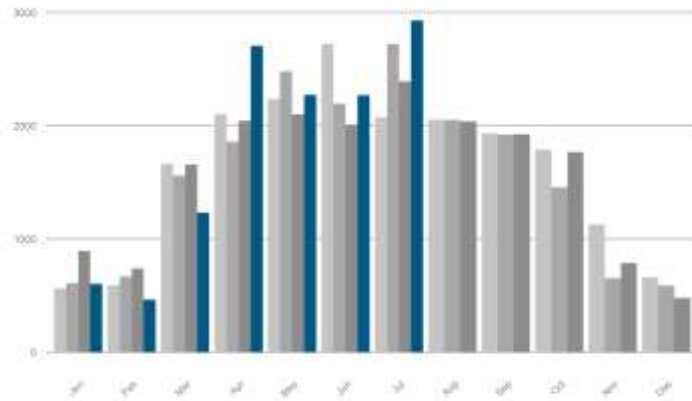
**Related Strategy:**  
Protect and preserve parks and  
other green spaces

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

## PPW mowed a record setting number of acres in July.

Acres mowed

■ 2012 ■ 2013 ■ 2014 ■ 2015



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

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

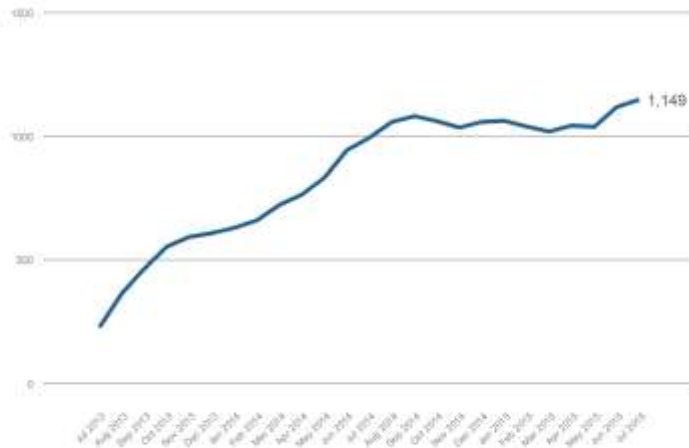
**Note:**  
Forestry work orders represent  
the actual work completed  
within a tree "work order."

Excludes stumps, which are  
done infrequently.

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

## Tree service request backlog increased again in July.

Tree Service service requests open at end of month



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

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

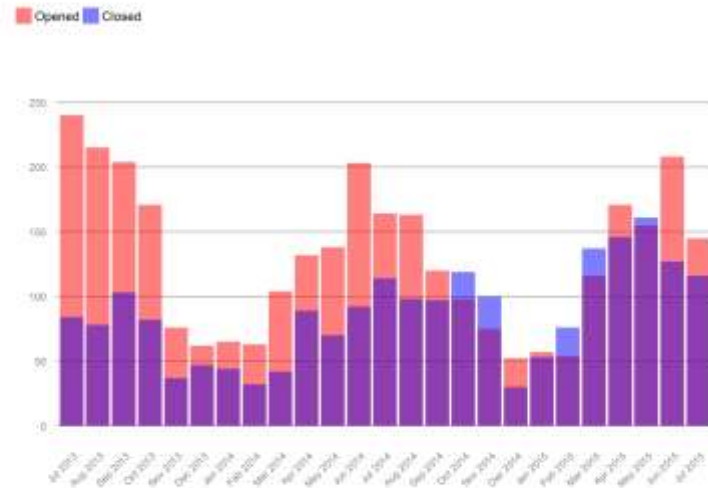
**Note:**  
Forestry work orders represent  
the actual work completed  
within a tree "work order."

Excludes stumps, which are  
done infrequently.

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

## Net addition of 29 service requests to backlog in July.

Tree Service service requests net per month



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

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

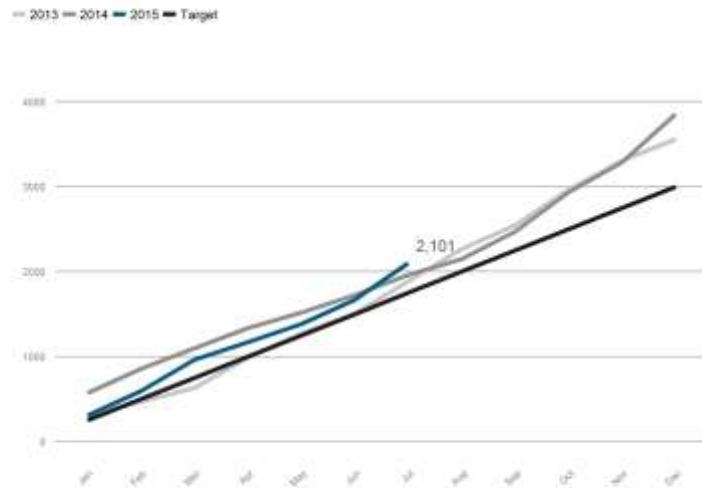
**Note:**  
Forestry work orders represent  
the actual work completed  
within a tree "work order."

Excludes stumps, which are  
done infrequently.

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

## PPW still on track to exceed annual target by end of the year.

Cumulative number of tree trims and removals





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

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

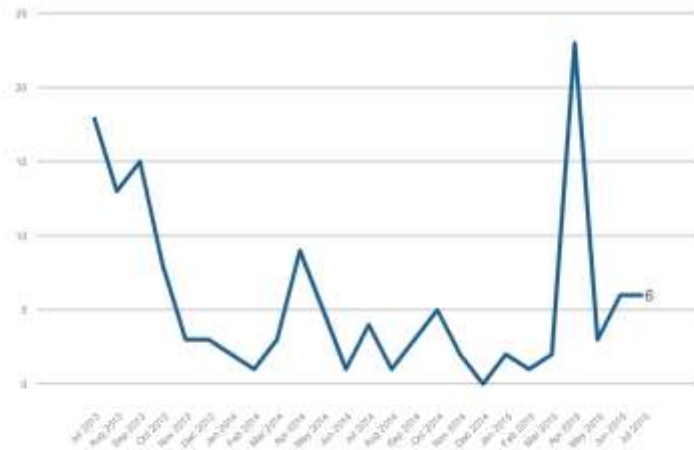
**Note:**  
Forestry work orders represent  
the actual work completed  
within a tree "work order."

Excludes stumps, which are  
done infrequently.

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

### Six open emergency tree service requests at the end of July.

Tree Service Emergency service requests open at end of month



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

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

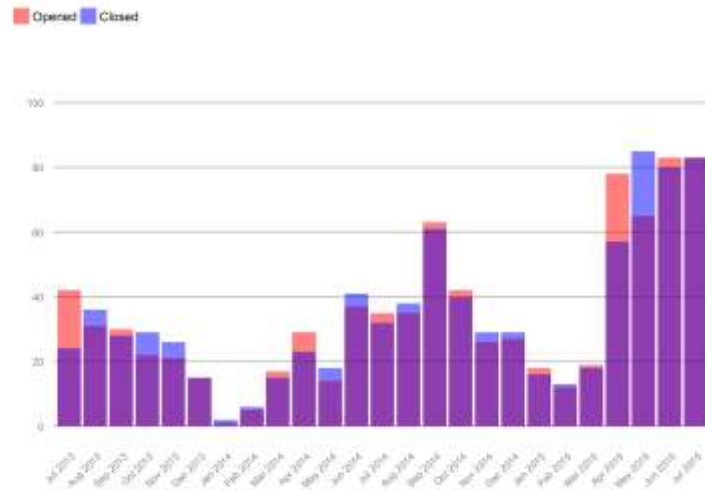
**Note:**  
Forestry work orders represent  
the actual work completed  
within a tree "work order."

Excludes stumps, which are  
done infrequently.

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

## No change in service queue at the end of July.

Tree Service Emergency service requests net per month



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

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

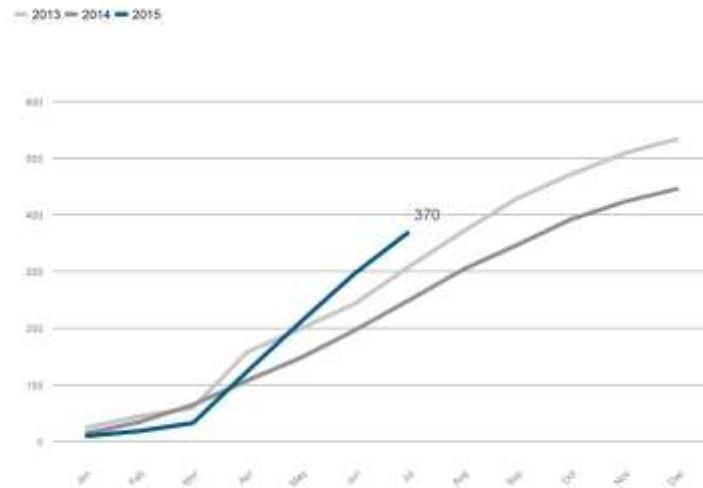
**Note:**  
Forestry work orders represent  
the actual work completed  
within a tree "work order."

Excludes stumps, which are  
done infrequently.

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

## Emergency tree service requests this year exceeds 2014 and 2013.

Cumulative number of emergency tree requests



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

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

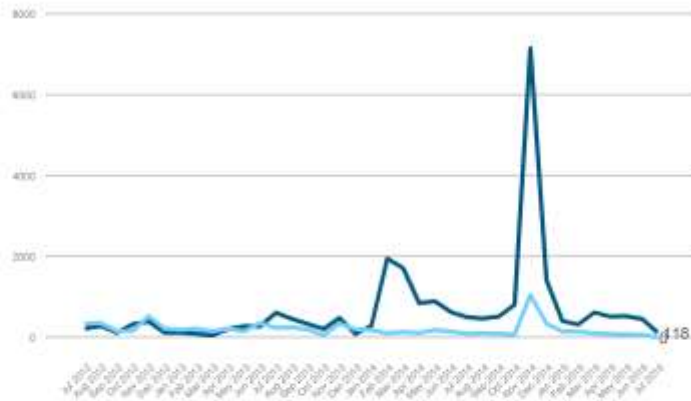
**Definition:**  
Bandit sign: A flyer or  
advertisement posted on a  
public row in an unauthorized  
location

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




**Over 118 bandit signs removed by PPW. Sanitation has been removing signs, but their counts have not been submitted. They will provide this data next month.**

#### Bandit signs removed

■ Parks and Parkways ■ Sanitation



# Key Performance Indicators

KPI	2014		2015		Status
	Actual	Target Met?	Actual	Target	
Number of acres mowed	18,801		12,459	19,000	
Number of tree trims and removals	NA		2,101	3,000	



# SANITATION



Quality of Life STAT August 20, 2015 54

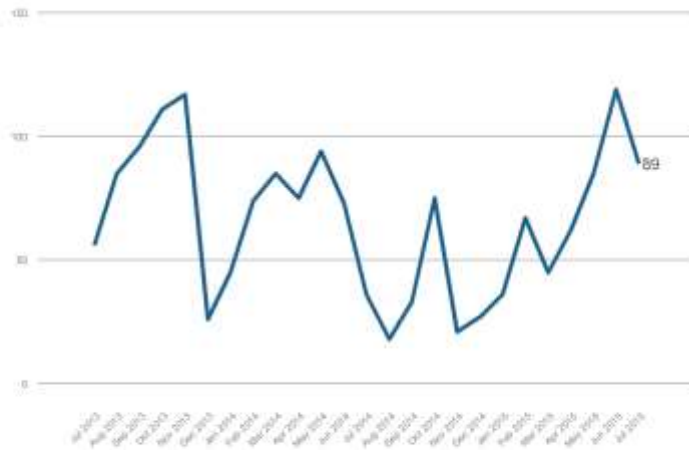
**Responsible Organization:**  
Department of Sanitation

**Data Source:**  
311

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

## Illegal dumping service requests open at end of month dropped in July.

Illegal Dumping Reporting service requests open at end of month



Responsible Organization:  
Department of Sanitation

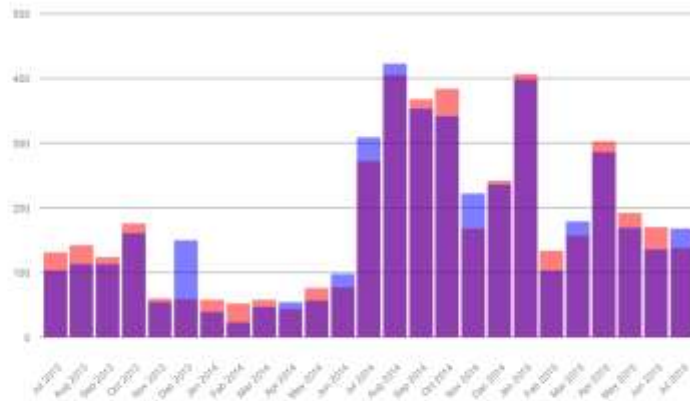
Data Source:  
311

Related Strategy:  
Provide effective sanitation  
services to residents and  
businesses

## Net closure of 30 service requests in July.

### Illegal Dumping Reporting service requests net per month

Opened Closed





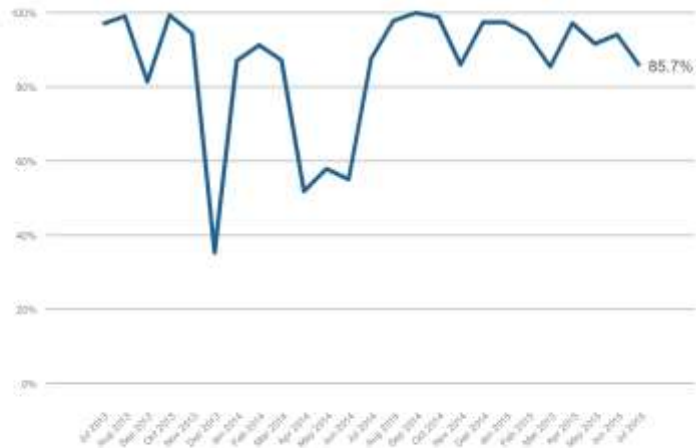
**Responsible Organization:**  
Department of Sanitation

**Data Source:**  
311

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

**About 86% of closed requests were closed within 30 days.**

Percent of Illegal Dumping Reporting resolved in 30 days



**Responsible Organization:**  
Department of Sanitation

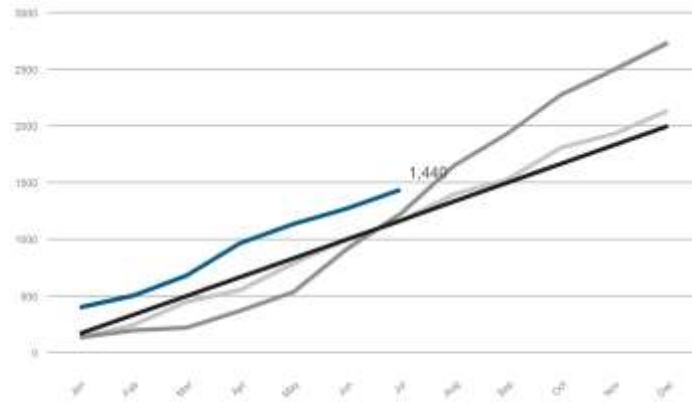
**Data Source:**  
Department of Sanitation

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

## Sanitation continued on track to exceed annual target for clearing illegal dumping sites.

Cumulative number of illegal dumping sites cleared

— 2013 — 2014 — 2015 — Target



**Responsible Organization:**  
Department of Sanitation

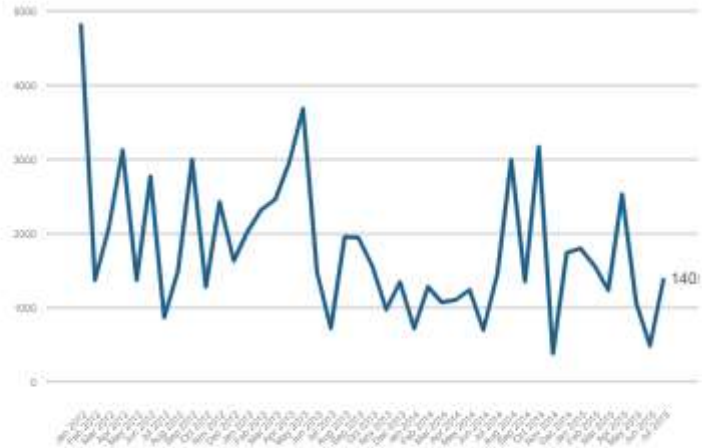
**Data Source:**  
Department of Sanitation

**Note:**  
"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.

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

## 1405 tires removed in July.

Tires removed



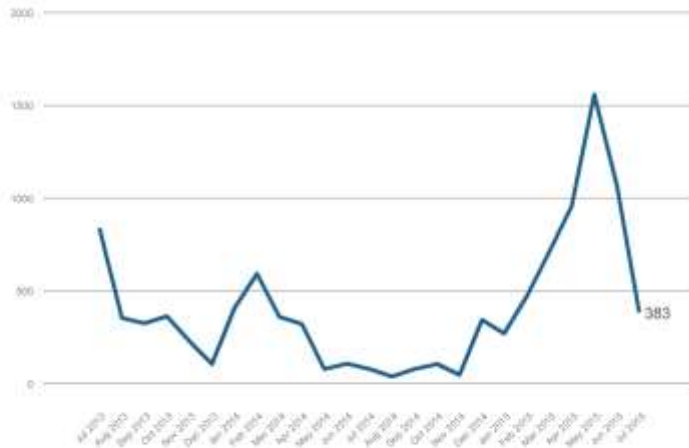
**Responsible Organization:**  
Department of Sanitation

**Data Source:**  
311

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

## Sanitation reduced recycling request backlog by almost 500 in June and almost 700 in July.

Residential Recycling Programs service requests open at end of month



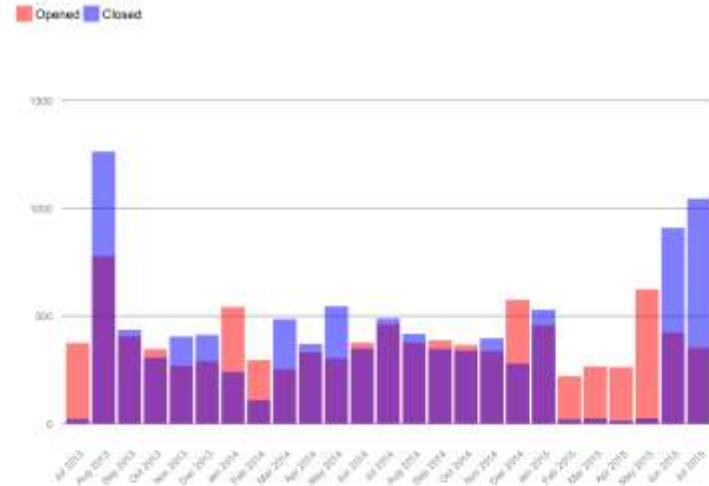
Responsible Organization:  
Department of Sanitation

Data Source:  
311

Related Strategy:  
Provide effective sanitation  
services to residents and  
businesses

### Net closure of 690 service requests in July after receiving new vehicles to deliver carts.

Residential Recycling Programs service requests net per month



**Responsible Organization:**  
Department of Sanitation  
vendors

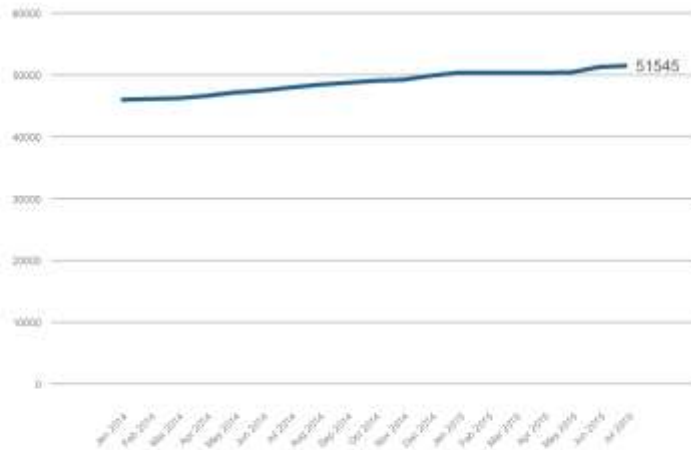
**Data Source:**  
Sanitation Department

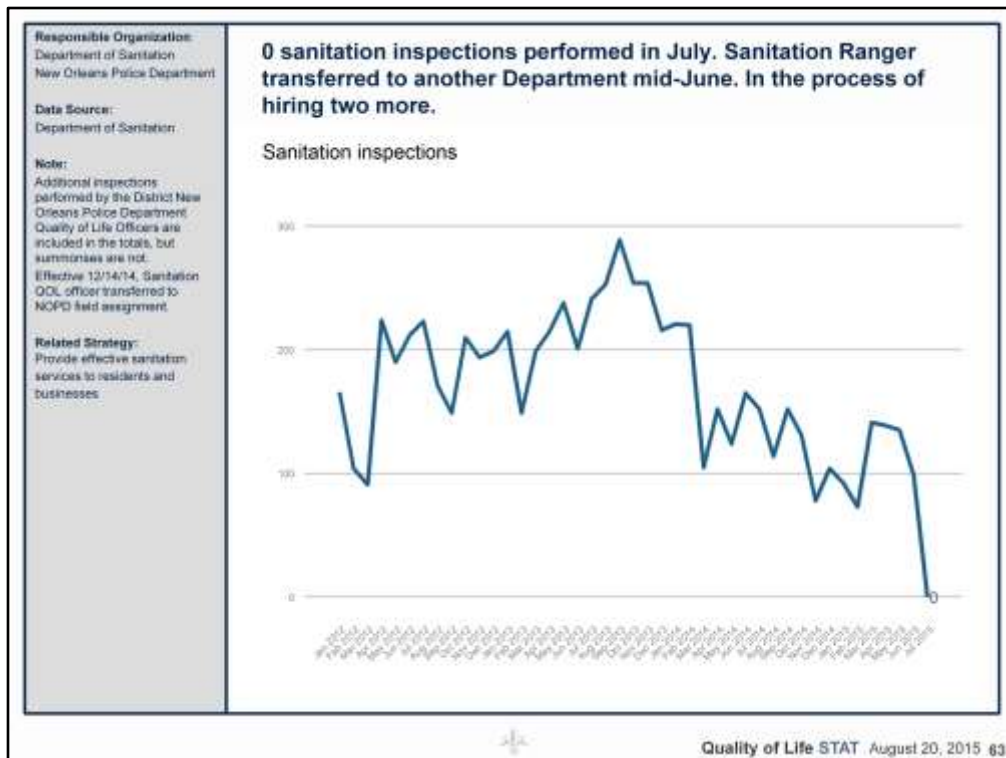
**Related Strategy:**  
Provide effective sanitation  
services to residents and  
businesses

**Definitions:**  
**Household:** Every household in  
New Orleans Parish receiving  
sanitation service. Current  
estimate is 134,691.  
**Households Registered for  
Recycling:** Every household  
that is not only registered for  
recycling, but has received a  
recycling cart.

**Number of houses registered for recycling at 51,545 by end of  
July. Target is 55,700.**







Houses registered for recycling





Sanitation Ranger transferred to another Department mid-June. In the process of hiring two more.

# Key Performance Indicators

KPI	2014		2015		Status
	Actual	Target Met?	Actual	Target	
Number of Illegal Dumping Sites Cleared	2,735		1,440	1,000	
Percent of 311 Illegal Dumping Service Requests Closed within 30 Days	91%		93%	80%	
Percent of Households Registered for Recycling	37%		38%	40%	





**LAW**



**Responsible Organization:**  
Law Department

**Data Source:**  
Law Department

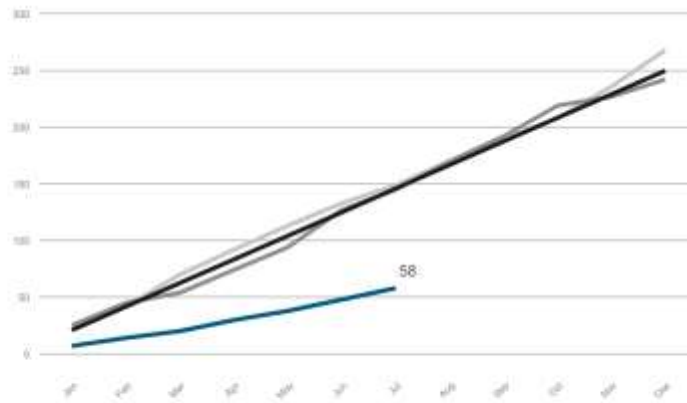
**Related Strategy:**  
Effectively and fairly administer justice

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

## Law significantly off target for number ABO filings.

Cumulative number of ABO filings

— 2013 — 2014 — 2015 — Target



**Responsible Organization:**  
New Orleans Police Department

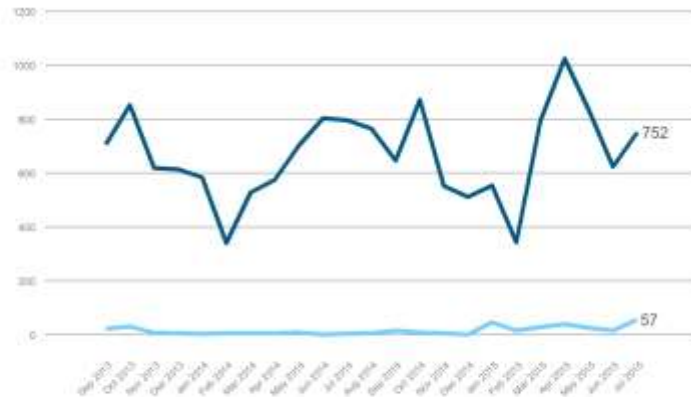
**Data Source:**  
New Orleans Police Department

**Related Strategy:**  
Effectively and fairly administer justice

## Uptick in number of complaints and summonses in July

Complaints received and summonses issued by NOPD quality of life officers

■ Complaints received by NOPD ■ Summonses issued by NOPD



# Key Performance Indicators

KPI	2014		2015		Status
	Actual	Target Met?	Actual	Target	
Number of Tax and Public Nuisance Cases Filed before the ABO Board	242		58	250	



# MOSQUITO AND TERMITE CONTROL



Quality of Life STAT August 20, 2015 69

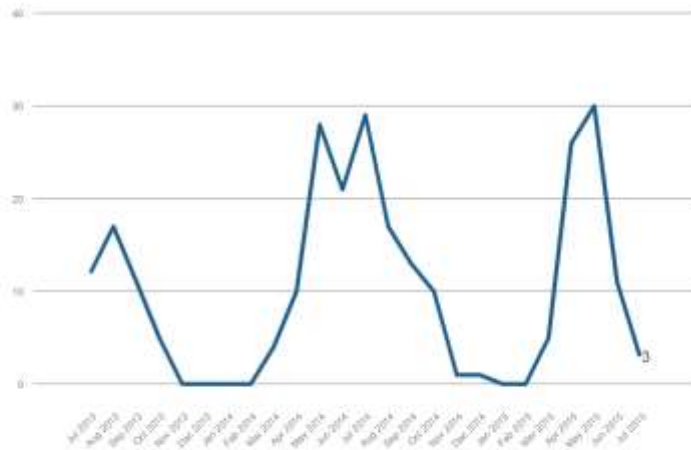
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
311

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

## Backlog of mosquito control service requests reduced to 3 in July.

Mosquito Control service requests open at end of month



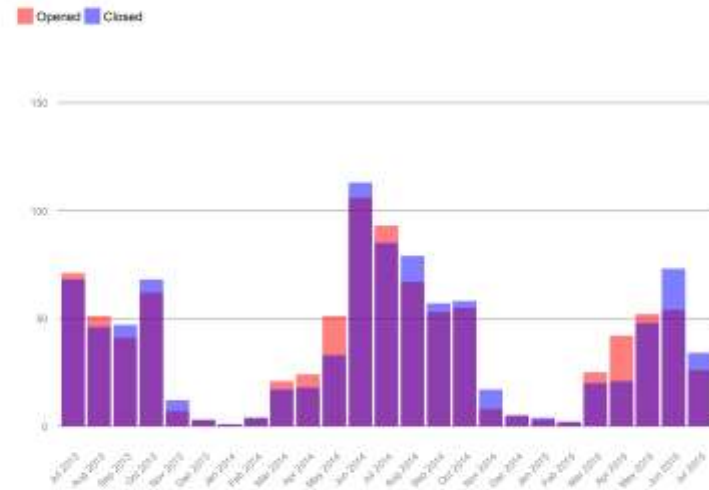
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
311

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

## Net closure of 8 service requests in July.

Mosquito Control service requests net per month



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

**Data Sources:**  
MTRCB

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

## Average days to close request declined in July.

Average days to close mosquito request





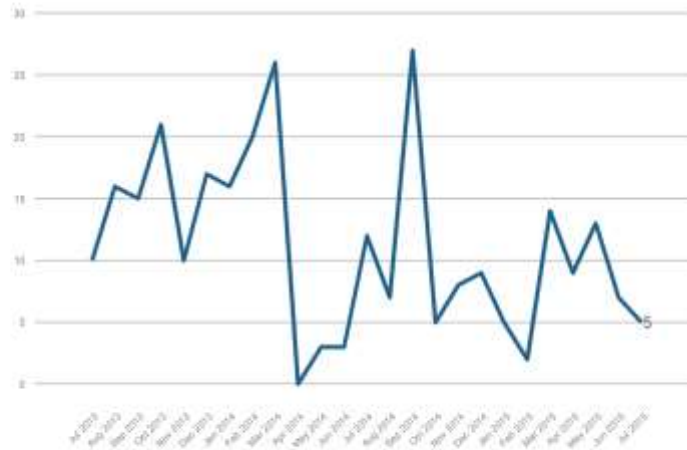
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
311

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

## Rodent service request backlog at five at end of July.

Rodent Complaint service requests open at end of month



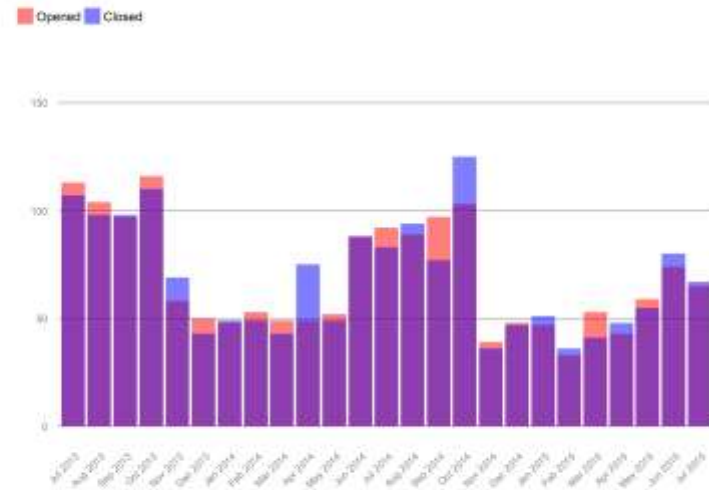
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
311

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

## Net closure of two service requests in July.

Rodent Complaint service requests net per month



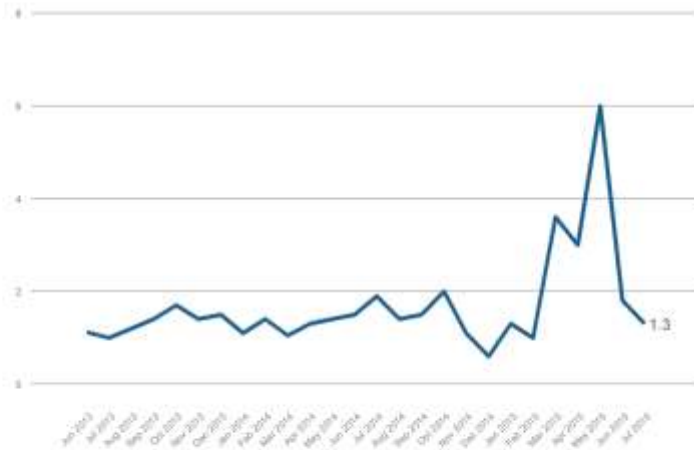
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
311

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

## Average days to close rodent service request further reduced in July.

Average days to close rodent request



# Key Performance Indicators

KPI	2014		2015		
	Actual	Target Met?	Actual	Target	Status
Average Business Days to Complete Mosquito Service Requests	3.0	●	2.7	3	●
Average Business Days to Complete Rodent Service Requests	1.5	●	1.3	3	●



Quality of Life STAT August 20, 2015 76