CITY OF NEW ORLEANS

QualityofLifeSTAT

October 16th, 2014
(Reporting Period: September 2014)

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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.

City Strategic Framework

Mission
The City of New Orleans delivers excellent service to its citizens with courage, competence and compassion.
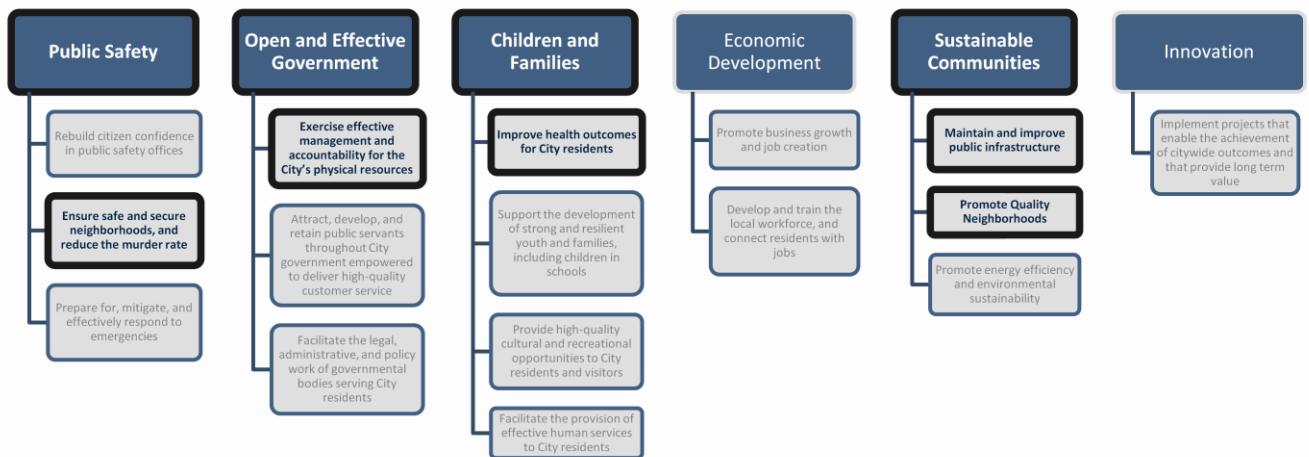
Values
Integrity, Excellence, Transparency, Teamwork, Responsiveness, Innovation, Diversity and Inclusion

Vision
New Orleans is a model city. We are a unified city. We are a creative city.

Result Area Goals and Objectives

Public Safety	Open and Effective Government	Children and Families	Economic Development	Sustainable Communities	Innovation
Rebuild citizen confidence in public safety offices	Exercise effective management and accountability for the City's physical resources	Improve health outcomes for City residents	Promote business growth and job creation	Maintain and improve public infrastructure	Implement projects that enable the achievement of citywide outcomes and that provide long term value
Ensure safe and secure neighborhoods, and reduce the murder rate	Attract, develop, and retain public servants throughout City government empowered to deliver high-quality customer service	Support the development of strong and resilient youth and families, including children in schools	Develop and train the local workforce, and connect residents with jobs	Promote Quality Neighborhoods	
Prepare for, mitigate, and effectively respond to emergencies	Facilitate the legal, administrative, and policy work of governmental bodies serving City residents	Provide high-quality cultural and recreational opportunities to City residents and visitors		Promote energy efficiency and environmental sustainability	
		Facilitate the provision of effective human services to City residents			

Open and Effective Government

Goal: Ensure sound fiscal management and transparency, promote effective, customer-driven services and foster active citizen engagement in City government.
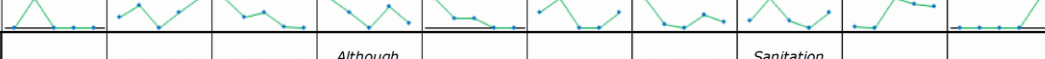
Objectives and Strategies	Outcome Measures
Exercise effective management and accountability for the City's physical resources 1. Effectively steward the City's financial resources 2. Manage the City's information and analyze the City's performance data 3. Manage vendor relationships and provide oversight of City contracts 4. Responsibly support the City's capital assets	• Bond ratings
Attract, develop, and retain public servants throughout City government empowered to deliver high-quality customer service 1. Cultivate a high-quality City workforce 2. Provide fair and reasonable benefits to City employees and retirees	• Rate of employee turnover • Percent of employees engaged and satisfied
Facilitate the legal, administrative, and policy work of governmental bodies serving City residents 1. Govern the City with integrity and accountability 2. Defend the City's legal interests 3. Promote civic engagement 4. Facilitate, link, and leverage resources with external organizations	• Percent of citizens satisfied with overall government services

311 Dashboard -
Request Closure Rates Still 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%)	97%	89%	69%	47%	81%	57%	83%	93%	18%	50%
Request Closure Rate (Closed Cases >= New Cases Yes/No)	Y	N	Y	N	N	N	N	N	N	N
Backlog to Closed Requests Ratio (<5, 5-7, >=8)	0.0	39.7	0.3	12.6	0.0	0.4	6.2	0.4	8.0	0.3
Notes	Note: Closures reflect Lagan, not LAMA.	Identified catch basin project for last quarter of year	Backlog of cases has trended down for the month	Although timeliness to close increased, backlog is down	Currently establishing new queues for SR's	Timeliness to close has improved	Backlog of closed requests improved slightly	Sanitation continues to monitor service request queues	Backlog improved slightly	Minimal cases reported

Department Adoption Rate

Adoption Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	Sanitation	Taxi	EMS
Current Month	77.00%	92.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
90d Average	79.00%	97.00%	97.00%	100.00%	92.00%	99.00%	98.00%	100.00%	89.00%	100.00%
DAR Avg To-Date	89.00%	85.00%	95.00%	99.00%	86.00%	99.00%	98.00%	100.00%	94.00%	100.00%

Action Item:

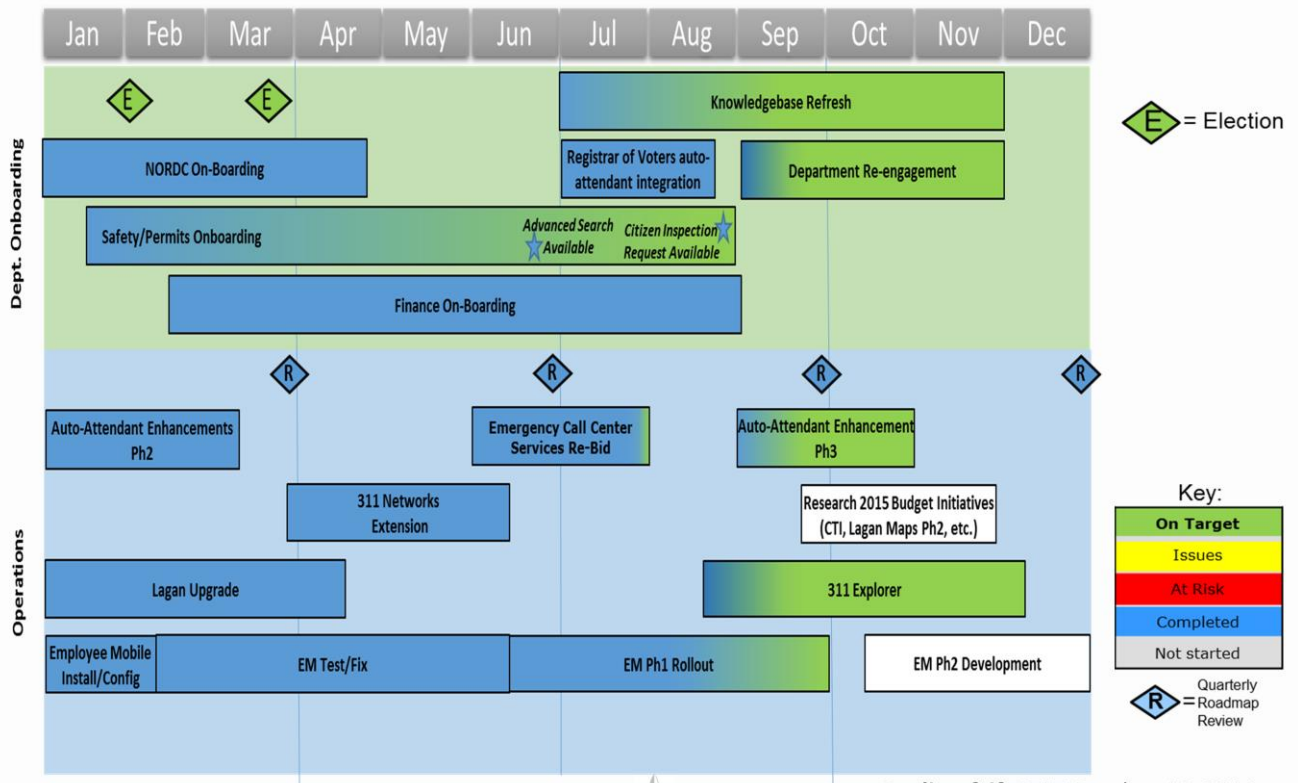| Date	Responsible Party	Action Item	Status
8/21/14	A. Rogers	Ensure that Code Enforcement and the Taxicab Bureau establishes new point people to interface with the 311 team moving forward	The Taxicab Bureau established a new 311 point-of-contact, while Code Enforcement has not yet identified someone.

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Public Works' maintenance division is working with 311 to identify major catch basin repairs, which they will prioritize in Q4 2014.

311 Roadmap

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Sustainable Communities

Goal: Support sustainable communities that integrate quality housing, transportation, schools, commercial development, energy efficiency, parks and green space, flood protection and cultural assets.	
Objectives and Strategies	**Outcome Measures**
Maintain and improve public infrastructure	• Percent of citizens satisfied with condition of streets
1. Maintain and improve road surface infrastructure	• Mean travel time to work
2. Consistently implement Complete Streets philosophy in streets investments	• Percentage of workers commuting to work by means other than driving alone
3. Effectively administer the City's capital improvements program	• Percent of citizens satisfied with drainage/flood control
4. Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods	• Percent of citizens satisfied with public transportation
	• Percent of citizens satisfied with traffic congestion
Promote Quality Neighborhoods	• Percent of citizens satisfied with control of abandoned houses
1. Reduce blighted properties by 10,000 by the end of 2014	• Percent of citizens satisfied with parks and recreation
2. Provide effective sanitation services to residents and businesses	• Percent of citizens satisfied with control of trash and litter / trash pickup
3. Protect and preserve parks and other green spaces	
4. Regulate land use to support safe, vibrant neighborhoods and preserve historic properties	• Percent of citizens satisfied with life in New Orleans
	• ParkScore (based on acreage, service and investment, and access)
	• Percent of citizens satisfied with zoning
Promote energy efficiency and environmental sustainability	• Percent of days with healthy air quality
1. Restore the City's marshes and coastline	• Number of health based drinking water violations
2. Promote green energy and other sustainability measures	• Number of certified green buildings
3. Remediate brownfields, lead, and other environmental hazards	• Number of land acres in Orleans Parish

DPW exceeded its annual goal of potholes filled.

🔑 **Number of Potholes Filled**

— 2011 Actual — 2012 Actual — 2013 Actual

	2011		2012		2013		2014		
	Actual	**Target Met?**	**Actual**	**Target Met?**	**Actual**	**Target Met?**	**YTD Actual**	**Annual Target**	**Status**
	54,637	🟢	60,401	🟢	31,299	🟢	25,348	20,000	🟢

Responsible Organization:
Department of Public Works

Data Source:
311

Definitions:
Service Request: A 311 call requesting the City to perform a specific task.
Open Request: A service request that has not been completed.
Closed Request: A service request that has been completed.

Related Strategy:
Maintain and improve road surface infrastructure
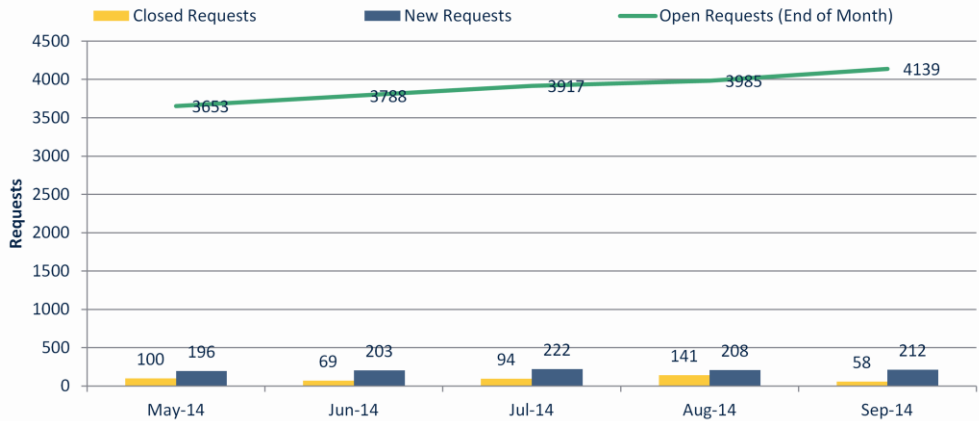
Notes:
Expected days to close, developed in 2012: 60-365 days.

While 311 pothole/roadway surface repair reflects maintenance crew and pothole killer activity, the pothole killer requests are not systematically captured at this time.
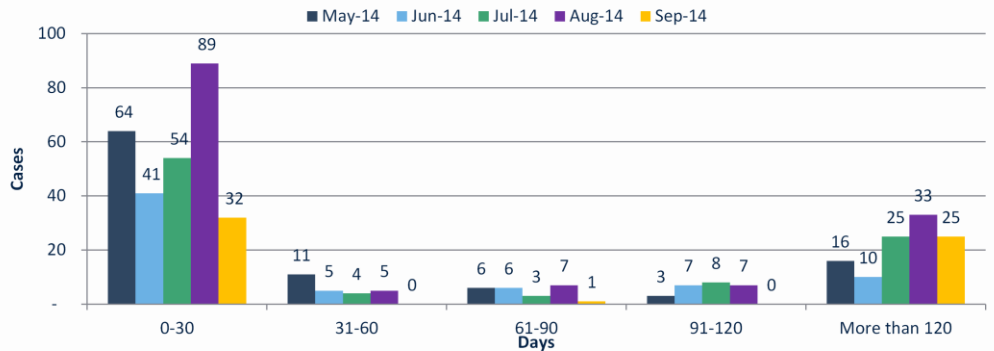
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

The backlog of 311 pothole service requests continued to increase.

Pothole/Roadway Surface Repair

Legend: ◻ Closed Requests ◼ New Requests ── Open Requests (End of Month)

	May-14	Jun-14	Jul-14	Aug-14	Sep-14
Open Requests (End of Month)	3653	3788	3917	3985	4139
Closed Requests	100	69	94	141	58
New Requests	196	203	222	208	212

Days to Close Pothole/Roadway Surface Repair

Legend: ◼ May-14 ◼ Jun-14 ◼ Jul-14 ◼ Aug-14 ◼ Sep-14

Days	May-14	Jun-14	Jul-14	Aug-14	Sep-14
0-30	64	41	54	89	32
31-60	11	5	4	5	0
61-90	6	6	3	7	1
91-120	3	7	8	7	0
More than 120	16	10	25	33	25

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All other DPW maintenance 311 service requests backlogs increased.

Service Request (SR)	Open SRs (9/1)	New SRs	Closed SRs	Open SRs (9/30)	Δ from Prior Period	Avg. Age of Open SR	Avg. Days to Close
Manhole Cover Maintenance	192	19	13	**199**	7	545	15
Road Shoulder Repair	317	12	5	**324**	7	507	23
Sidewalk Repair	812	46	24	**835**	23	563	15
Subsidence	416	67	25	**458**	42	227	10

311 Issues

Responsible Parties	Issue/Status	Due
M. Jernigan	Identify Interim case status for service requests that have up to 365 day turn-around time. A 311 team member can help with this task if necessary.	Q4 2014

Public Works is currently hiring an administrative staffer in the maintenance division. They also will prioritize manhole cover maintenance in Q4 2014. DPW noted that many open sidewalk requests are actually the responsibility of the property owner. They plan to coordinate with 311 to close out those for which they are not responsible for fixing.

93% of the streetlights in New Orleans were functional at the end of the month.

Percent of Streetlights Functioning

2012 Actual   2013 Actual   2014 Actual   — 2014 Target
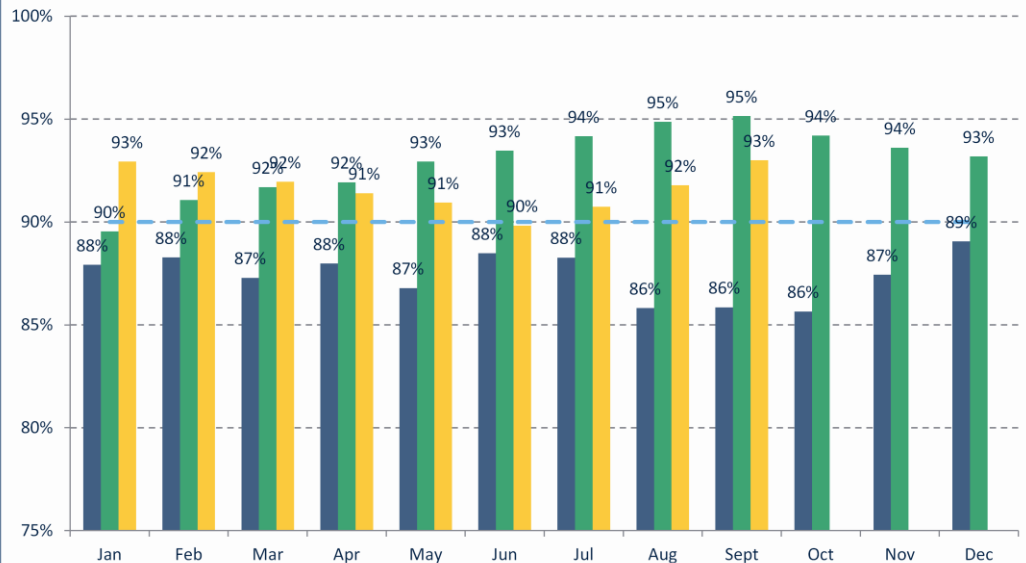
	2014	
YTD Actual	**Annual Target**	**Status**
93%	90%	●

DPW anticipates outages to be eclipse the lowest number since pre-Katrina by the end of 2014.

Responsible Organization:
Department of Public Works

Data Source:
DPW Streetlights Monthly
Report

Note:
Restored outage totals do not
include 313 Hurricane Isaac-
related repairs in Q4 2012.

Related Strategy:
Maintain and improve road
surface infrastructure

Legend:

🟢 On Target
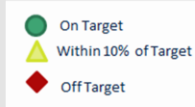🔺 Within 10% of Target
🔷 Off Target

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

DPW continued to restore a higher number of outages in September than previous months in the year.

🔑 **Number of Streetlight Outages Restored**

■ LED
■ Major Repairs
■ Routine Maintenance

	2012		2013		2014		
	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
	12,500	🔷	19,006	🟢	1,282	8,000	🔷

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

Responsible Organization:
Department of Public Works

Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure

Notes:
Expected days to close, developed in 2012: 30-180 days.

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.

311 Streetlight Service Requests

Legend: Closed Requests | New Requests | Open Requests (End of Month)

Open Requests (End of Month): May-14: 4654, June-14: 5106, July-14: 5206, Aug-14: 5399, Sep-14: 5392

Month	Closed Requests	New Requests
May-14	75	314
June-14	197	648
July-14	629	729
Aug-14	211	403
Sep-14	457	450

Closed 311 Requests as Percentage of All Outages Restored
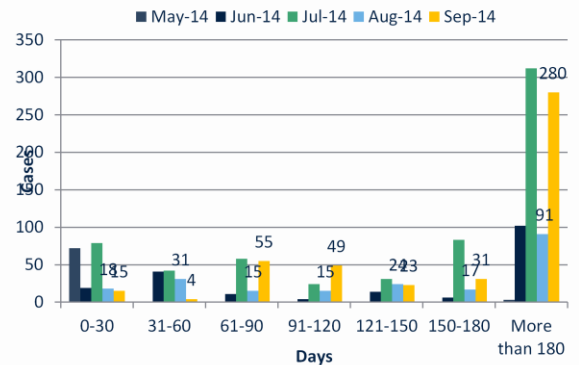
Month	Percentage
May-14	163%
June-14	563%
July-14	611%
Aug-14	44%
Sep-14	75%

Days to Close

Legend: May-14 | Jun-14 | Jul-14 | Aug-14 | Sep-14

Days	May-14	Jun-14	Jul-14	Aug-14	Sep-14
0-30	70	18	75	15	15
31-60	40	31		4	
61-90			55	15	15
91-120			15		49
121-150		24	23		
150-180		17	80		31
More than 180	100		310	91	280

YTD, DPW closed 37% of its 311 streetlight service requests within 90 days.

Responsible Organization:
Department of Public Works
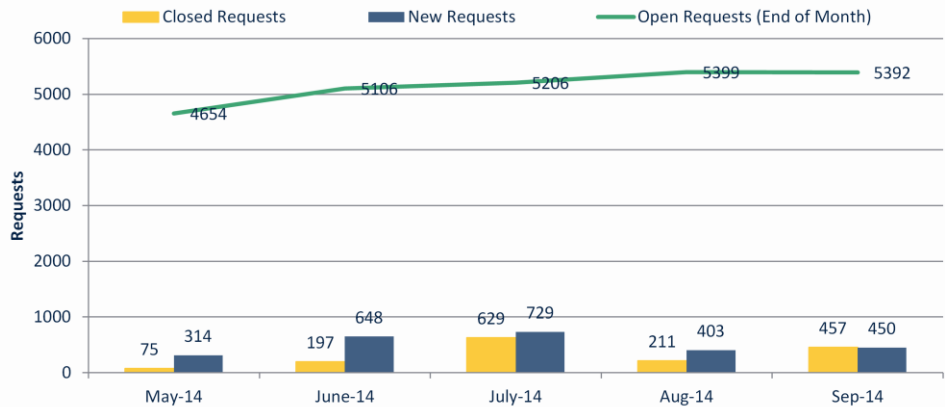
Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure

Notes:
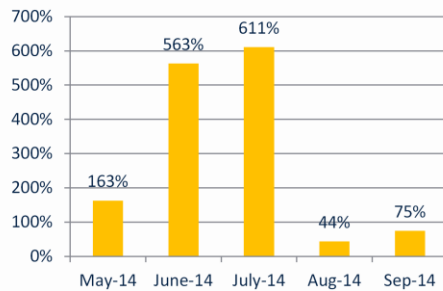Expected days to close, developed in 2012: 30-180 days.

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

🔑 Percent of 311 Streetlight Service Requests Closed within 90 Days

■ 2013 Actual   ■ 2014 Actual

Chart data (2013 Actual / 2014 Actual):
- Jan: 84% / 23%
- Feb: 37% / 27%
- Mar: 31% / 63%
- Apr: 56% / 97%
- May: 40% / 39%
- Jun: 50% / 36%
- Jul: 77% / 28%
- Aug: 94% / 30%
- Sept: 94% / 16%
- Oct: 14%
- Nov: 37%
- Dec: 81%
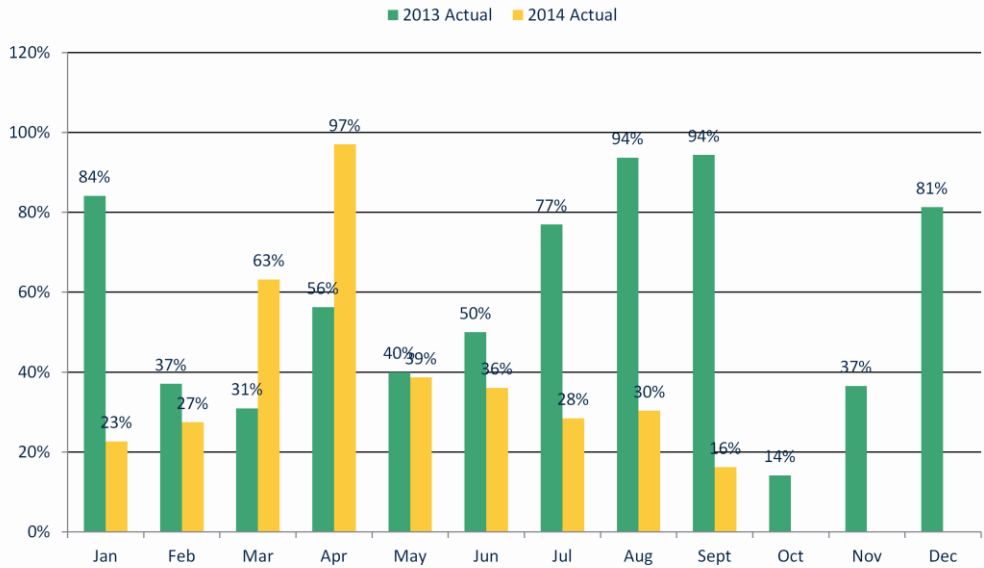
	2013		2014		
	Actual	**Target Met?**	**YTD Actual**	**Annual Target**	**Status**
	45%	-	37%	-	Establishing Baseline

City of New Orleans Streetlight Conversions By Neighborhood

Responsible Organization:
Department of Public Works

Data Source:
Department of Public Works

Related Strategy:
Maintain and improve road surface infrastructure

Notes:
Map obtained from DPW on 10/15.

Legend
Neighborhood Street Light Conversions Priority
Complete
In Progress
Planned
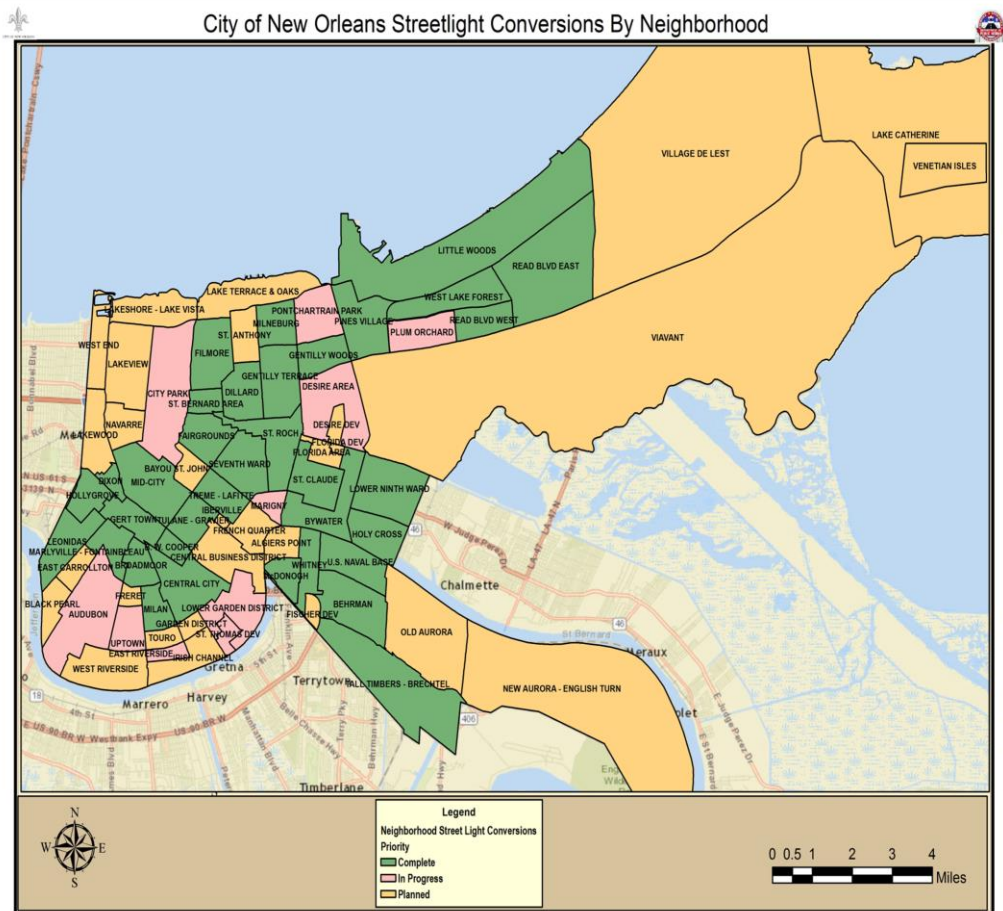
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DPW has converted approximately 18,000 LED's with Energy Smart grant funding since July 2014.

DPW exceeded its annual target of traffic signs installed.

Responsible Organization:
Department of Public Works

Data Source:
311

Related Strategy:
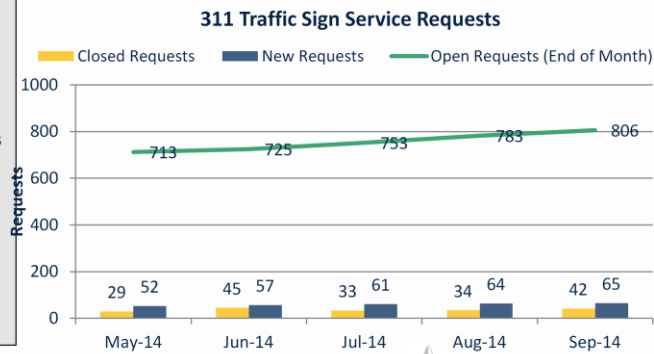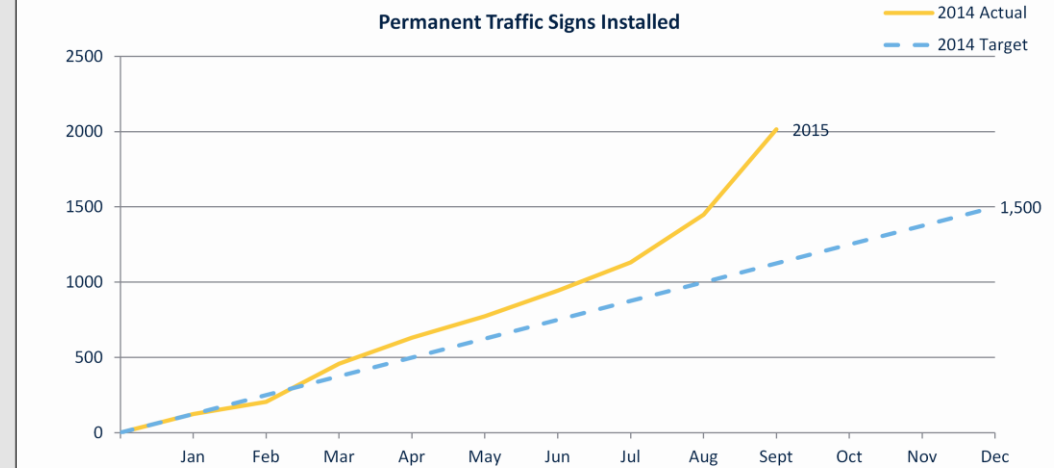Maintain and improve road surface infrastructure

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.

Legend:

- 🟢 On Target
- 🔺 Within 10% of Target
- 🔻 Off Target

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

Permanent Traffic Signs Installed

— 2014 Actual
-- 2014 Target

2015

1,500

(Chart x-axis: Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sept, Oct, Nov, Dec; y-axis: 0 to 2500)

311 Traffic Sign Service Requests

■ Closed Requests ■ New Requests — Open Requests (End of Month)

Month	Open Requests	Closed	New
May-14	713	29	52
Jun-14	725	45	57
Jul-14	753	33	61
Aug-14	783	34	64
Sep-14	806	42	65

🔑 **Number of Permanent Traffic Signs Installed**

2014		
YTD Actual	**Annual Target**	**Status**
2,015	1,500	🟢

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DPW didn't install any street name signs in September. DPW continued to trend below its street name sign installation target.

Street Name Signs Installed

— 2014 Actual
- - - 2014 Target

1,500

885

Jan Feb Mar Apr May Jun Jul Aug Sept Oct Nov Dec

311 Street Name Sign Service Requests

🔑 Number of Street Name Signs Installed

Closed Requests ■ New Requests —— Open Requests (End of Month)

	May-14	Jun-14	Jul-14	Aug-14	Sep-14
Closed	40	31	18	4	21
New	10	18	17	47	33
Open	49	36	35	78	90

2014		
YTD Actual	**Annual Target**	**Status**
885	1,500	🔶

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Responsible Organization:
Department of Public Works

Data Source:
311

Related Strategy:
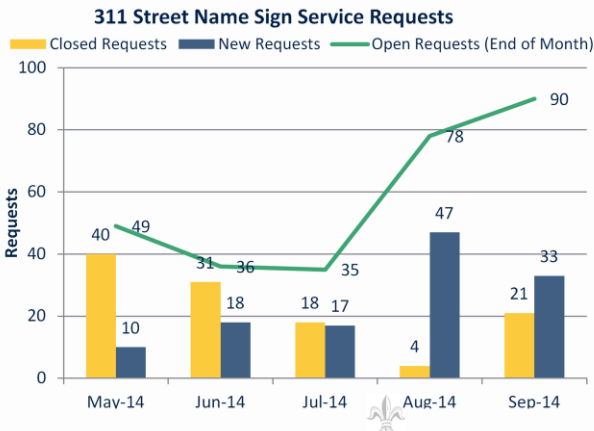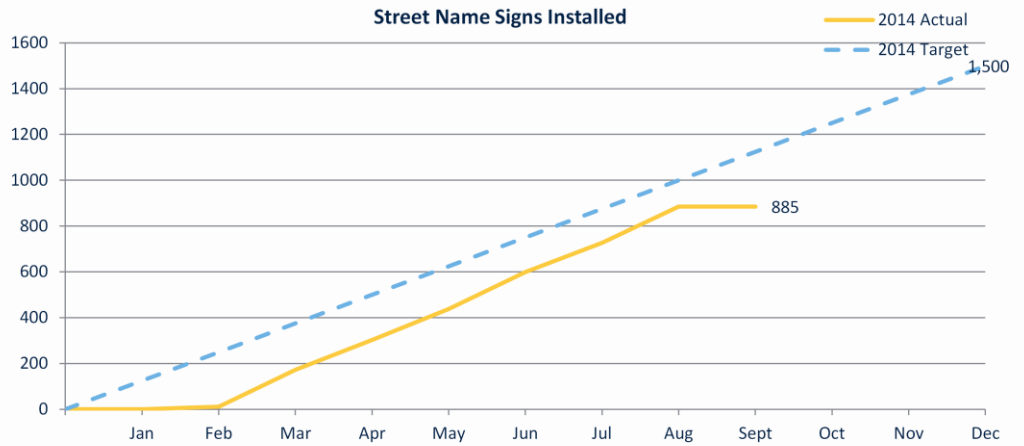Maintain and improve road
surface infrastructure

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.

Road surface marking and traffic signal 311 service request backlogs increased slightly.

Service Request (SR)	Open SRs (9/1)	New SRs	Closed SRs	Open SRs (9/30)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Road Surface Marking	129	5	2	**132**	3	369	1
Traffic Signal	428	36	22	**442**	14	340	27

Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality
Neighborhoods

The backlog of 311 abandoned vehicle service requests continued downward to its lowest point since April 2012.

311 Abandoned Vehicle Service Requests

Legend: Closed Requests | New Requests | Open Requests (End of Month)

Month	Closed Requests	New Requests	Open Requests (End of Month)
Oct-13	189	243	
Nov-13	223	181	
Dec-13	124	171	
Jan-14	202	193	
Feb-14	259	233	
Mar-14	154	222	
Apr-14	183	263	
May-14	204	242	
Jun-14	354	266	
Jul-14	265	280	
Aug-14	436	295	
Sep-14	367	301	119

Y-axis: Requests (0 to 500)

Responsible Organization:
Department of Public Works (DPW)

Data Source:
DPW Weekly 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.
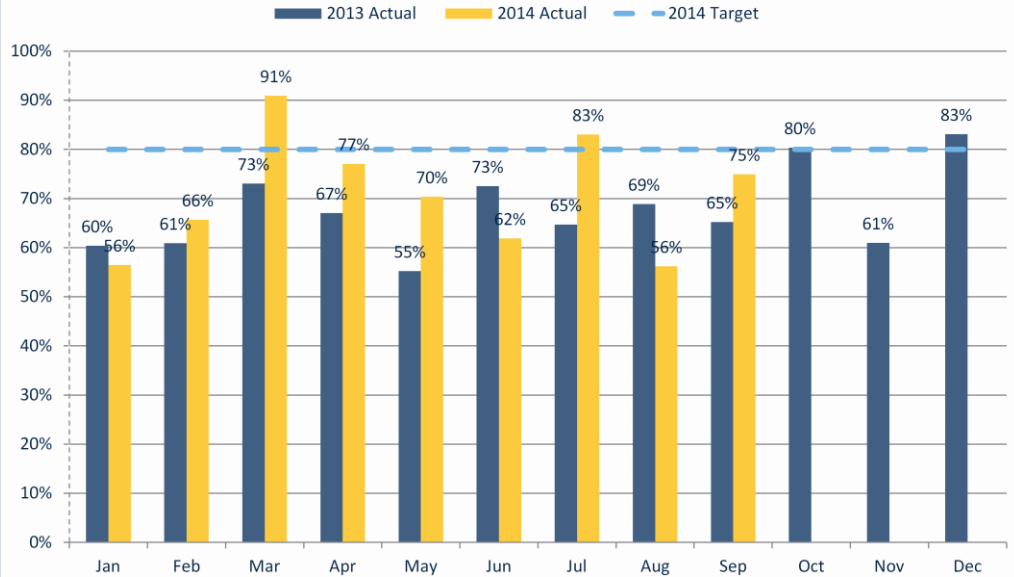
Legend:

🟢 On Target
🔺 Within 10% of Target
🔶 Off Target

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

DPW was on track to meet its annual catch basin target.

🔑 Number of Catch Basins Cleaned
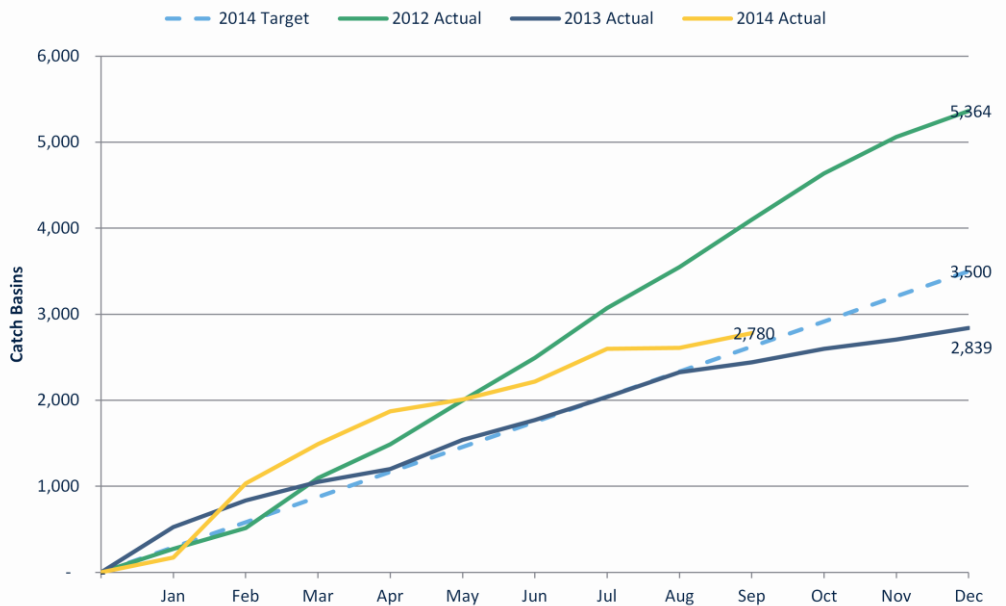
– – 2014 Target ⸺ 2012 Actual ⸺ 2013 Actual ⸺ 2014 Actual

	2011		2012		2013		2014		
	Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
	3,339	🔶	5,364	🟢	2,708	🔺	2,780	3,500	🟢

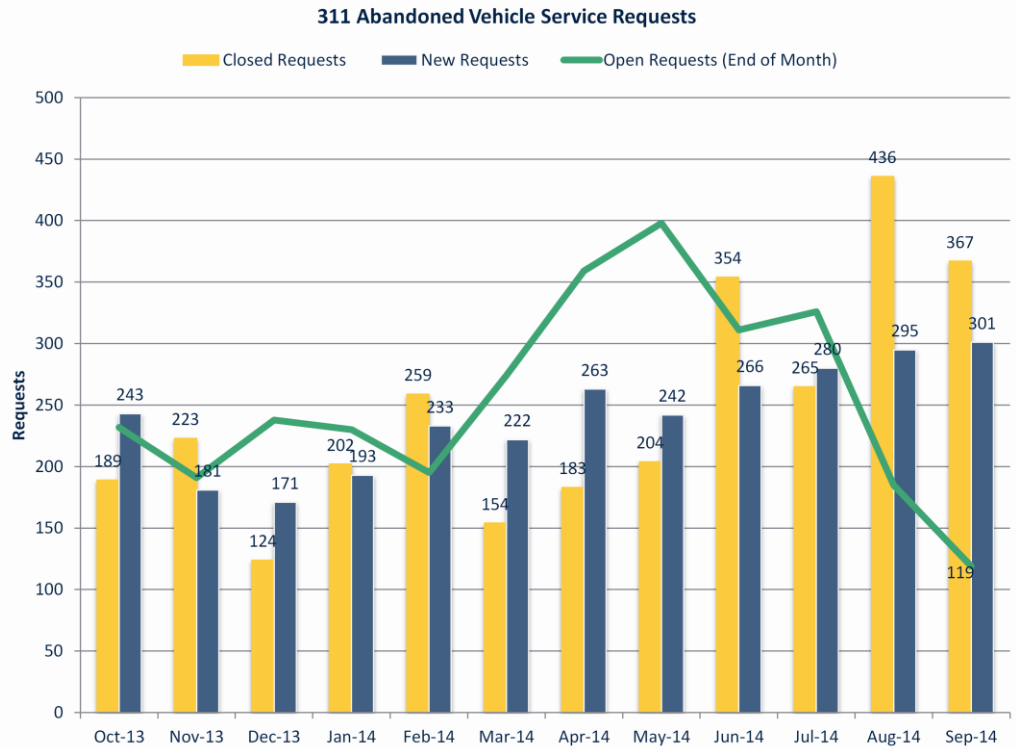QualityofLifeSTAT October 16, 2014 22

Responsible Organization:
Department of Public Works

Data Source:
311

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

The 311 street flooding/drainage backlog continued to increase.

311 Street Flooding/Drainage Service Requests
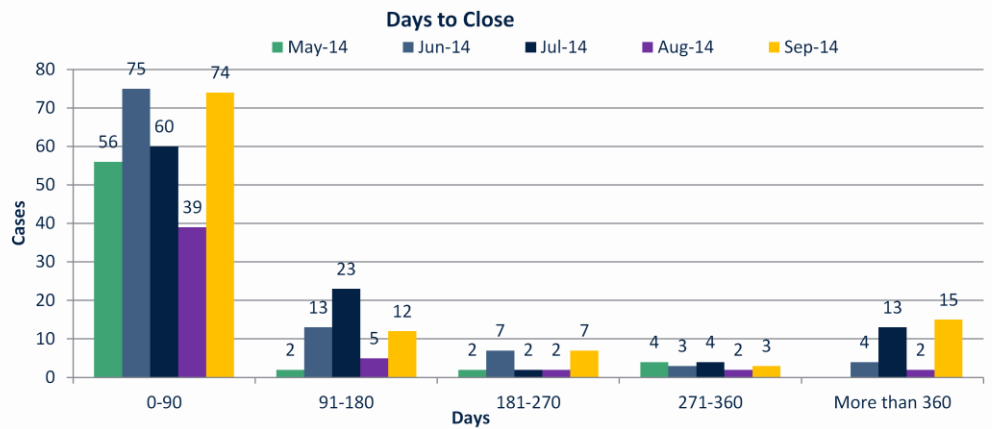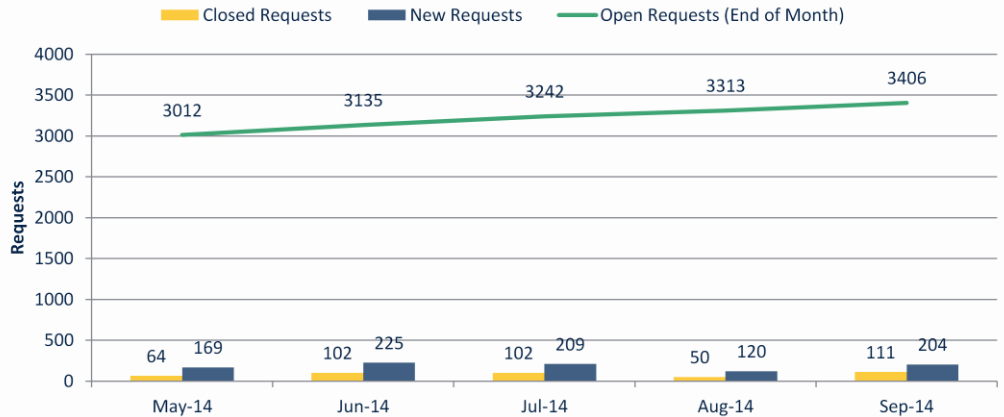
Closed Requests   New Requests   Open Requests (End of Month)

	May-14	Jun-14	Jul-14	Aug-14	Sep-14
Open Requests	3012	3135	3242	3313	3406
Closed Requests	64	102	102	50	111
New Requests	169	225	209	120	204

Days to Close

May-14   Jun-14   Jul-14   Aug-14   Sep-14

Days	May-14	Jun-14	Jul-14	Aug-14	Sep-14
0-90	56	75	60	39	74
91-180	2	13	23	5	12
181-270	2	7	2	2	7
271-360	4	3	4	2	3
More than 360	4	13	2		15

**Sewerage and Water Board of New Orleans
Customer Service Report
Indicators of Metric Results
September 2014**

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

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

Green = Favorable Variance
Yellow = Minimal Variance / No Action Recommended
Red = Unfavorable Variance / Action Recommended

Action Item

Date	Responsible Party	Action Item	Due	Status
10/16/2014	B. Miller; O. Wise	Coordinate to send groups of City employees to take Six Sigma certification training provide through the Sewerage & Water Board's subcontractor	Ongoing	

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The Sewerage & Water Board noted it just graduated its first class of Six Sigma Green Belts, yielding professionals who are certified in leading and assisting in process improvement and implementation projects.

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: Favorable

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 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.
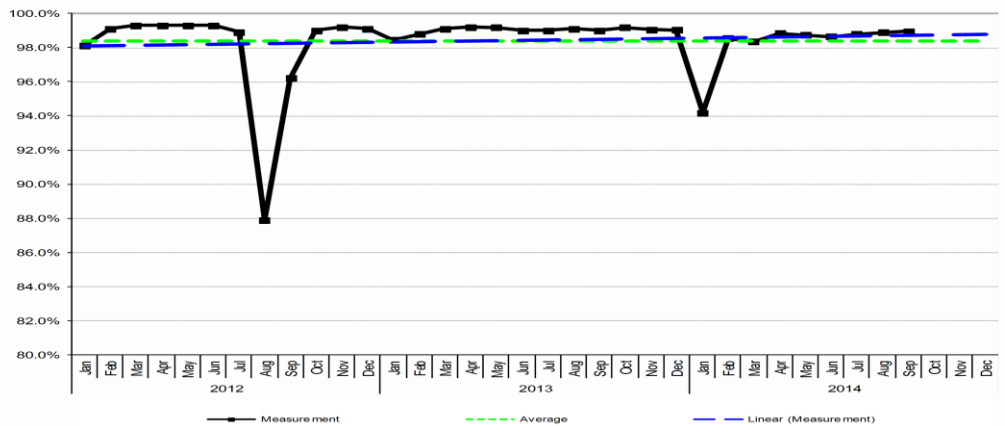
	Jan	Feb	Mar	Apr ate Bills	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	98.1%	99.1%	99.3%	99.3%	99.3%	99.3%	98.9%	87.9%	96.2%	99.0%	99.2%	99.1%
2013	98.4%	98.8%	99.1%	99.2%	99.2%	99.0%	99.0%	99.1%	99.0%	99.2%	99.1%	99.0%
2014	94.2%	98.5%	98.3%	98.8%	98.7%	98.6%	98.8%	98.9%	99.0%			

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 matering infrastructure that allows for readings to be obtained automatically several times daily.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	2.8%	2.5%	2.4%	2.6%	3.9%	2.5%	3.6%	5.1%	18.8%	3.6%	2.7%	2.7%
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%			
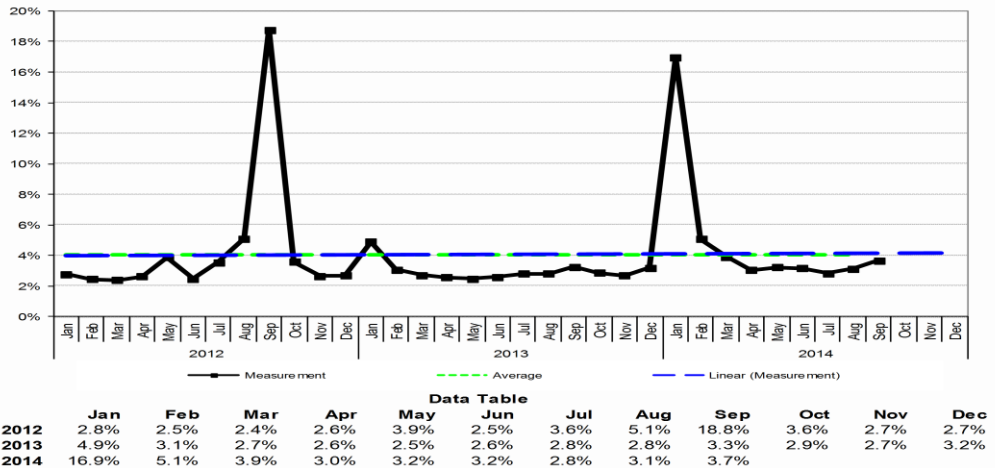
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Responsible Organization:
Sewerage and Water Board of New Orleans

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:
No

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.

Legend: Measurement — Average (dashed) — Linear (Measurement)
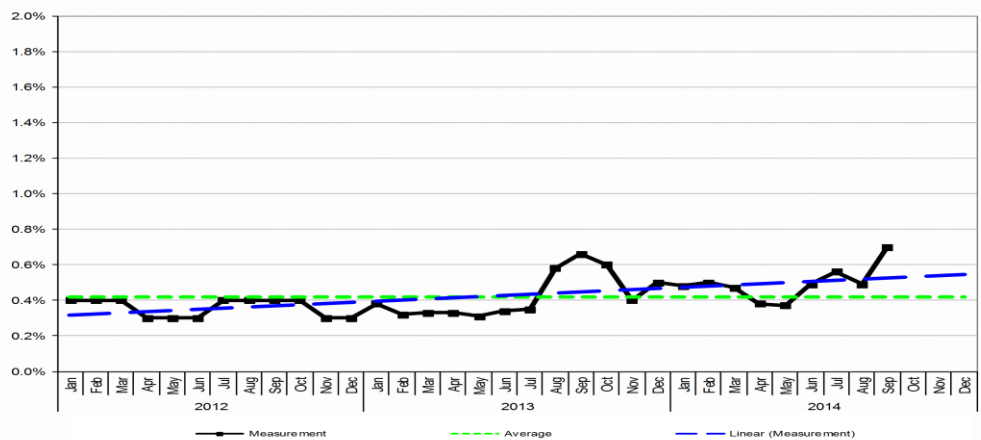
Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	0.4%	0.4%	0.4%	0.3%	0.3%	0.3%	0.4%	0.4%	0.4%	0.4%	0.3%	0.3%
2013	0.4%	0.3%	0.3%	0.3%	0.3%	0.3%	0.4%	0.6%	0.7%	0.6%	0.4%	0.5%
2014	0.5%	0.5%	0.5%	0.4%	0.4%	0.5%	0.6%	0.5%	0.7%			

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.

Legend: Measurement — Average (dashed) — Linear (Measurement)
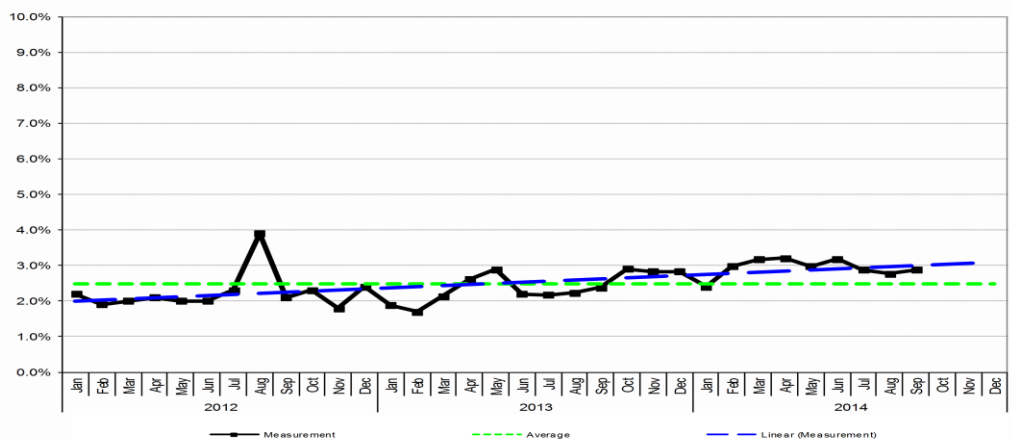
Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	2.2%	1.9%	2.0%	2.1%	2.0%	2.0%	2.3%	3.9%	2.1%	2.3%	1.8%	2.4%
2013	1.9%	1.7%	2.1%	2.6%	2.9%	2.2%	2.2%	2.2%	2.4%	2.9%	2.8%	2.8%
2014	2.4%	3.0%	3.2%	3.2%	3.0%	3.2%	2.9%	2.8%	2.9%			

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Despite conducting a higher number of investigations, SWB's adjusted bills have stayed relatively flat. They suspect that this is due to call operators not properly discerning between warranted and unwarranted complaints before ordering an investigation.

Sewerage and Water Board of New Orleans
Total Inbound Customer Contacts

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

Constituency:
Customer
Ratepayers

Currently Meeting Goal: Close

Objective: Provide Timely Information and Respond Promptly to Requests

Process Operating Within Control Limits: Yes

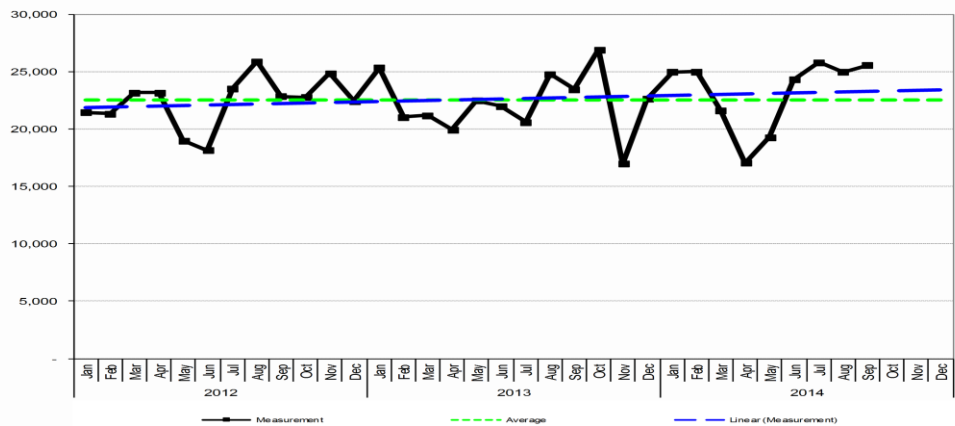**Goal: Reduce Triggers of Customer Calls**

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 continously, 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	Dec
2012	21,447	21,313	23,164	23,164	18,977	18,149	23,545	25,870	22,818	22,773	24,842	22,438
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			

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Sewerage and Water Board of New Orleans
Chart of Types of Customer Calls
September 2014

Sewerage and Water Board of New Orleans
Average Call Wait Time
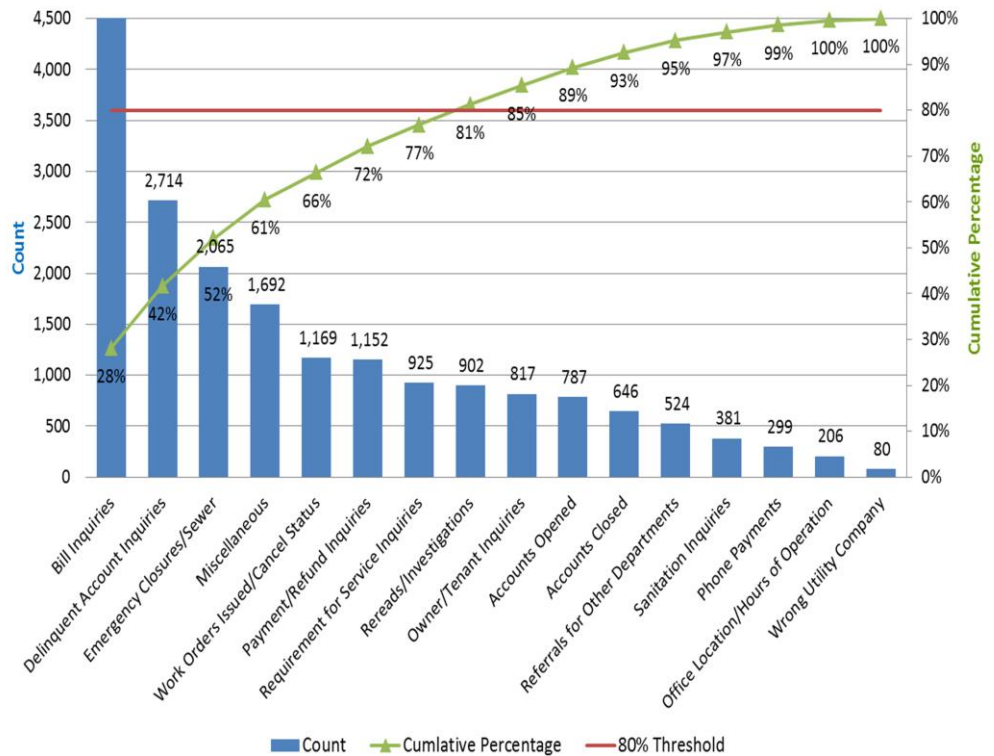
Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

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

Constituency:
Customer Ratepayers

Objective: Provide Accurate Bills

Goal: Reduce over time

Currently Meeting Goal: Yes

Process Operating Within Control Limits: Yes

Trend: Level

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 continously, 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.

Legend: Measurement — — — Average ——— Linear (Measurement)

Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	2:22	2:34	2:22	2:20	2:12	2:29	2:25	2:12	2:10	1:52	1:42	1:36
2013	2:13	2:15	1:51	2:17	2:03	1:52	2:03	2:11	1:53	2:26	2:40	3:22
2014	3:20	3:17	2:13	1:33	1:49	1:58	1:46	1:54	1:54			

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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 10% abandoned**
Currently Meeting Goal: Close	**Process Operating Within Control Limits: Yes**	**Trend: Close**

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.

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

Legend: Measurement ——■—— Average - - - - Linear (Measurement) ——

Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	19.4%	16.1%	15.6%	15.2%	15.8%	18.8%	18.8%	15.6%	14.7%	11.2%	11.4%	8.9%
2013	13.3%	15.6%	18.7%	24.7%	15.4%	7.4%	14.5%	16.2%	16.8%	21.5%	24.7%	32.0%
2014	33.4%	28.5%	16.1%	10.0%	9.8%	10.1%	12.4%	12.1%	11.7%			

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 10% abandoned

Currently Meeting Goal: Close

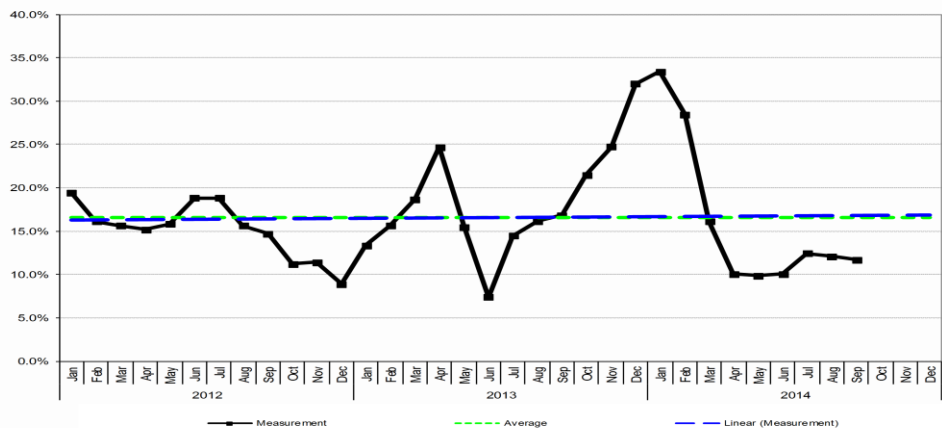**Process Operating Within Control Limits:**
Yes

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 were hired and trained. Call rollover time was 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.

Legend: Measurement — Average (dashed) — Linear (Measurement)

Data Table
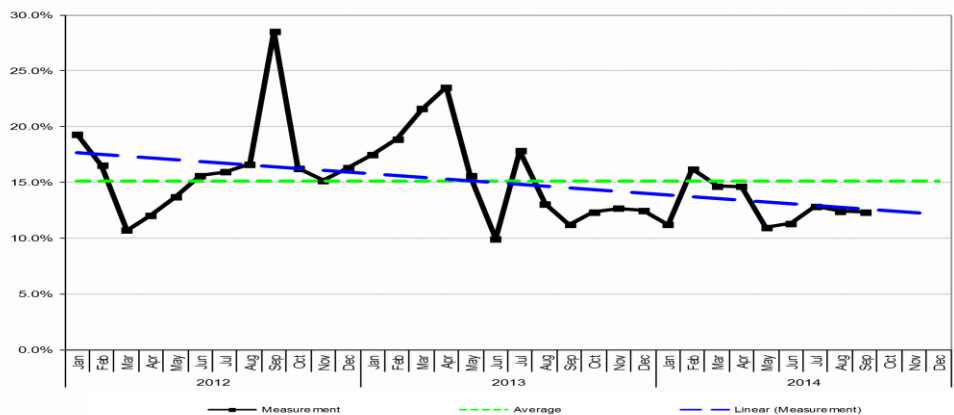
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	19.3%	16.5%	10.7%	12.0%	13.7%	15.6%	15.9%	16.6%	28.5%	16.3%	15.2%	16.3%
2013	17.5%	18.9%	21.6%	23.5%	15.6%	10.0%	17.8%	13.1%	11.2%	12.3%	12.7%	12.5%
2014	11.2%	16.2%	14.7%	14.6%	11.0%	11.3%	12.9%	12.4%	12.3%			

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

Constituency:
Customer
Ratepayers

Currently Meeting Goal: Close

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.
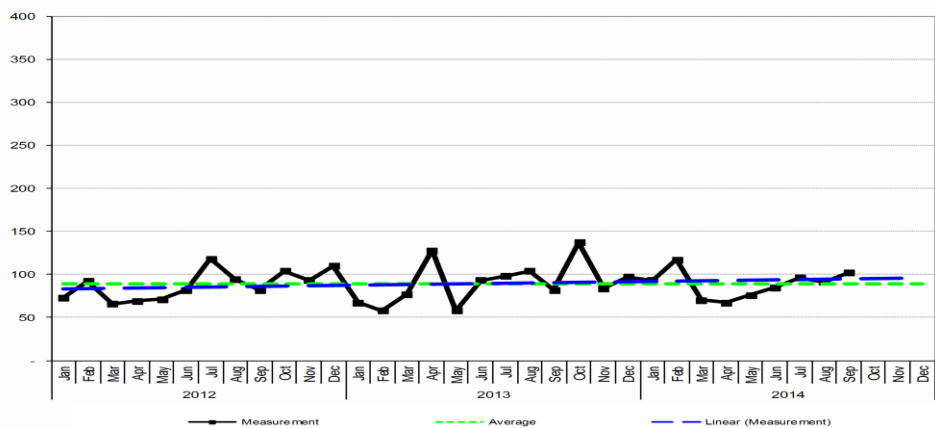
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	73	92	66	69	71	82	118	94	82	104	93	110
2013	67	58	77	128	58	93	98	104	82	137	84	97
2014	93	117	70	67	76	85	96	91	102			

Data Table

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

Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

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

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 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.

Legend: Measurement — Average — Linear (Measurement)
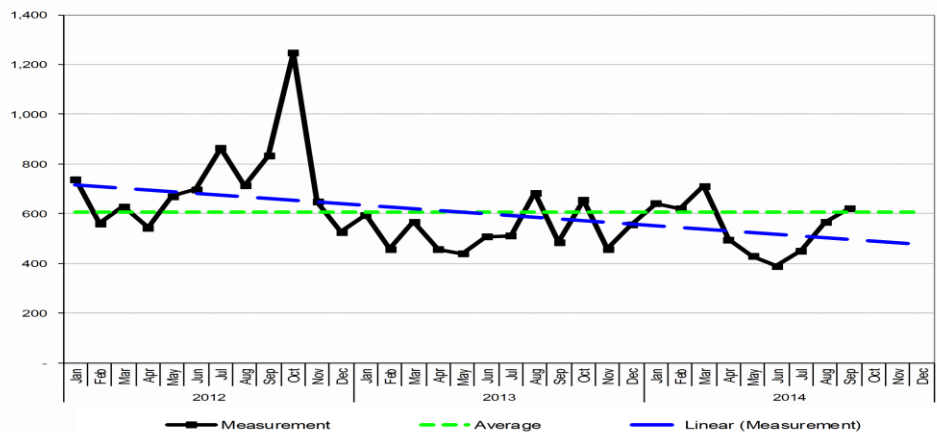
Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	739	560	629	543	670	697	863	713	833	1,246	648	526
2013	594	457	567	456	439	508	511	683	485	654	457	556
2014	641	621	711	495	428	390	451	565	621			

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

Constituency: Customer Ratepayers

Objective: Provide Timely Information and Respond Promptly to Requests

Goal: Reduce Number of Service Requests

Currently Meeting Goal: Yes

Process Operating Within Control Limits: Yes

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.
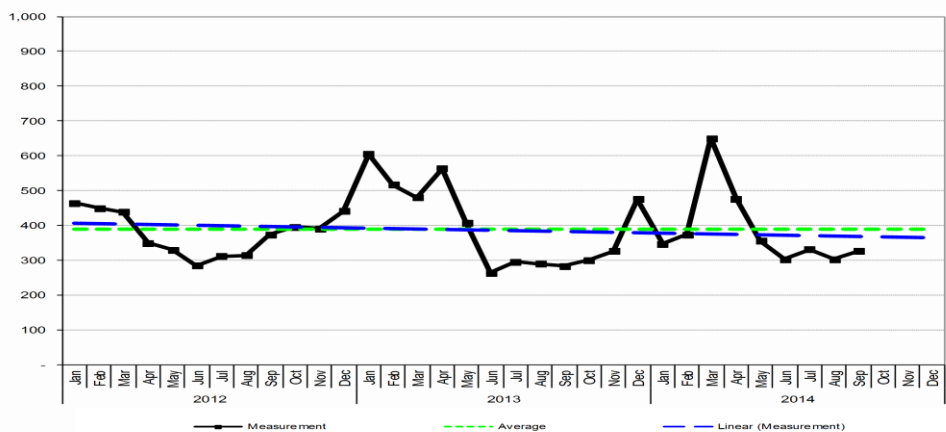
Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	464	449	438	349	329	284	311	313	374	396	391	441
2013	604	516	480	563	406	264	295	289	283	300	326	475
2014	346	374	650	476	355	302	331	302				

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

Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

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

Constituency: Customer Ratepayers

Objective: Ensure Collection of Payments for Services Provided

Goal: None Established

Currently Meeting Goal: Not Applicable

Process Operating Within Control Limits: Yes

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.

| | Measurement | Average | Linear (Measurement) |
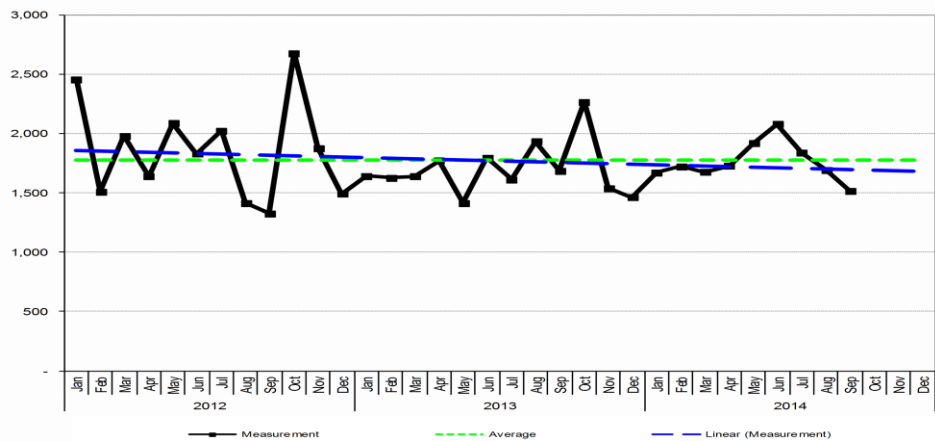
Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	2,456	1,511	1,980	1,638	2,085	1,829	2,024	1,413	1,327	2,676	1,877	1,490
2013	1,641	1,628	1,638	1,770	1,415	1,795	1,613	1,932	1,687	2,265	1,540	1,461
2014	1,670	1,723	1,675	1,727	1,915	2,077	1,836	1,694	1,518			

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

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, 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.

Collections Delayed During Hurricane Isaac

Legend: Measurement, Average, Goal, Linear (Measurement)
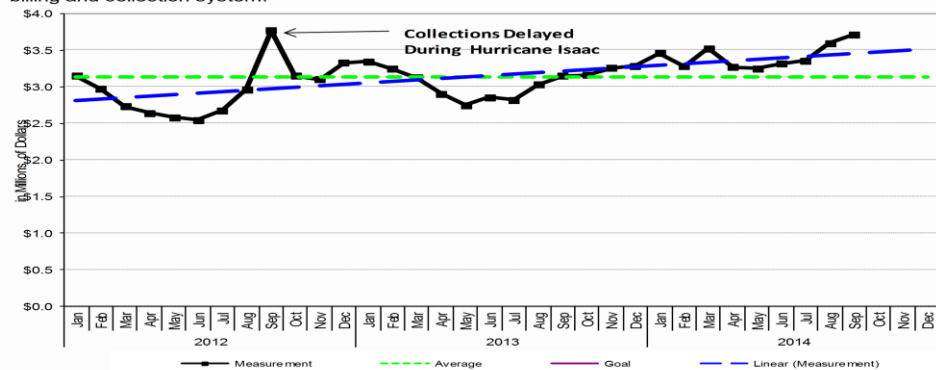
Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	$3.149	$2.973	$2.735	$2.643	$2.583	$2.544	$2.678	$2.966	$3.770	$3.149	$3.104	$3.327
2013	$3.348	$3.243	$3.127	$2.907	$2.748	$2.860	$2.819	$3.031	$3.149	$3.161	$3.258	$3.287
2014	$3.458	$3.280	$3.524	$3.271	$3.249	$3.314	$3.361	$3.598	$3.715			

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 120 Days and Older

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: Favorable

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.

Data Table
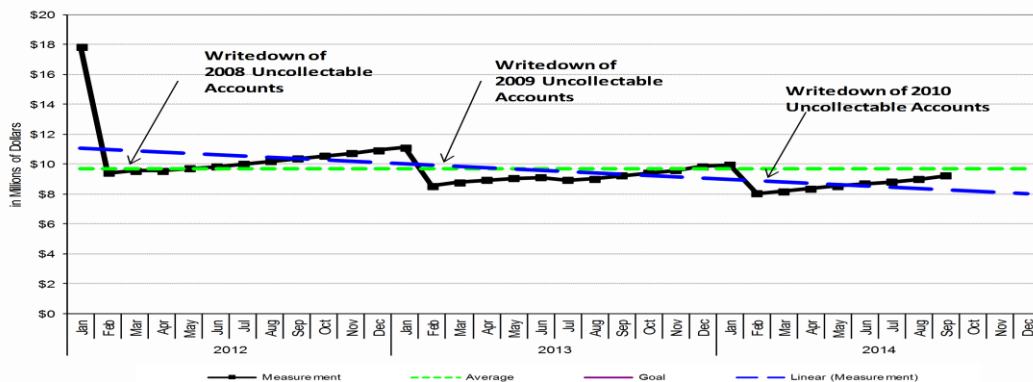
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	$17.811	$9.400	$9.558	$9.557	$9.710	$9.818	$9.995	$10.176	$10.360	$10.553	$10.724	$10.931
2013	$11.104	$8.552	$8.766	$8.928	$9.055	$9.113	$8.939	$9.029	$9.224	$9.398	$9.585	$9.839
2014	$9.946	$8.032	$8.185	$8.360	$8.536	$8.694	$8.807	$8.977	$9.218			

Sustainable Communities

Goal: Support sustainable communities that integrate quality housing, transportation, schools, commercial development, energy efficiency, parks and green space, flood protection and cultural assets.	
Objectives and Strategies	**Outcome Measures**
Maintain and improve public infrastructure 1. Maintain and improve road surface infrastructure 2. Consistently implement Complete Streets philosophy in streets investments 3. Effectively administer the City's capital improvements program 4. Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods	• Percent of citizens satisfied with condition of streets • Mean travel time to work • Percentage of workers commuting to work by means other than driving alone • Percent of citizens satisfied with drainage/flood control • Percent of citizens satisfied with public transportation • Percent of citizens satisfied with traffic congestion
Promote Quality Neighborhoods 1. Reduce blighted properties by 10,000 by the end of 2014 2. Provide effective sanitation services to residents and businesses 3. Protect and preserve parks and other green spaces 4. Regulate land use to support safe, vibrant neighborhoods and preserve historic properties	• Percent of citizens satisfied with control of abandoned houses • **Percent of citizens satisfied with parks and recreation** • **Percent of citizens satisfied with control of trash and litter / trash pickup** • Percent of citizens satisfied with life in New Orleans • **ParkScore (based on acreage, service and investment, and access)** • Percent of citizens satisfied with zoning
Promote energy efficiency and environmental sustainability 1. Restore the City's marshes and coastline 2. Promote green energy and other sustainability measures 3. Remediate brownfields, lead, and other environmental hazards	• Percent of days with healthy air quality • Number of health based drinking water violations • Number of certified green buildings • Number of land acres in Orleans Parish

Parks and Parkways was on pace with its annual target of acres mowed.
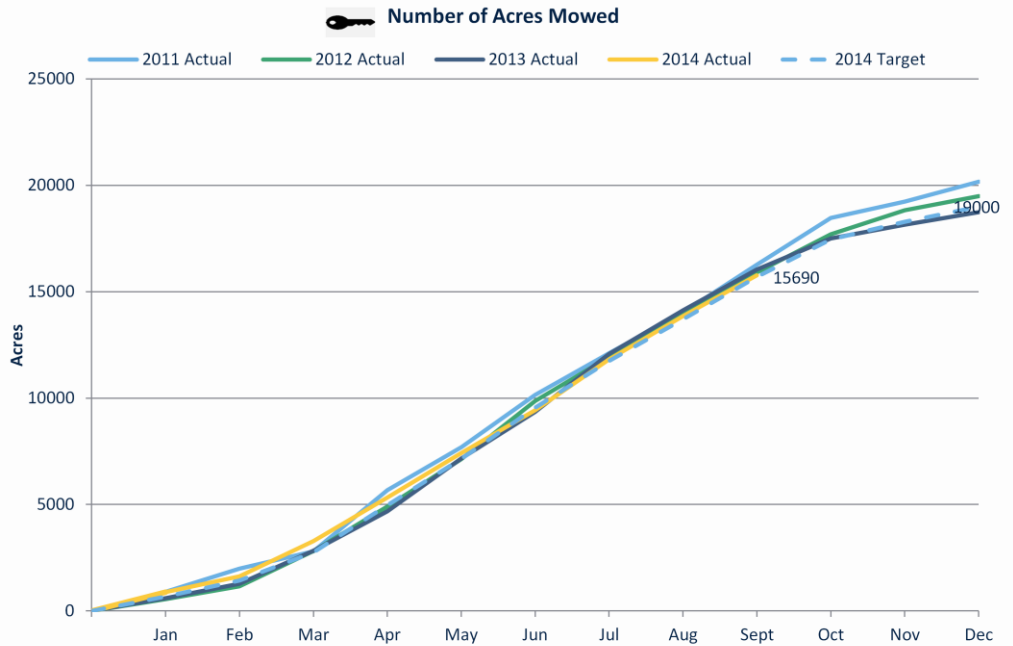
Responsible Organization:
Department of Parks and Parkways

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 will begin the summer.

Legend:
- On Target
- Within 10% of Target
- Off Target

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

Number of Acres Mowed

	2011		2012		2013		2014		
	Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
	20,172	●	19,485	●	18,153	●	15,690	19,000	●

Responsible Organization:
Department of Parks and Parkways

Data Source:
Department of Parks and Parkways

Definition:
Emergency: Any tree work order that is deemed a threat to public safety, and/or interferes with an ongoing construction project or special event, and is completed within 7 days.
Non-Emergency: Any tree work order that is not deemed an emergency.

Related Strategy:
Protect and preserve parks and other green spaces

Legend:

- 🟢 On Target
- 🔺 Within 10% of Target
- 🔷 Off Target

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

Parks and Parkways was below target.

🔑 **Percent of Non-Emergency Tree Service Requests Completed Within 260 Days**
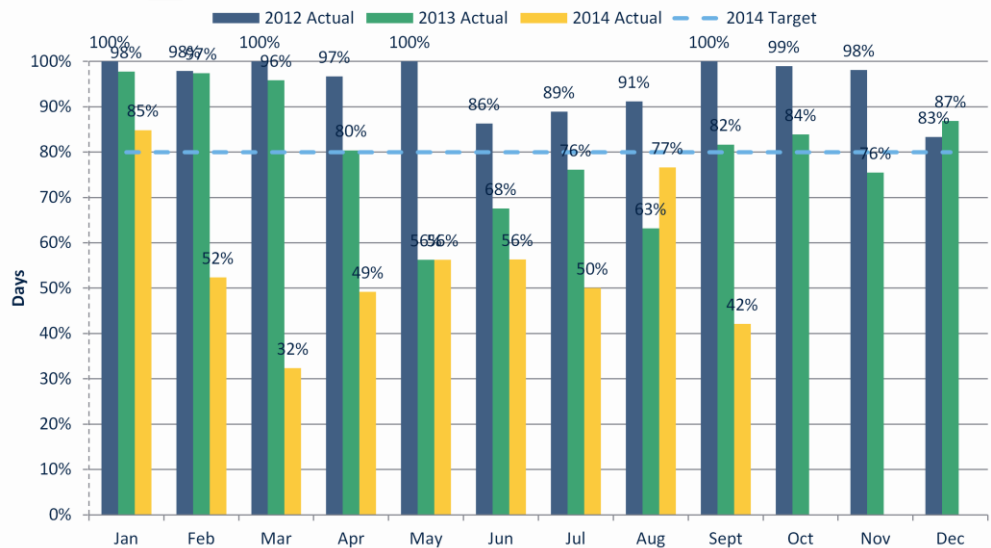
Legend: ■ 2012 Actual ■ 2013 Actual ■ 2014 Actual – – 2014 Target

	2011		2012		2013		2014		
	Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
	98%	-	95%	-	79%	-	62%	≤ 80%	🔷

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 number of open 311 non-emergency tree service requests continued to increase, though open 311 emergency requests remained very low.

311 Non-Emergency Tree Service Requests

Closed Requests | New Requests | Open Requests (End of Month)

830, 940, 988, 1055, 1073

May-14: 71, 138; Jun-14: 93, 203; Jul-14: 116, 164; Aug-14: 99, 163; Sep-14: 98, 114

311 Emergency Tree Service Requests

Closed Requests | New Requests | Open Requests (End of Month)

May-14: 18, 14; Jun-14: 41, 37; Jul-14: 32, 35; Aug-14: 38, 35; Sep-14: 55, 55
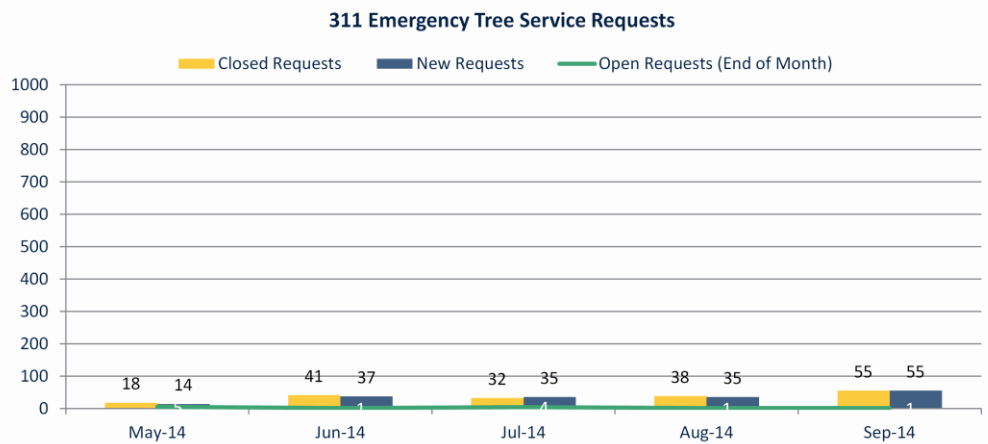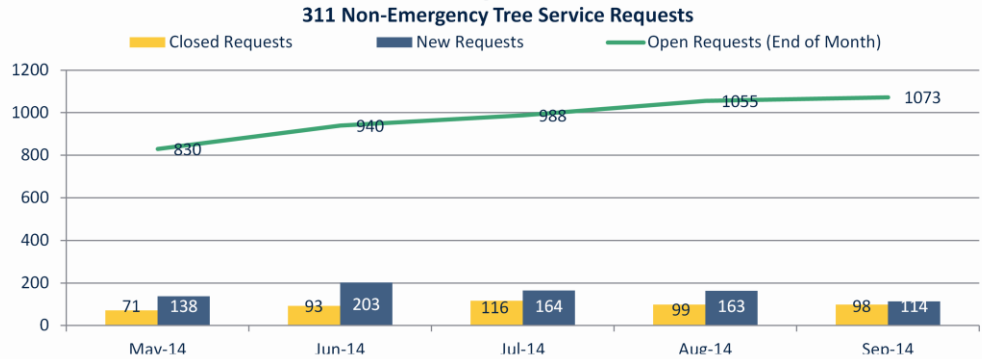
Responsible Organization:
Department of Parks and Parkways

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.

Parks and Parkways' 311 grass and park maintenance open requests were very low and at zero, respectively.

Service Request (SR)	Open SRs (9/1)	New SRs	Closed SRs	Open SRs (9/30)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Grass Service	0	20	18	**2**	2	11	2
Park Maintenance	0	2	2	**0**	0	0	0

Parks and Parkways completed the highest number of work orders since January.

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

Forestry Work Orders Completed

Legend: ■ No Work Needed/ Private Trees ■ Emergencies ■ Trims ■ Removals

Month	No Work Needed/Private Trees	Emergencies	Trims	Removals
Oct-13	43	43	287	45
Nov-13	14	37	101	189
Dec-13	11	26	80	134
Jan-14			538	12
Feb-14		21	167	85
Mar-14	11	30	140	62
Apr-14	29	43	101	63
May-14		40	84	37
Jun-14	29	49	65	62
Jul-14	21	53	115	47
Aug-14	28	54	77	29
Sep-14	24	43	113	144

Forestry Permits Issued

Legend: — 2011 — 2012 — 2013 — 2014 YTD

End-of-year / latest values: 242 (2013), 214 (2011), 133 (2012), 207 (2014 YTD)

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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 February and March due to election signs.

Sanitation and the Department of Parks and Parkways removed a lower number of bandit signs than the previous few months, but higher than in 2013.

Bandit Signs Removed

Parks and Parkways — Sanitation
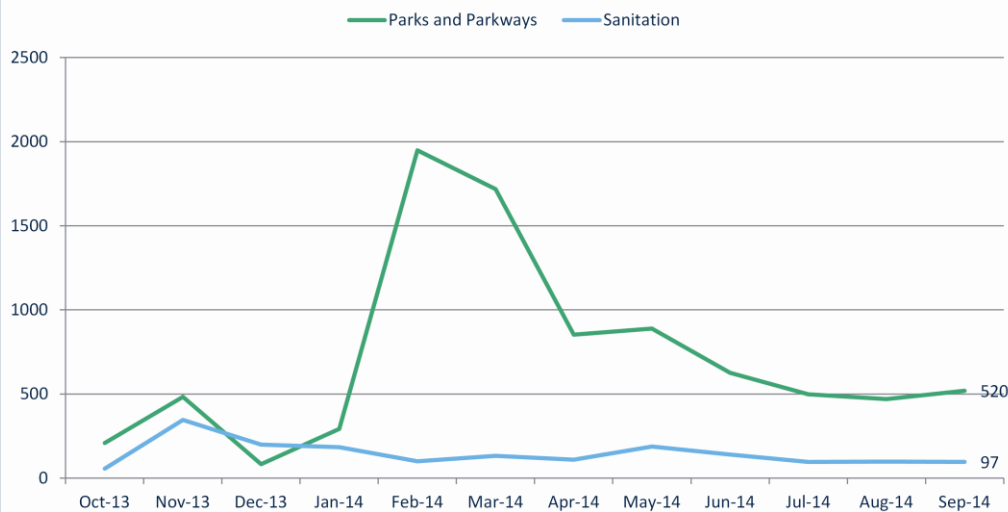
Action Items

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.

Sanitation completed a lower number of inspections than usual.

Responsible Organization:
Department of Sanitation
New Orleans Police Department
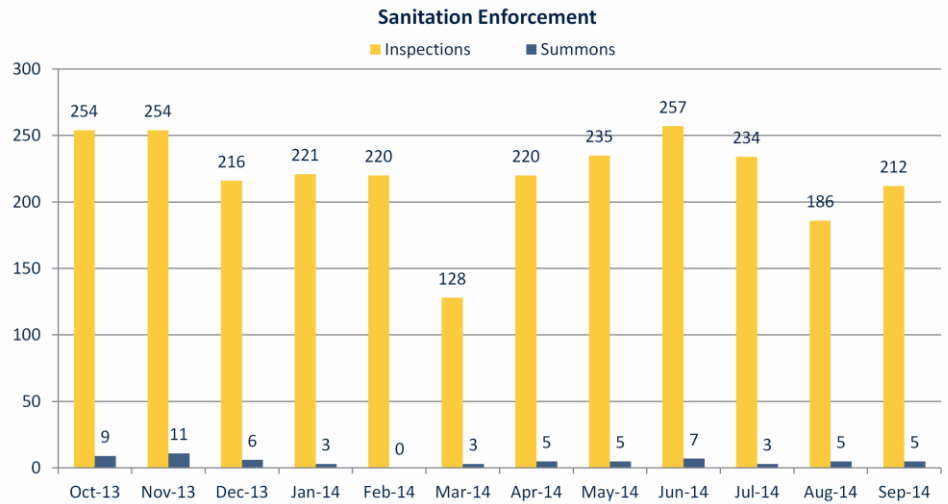
Data Source:
Department of Sanitation

Note:
Additional inspections performed and summons issued by the District New Orleans Police Department Quality of Life Officers are not included in the totals.

Related Strategy:
Provide effective sanitation services to residents and businesses

Sanitation Enforcement

Legend: Inspections, Summons

Month	Inspections	Summons
Oct-13	254	9
Nov-13	254	11
Dec-13	216	6
Jan-14	221	3
Feb-14	220	0
Mar-14	128	3
Apr-14	220	5
May-14	235	5
Jun-14	257	7
Jul-14	234	3
Aug-14	186	5
Sep-14	212	5

Action Items

Date	Responsible Parties	Action Item	Due	Status
3/14/2014	D. Macnamara	Research feasibility of utilizing cameras and electronic processing of citations	Ongoing	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.	Ongoing	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	Ongoing	IT infrastructure is sufficient to support this project. Once Sanitation Rangers are allowed to issue citations, (per the action item above), this can move forward.

Responsible Organization:
Department of Sanitation

Data Source:
Department of Sanitation

Related Strategy:
Provide effective sanitation services
to residents and businesses

Legend:

- 🟢 On Target
- 🔺 Within 10% of Target
- 🔶 Off Target
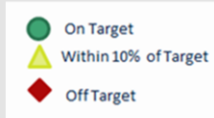
🔑 Key measure that best
indicates whether City activities
are achieving the desired results

Sanitation exceeded its annual target of illegal dumping sites cleared.

🔑 **Number of Illegal Dumping Sites Cleared**

— 2011 Actual — 2012 Actual — 2013 Actual — 2014 Actual - - 2014 Target

2,135

1,935

1,013
1000
972

	2011		2012		2013		2014		
	Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
	1,013	🟢	972	🟢	2,135	🟢	1,935	1000	🟢

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The backlog of 311 illegal dumping service requests increased.

Responsible Organization:
Department of Sanitation

Data Source:
Department of Sanitation
311

Related Strategy:
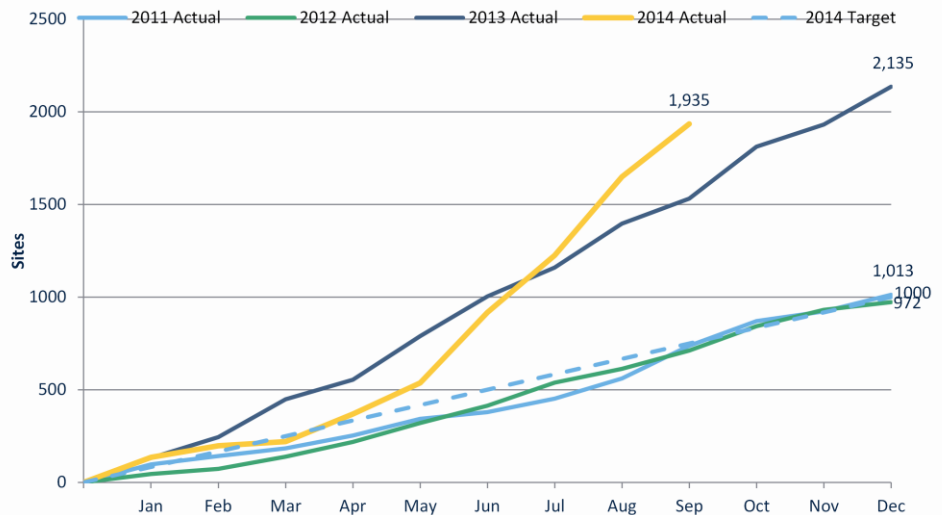Provide effective sanitation services to residents and businesses

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.

311 Illegal Dumping Service Requests

Legend: Closed Requests | New Requests | Open Requests (End of Month)

Month	Closed Requests	New Requests	Open Requests
May-14	57	94	76
Jun-14	98	73	77
Jul-14	309	272	36
Aug-14	423	405	18
Sep-14	286	296	28

Tires Removed

Month	Tires Removed
Oct-13	~1,550
Nov-13	~1,000
Dec-13	~1,350
Jan-14	~700
Feb-14	~1,300
Mar-14	~1,100
Apr-14	~1,150
May-14	~1,250
Jun-14	~700
Jul-14	~1,450
Aug-14	~3,000
Sep-14	1356

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Sanitation anticipates that tire removals will increase in the coming months.

Responsible Organization:
Department of Sanitation

Data Source:
311

Note:
Establishing a baseline in 2013.
Expected days to close, developed in
2012: 30 days.

Related Strategy:
Provide effective sanitation services to
residents and businesses

Legend:

- 🟢 On Target
- 🔺 Within 10% of Target
- 🔴 Off Target

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

Sanitation was on pace to exceed its annual target of illegal dumping requests closed within 30 days.

🔑 Percent of 311 Illegal Dumping Service Requests Closed Within 30 Days

Legend: 2012 Actual | 2013 Actual | 2014 Actual | 2014 Target

	2014	
YTD Actual	**Annual Target**	**Status**
90%	80%	🟢

Sanitation met its annual target of the percent of households registered for recycling.

Number of Household Registered for Recyling

Oct-13: 44,956
Nov-13: 45,357
Dec-13: 45,770
Jan-14: 46,013
Feb-14: 46,123
Mar-14: 46,233
Apr-14: 46,603
May-14: 47,148
Jun-14: 47,497
Jul-14: 47,986
Aug-14: 48,403
Sep-14: 48,749

Percent of Households Registered for Recycling

2014		
YTD Actual	Annual Target	Status
36%	36%	🟢

311 Residential Recycling
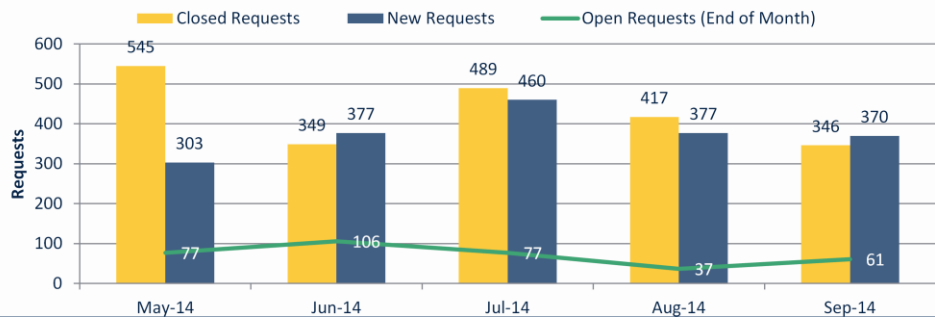
Legend: Closed Requests, New Requests, Open Requests (End of Month)

	May-14	Jun-14	Jul-14	Aug-14	Sep-14
Closed Requests	545	349	489	417	346
New Requests	303	377	460	377	370
Open Requests	77	106	77	37	61

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.
Household Registered for Recycling: Every household that is not only registered for recycling, but has received a recycling cart.
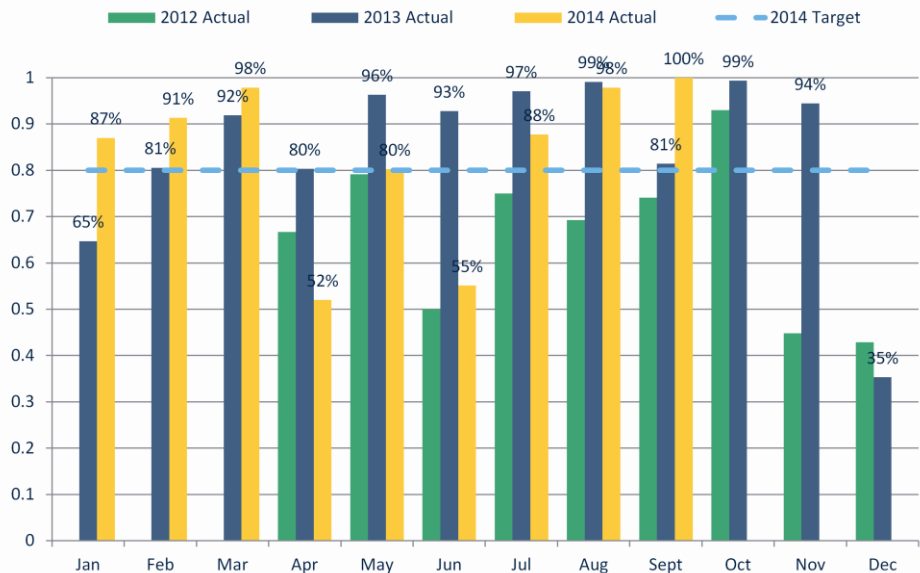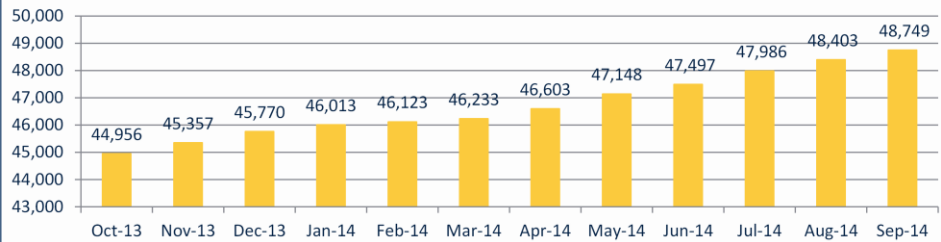
Legend:

🟢 On Target
🔺 Within 10% of Target
🔶 Off Target

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

Sanitation's other 311 requests mostly increased during the month.

Service Request (SR)	Open SRs (9/1)	New SRs	Closed SRs	Open SRs (9/30)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Dead Animal Pickup (Vendor)	1	20	12	9	8	13	3
Large Item Pickup (Vendor)	61	226	173	117	56	32	6
Trash/Garbage Pickup (Vendor)	128	354	286	199	71	23	7
Change size of Trash Cart	4	7	6	5	1	41	7
Damage Caused By Contractor	4	10	9	5	1	10	5
Missed Collection	11	82	67	29	18	16	4
Replace Trash Cart	17	31	33	15	-2	15	6
Start Trash Service	68	146	116	99	31	99	9
Stop Trash Service	0	0	0	0	0	0	N/A
Trash/Garbage Pickup	4	17	16	4	0	4	6
Repair Trash Cart	20	61	39	42	22	42	8

Public Safety

Goal: Ensure the public's safety and serve our citizens with respect and dignity.

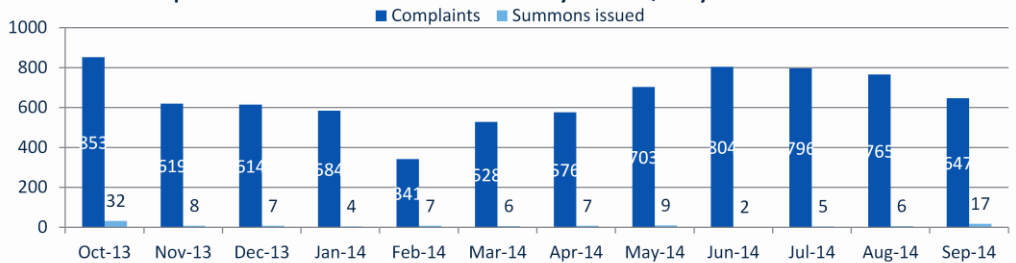| Objectives and Strategies	Outcome Measures
Rebuild citizen confidence in public safety offices 1. Reform NOPD policies and operations 2. Employ proactive policing and positive community engagement 3. Support oversight entities to promote transparency, accountability, and trust	• Citizens reporting feeling safe in their neighborhood (NOCC survey) • Percent of citizens reporting confidence in NOPD (NOCC survey)
Ensure safe and secure neighborhoods, and reduce the murder rate 1. Prevent illegal activity 2. Intervene when conflicts occur to resolve them non-violently 3. Enforce the law with integrity 4. Effectively and fairly administer justice 5. Rehabilitate the incarcerated so that they do not recidivate 6. Coordinate the criminal justice system	• Rate of homicide per 100,000 population • Rate of violent crime per 100,000 population • Rate of property crime per 100,000 population • Felony recidivism rates • Percent of citizens rating police protection fair, good, or very good (UNO Quality of Life Survey) • Average number of days from case acceptance to disposition by the court • Number of fatal traffic accidents per 100,000 population
Prepare for, mitigate, and effectively respond to emergencies 1. Respond to emergencies, including fire and medical, effectively 2. Plan and prepare for disasters	• Fires per 100,000 population • Fatalities due to fire • Percent of citizens rating fire protection fair, good, or very good (UNO Quality of Life Survey) • Cardiac arrest with pulse at delivery to hospital • Percent of City plans, procedures, and other strategies that are National Incident Management System (NIMS) compliant

Responsible Organization:
New Orleans Police Department

Data Source:
New Orleans Police Department

Related Strategy:
Effectively and fairly administer justice

NOPD received a lower number of complaints, but a higher number of summons than usual.

Complaints Received and Summons Issued by NOPD Quality of Life Officers

■ Complaints ■ Summons issued

	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
Complaints	853	619	614	584	341	528	576	703	804	796	765	647
Summons	32	8	7	4	7	6	7	9	2	5	6	17

Recurring NOPD Complaints

Legend: ■ ABO ■ Blighted property ■ Animal ■ Noise ■ Trash ■ Vehicle

	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
Vehicle	156	72	118	156	136	278	284	193	147
Trash	42	22	47	71	82	88	67	52	49
Noise	42	15	13	47	56	49	39	35	30
Animal	34	16		39	41	25	48	15	53
Blighted property	14			18	50	69		53	33
ABO					21	26	130		
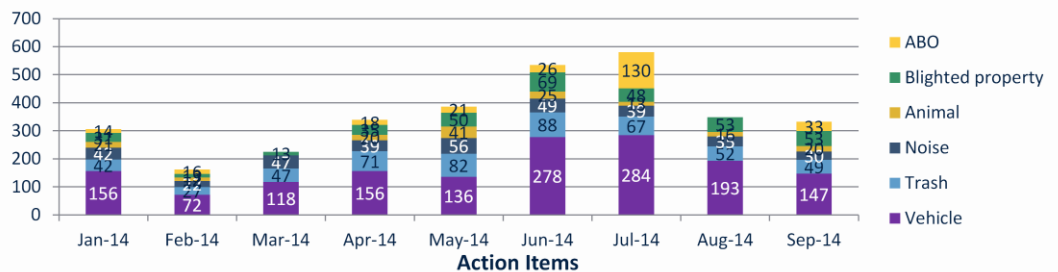
Action Items

Date	Responsible Party	Action Item	Due	Status
8/21/14	C. Lear	Put together a packet of photos as a training guide for Quality of Life officers	10/16/14	In lieu of a photo guide, Sanitation began distributing a listing of 12 chronic violations .
8/21/14	J. Williams; A. Rogers	Hold a training for Quality of Life officers prior to the next Quality of Life sweep	10/16/14	A training could not be held prior to the 9/4 sweep. It will be scheduled for a future date.

With the exception of DPW, no priority requests remained open at the end of September.

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.

NOPD Priority 311 Service Requests

Service Requests with Priority High – Very High

| Service Request (SR)	Open SRs (9/1)	New SRs	Closed SRs	Open SRs (9/30)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Abandoned Vehicle Reporting/Removal	10	4	11	3	-7	12	97
Code Enforcement General Request	0	14	14	0	0	0	0
Illegal Dumping Reporting	0	0	0	0	0	0	0
Large Item Trash/Garbage Pickup	0	0	0	0	0	0	0
Park Maintenance	0	0	0	0	0	0	0
Pothole/Roadway Surface Repair	5	0	0	5	0	226	0
Rodent Complaint	0	0	0	0	0	0	0
Street Flooding/Drainage	0	0	0	0	0	0	0
Street Light	6	1	1	6	0	134	98
Traffic Sign	3	0	0	3	0	273	0
Traffic Signal	2	0	0	2	0	345	0
Trash/Garbage Pickup	0	0	0	0	0	0	0
Tree Service	0	0	0	0	0	0	0
Tree Service Emergency	0	0	0	0	0	0	0

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:
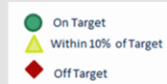
- 🟢 On Target
- 🔺 Within 10% of Target
- 🔶 Off Target

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

The Law Department was on track towards meetings its 2014 ABO case filing target.

🔑 **Number of Tax and Public Nuisance Cases Filed before the ABO Board**

Legend: ——— 2012 Actual ——— 2013 Actual – – – 2014 Target ——— 2014 Actual

	2011		2012		2013		2014		
	Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
	233	🟢	310	🟢	236	🟢	192	250	🟢
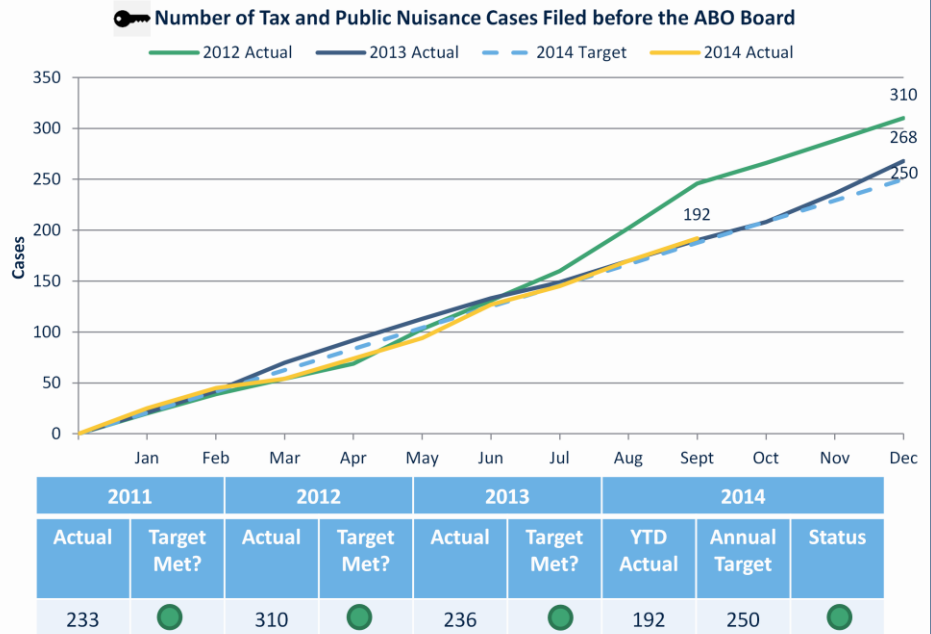
Action Item

Date	Responsible Party	Action Item	Due	Status
10/16/2014	O. Wise, D. Macnamara, J. Williams	Put together a working group to increase enforcement of quality of life ordinances.	Ongoing	

Children and Families

Goal: Promote the health and well-being of youth and families by ensuring that quality educational, economic, health and recreational programming opportunities are available for all.

Objectives and Strategies	Outcome Measures
Improve health outcomes for City residents 1. Improve access to healthcare for city residents (including access to mental health services) 2. Provide public health services to City residents, including community health education and preventing the spread of communicable diseases	• Rate of low birth weight babies • County Health Ranking (University of Wisconsin) • American Fitness Index ranking (metro) (American College of Sports Medicine) • Percent of citizens rating health services fair, good, or very good (UNO Quality of Life Survey)
Support the development of strong and resilient youth and families, including children in schools 1. Support increased student achievement and school success, including closing achievement gaps 2. Encourage the development of strong and resilient families 3. Support the social and emotional needs of youth	• High school graduation rate • LEAP test passage rates • Teen pregnancy rate
Provide high-quality cultural and recreational opportunities to City residents and visitors 1. Support cultural institutions and experiences 2. Provide recreational opportunities to residents	• Percent of Citizens satisfied with culture and recreational opportunities (UNO Quality of Life Survey)
Facilitate the provision of effective human services to City residents 1. Provide quality, secure housing to residents and reduce homelessness 2. Ensure a safety net of needed services is available to all residents 3. Ensure residents' access to a variety of healthy nutritional options 4. Honor the service of veterans and wounded warriors by recognizing their unique needs	• Homeless Point-in-Time count • Food Insecurity Rate (US Department of Agriculture, Feeding America) • Percent of population with low access to a grocery store • Percent of citizens rating services for the poor fair, good, or very good (UNO Quality of Life Survey)

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 was off track on its target business days to close mosquito service requests.

🔑 **Average Business Days to Close Mosquito Service Requests**

Legend: Actual | Target (3 Days) | # of Requests

Average Business Days (Actual): Oct-13: 2.6, Nov-13: 0.7, Dec-13: 4.5, Jan-14: 3.0, Feb-14: 2.0, Mar-14: 1.6, Apr-14: 3.7, May-14: 3.9, Jun-14: 2.7, Jul-14: 3.2, Aug-14: 3.4, Sep-14: 2.5

	2013		2014		
	YTD Actual	Annual Target	YTD Actual	Annual Target	Status
	2.6	3	3.04	3	🔺

311 Mosquito Control Service Requests

Legend: Closed Requests | New Requests | Open Requests at End of Month

	May-14	Jun-14	Jul-14	Aug-14	Sep-14
Closed Requests	33	112	85	78	57
New Requests	50	106	93	66	50
Open Requests at End of Month	27	21	29	17	10

Days to Close Mosquito Control 311 Requests

Legend: May-14 | Jun-14 | Jul-14 | Aug-14 | Sep-14

	May-14	Jun-14	Jul-14	Aug-14	Sep-14
0-3	12	41	32	13	13
3-6	5	21	14	13	13
6-9	10	17	13	11	10
9-12	0	13	8	15	5
12-15	1	13	10	7	2
Over 15 Days	5	7	8	19	14

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
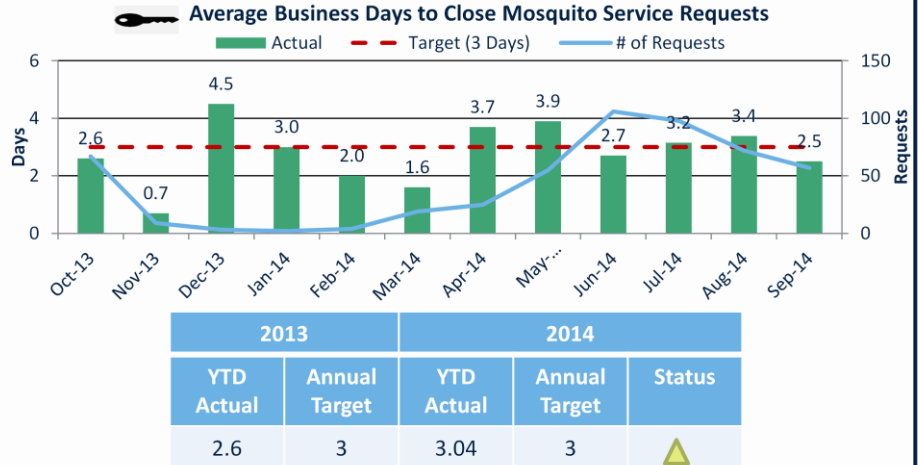
Legend:

🟢 On Target
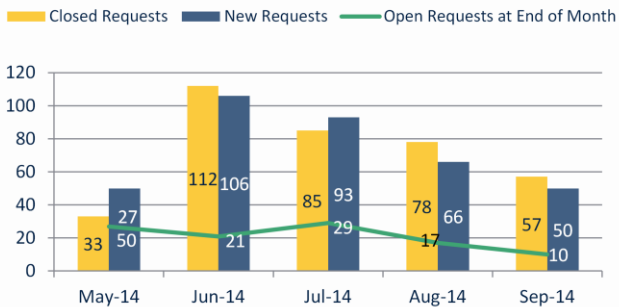🔺 Within 10% of Target
🔶 Off Target

🔑 Key measure that best indicates whether City activities are achieving the desired results
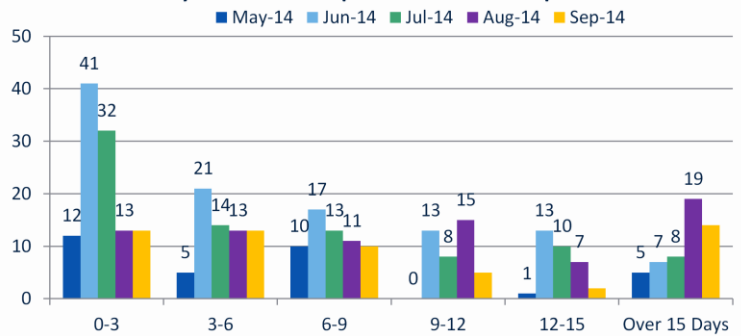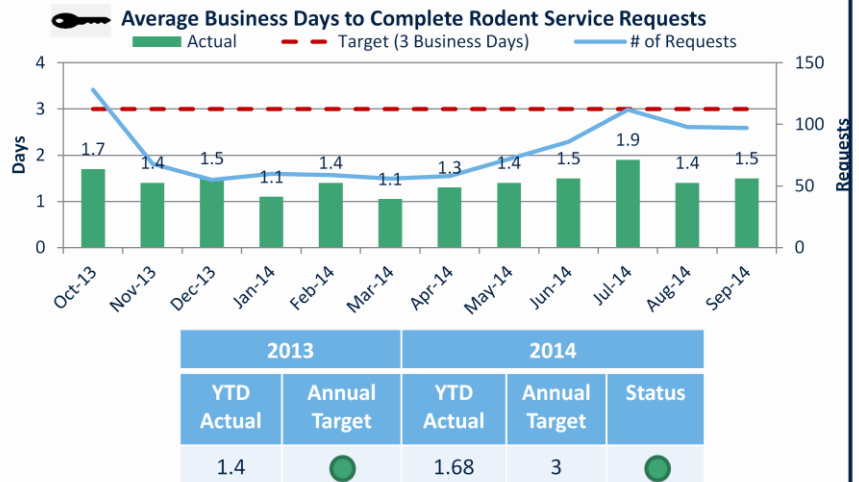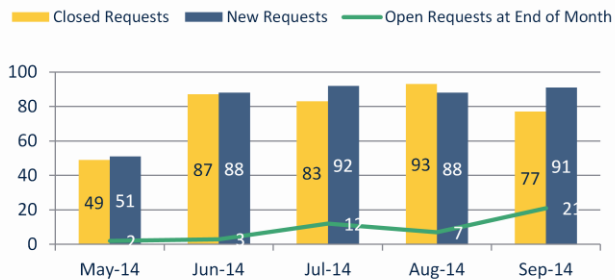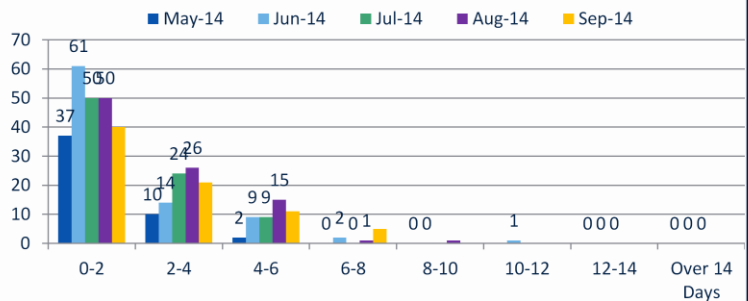
The Mosquito Board continued to surpass its target business days to close rodent service request.

🔑 **Average Business Days to Complete Rodent Service Requests**

Legend: Actual · Target (3 Business Days) · # of Requests

Actual values by month: Oct-13: 1.7, Nov-13: 1.4, Dec-13: 1.5, Jan-14: 1.1, Feb-14: 1.4, Mar-14: 1.1, Apr-14: 1.3, May-14: 1.4, Jun-14: 1.5, Jul-14: 1.9, Aug-14: 1.4, Sep-14: 1.5

	2013		2014		
	YTD Actual	Annual Target	YTD Actual	Annual Target	Status
	1.4	🟢	1.68	3	🟢

311 Rodent Complaints

Legend: Closed Requests · New Requests · Open Requests at End of Month

	May-14	Jun-14	Jul-14	Aug-14	Sep-14
Closed Requests	49	87	83	93	77
New Requests	51	88	92	88	91
Open Requests at End of Month	2	3	12	7	21

Days to Close 311 Rodent Requests

Legend: May-14 · Jun-14 · Jul-14 · Aug-14 · Sep-14

Days	May-14	Jun-14	Jul-14	Aug-14	Sep-14
0-2	37	61	50	50	40
2-4	10	14	24	26	21
4-6	2	9	9	15	11
6-8	0	2	0	1	5
8-10	0	0	0	1	0
10-12	0	1	0	0	0
12-14	0	0	0	0	0
Over 14 Days	0	0	0	0	0

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

- **Office of Performance & Accountability**
  - **– Oliver Wise, Director - ojwise@nola.gov**

- **Information Technology & Innovation**
  - **Edward Kerkow, Interim CIO - edkerkow@nola.gov**
  - **NOLA 311**
    - **Ken Davis - kedavis@nola.gov**
    - **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 –**
  - **Jonette Williams - jrwilliams@nola.gov**

- **Law Department –**
  - **Dan MacNamara - dmacnamara@nola.gov**
  - **Eraka Williams - evwilliams@nola.gov**

Evaluation Form

- Are you a city employee or a member of the public?

- On a scale 1-5, how useful was this meeting to you (1= least useful and 5= most useful)?

- What's working?

- What's not working?