CITY OF NEW ORLEANS

Quality of Life STAT

December 17, 2015
(Reporting Period: November 2015)

www.nola.gov/opa

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	Action Item	Notes
9/17/15	C. Sylvain-Lear E. Williams	Reduce illegal tire disposal through targeted enforcement actions against unlicensed tire shops.	▪ City to identify date for next sweep of non-compliant tire shops. ▪ Coordinated enforcement strategy may require change to ordinance or statute.
11/19/15	A. Norton C. Harowski	Develop and implement strategy for enforcement of quality-of-life ordinances.	▪ Service and Innovation Team to develop strategy and oversee implementation along with City Attorney.
11/19/15	A. Norton M. Jernigan	Develop and implement procurement strategy to reduce the backlog of abandoned vehicles requests.	▪ Discussions ongoing between SIT and DPW.
11/19/15	K. Davis	Introduce separate queue to distinguish potholes from major surface repairs.	▪ 311 to hire additional systems analyst. ▪ Rather than create separate intake queue, DPW could reclassify items after field observation.

311 and EMD

Responsible Organization:
311

Data Source:
311 performance reporting

November 311 dashboard

Onboarding Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	NORDC	Sanitation	Taxi	EMS
Timeliness to Close Requests (Closed cases meeting target > 80%, 50-80%, <50%)	94%	81%	40%	86%	73%	46%	52%	N/A	80%	47%	100%
Request Closure Rate (Closed Cases >= New Cases Yes/No)	Y	Y	Y	N	Y	N	Y	N	N	N	Y
Backlog to Closed Requests Ratio (<5, 5-7, >=8)	0.0	38.6	1.6	41.0	0.0	0.4	6.0	N/A	1.1	1.1	0.3
Notes	*Note: Closures reflect Lagan, not LAMA.*	*Address case backlog.*	*Note: DPW Parking is picking up on avg over 1300 cars per month for the year.*	*Backlog is starting to be worked through and is trending down.*	*Currently establishing new queues for SR's*	*Target days have been established by MTCB*	*Currently regular tree service requests are on a 52 week backlog*	*Newly tracked.*	*Sanitation continues to monitor vendor backlog*	*Need to address open Lost/Found cases for July*	*Launched 12/18/13*

Department Adoption Rate

Adoption Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	NORDC	Sanitation	Taxi	EMS
Current Month	100.00%	82.00%	68.00%	100.00%	100.00%	100.00%	100.00%	68.00%	100.00%	100.00%	100.00%
90d Average	100.00%	88.00%	77.00%	100.00%	93.00%	100.00%	100.00%	68.00%	100.00%	86.00%	100.00%
DAR Avg Year-To-Date	89.00%	90.00%	84.00%	100.00%	93.00%	100.00%	100.00%	68.00%	98.00%	91.00%	100.00%

PUBLIC WORKS

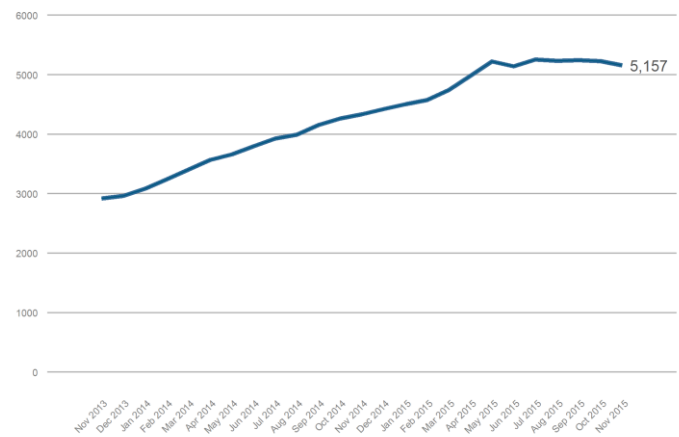
Responsible Organization: Department of Public Works (DPW)

Data Source: 311

Related Strategy: Maintain and improve road surface infrastructure

The road surface repair backlog decreased slightly in November

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



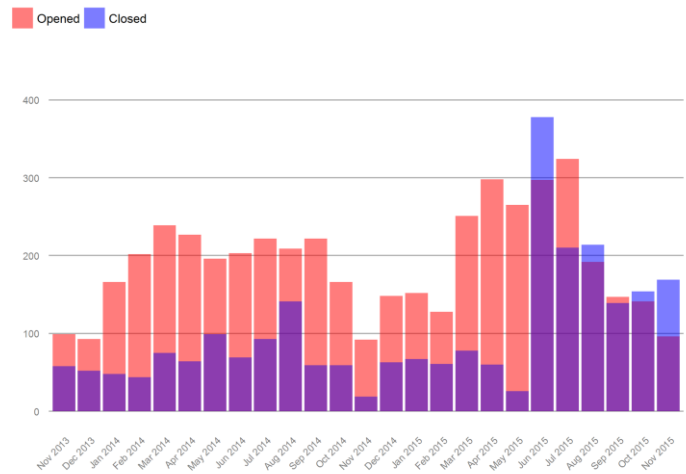
Responsible Organization: Department of Public Works (DPW)

Data Source: 311

Related Strategy: Maintain and improve road surface infrastructure

Road surface requests closed have outpaced those opened during four of the last six months

Pothole/Roadway Surface Repair service requests net per month



Public Works proactively completes more surface repairs than are reflected in 311 calls for service.

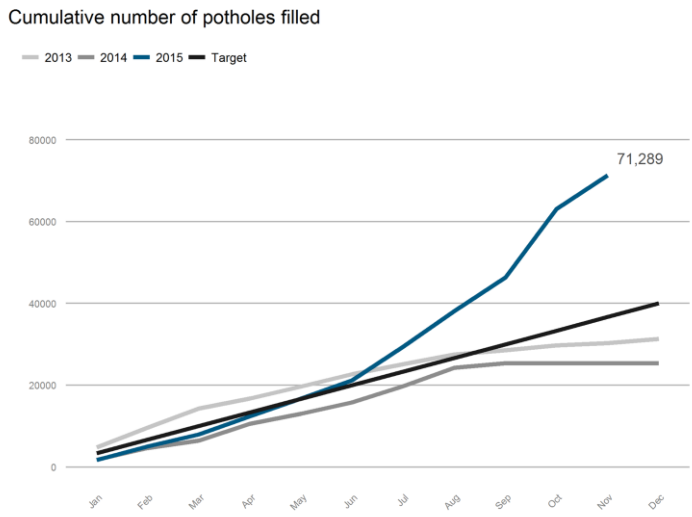
Responsible Organization: Department of Public Works (DPW)

Data Source: DPW maintenance reports

Related Strategy: Maintain and improve road surface infrastructure

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

The number of potholes filled likely will surpass the 2015 target by a very wide margin



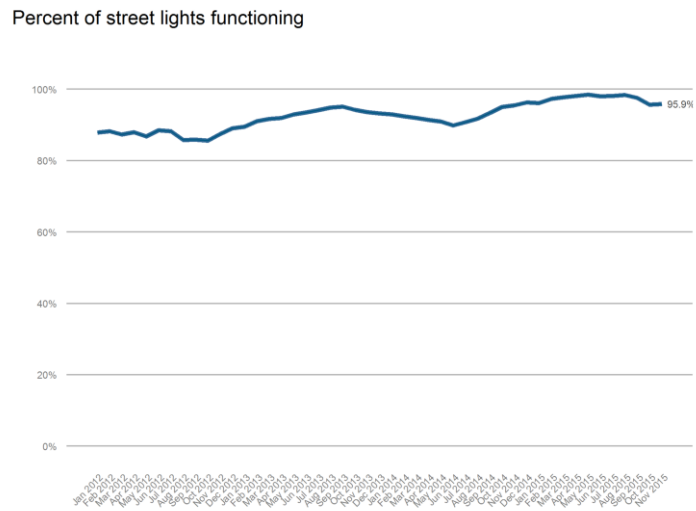
Responsible Organization:
Department of Public Works

Data Source:
DPW Streetlights Monthly Report

Related Strategy:
Maintain and improve road surface infrastructure

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

The percentage of streetlights functioning in November was basically unchanged from October



DPW is now addressing light poles that have been knocked down.

Responsible Organization:
Department of Public Works

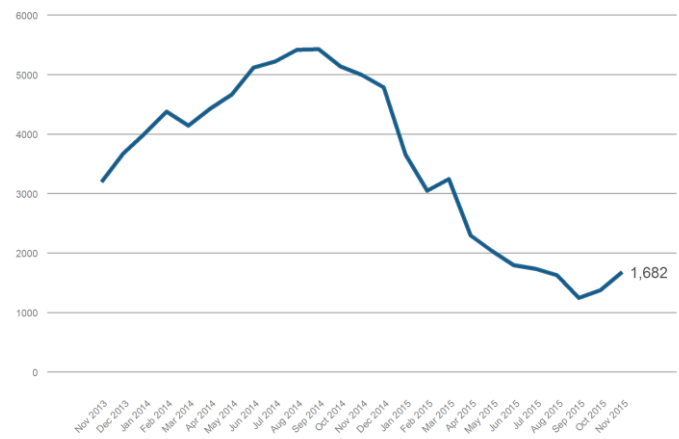
Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure

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

The backlog of streetlight requests has been growing since September but remains below prior-year levels

Street Light service requests open at end of month



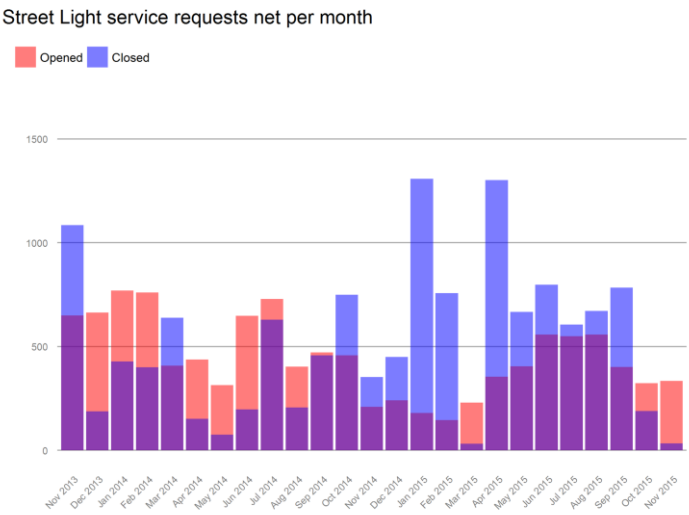
Responsible Organization:
Department of Public Works

Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure

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

More streetlight requests were opened than closed in November as the overall number of requests increased



Responsible Organization:
Department of Public Works

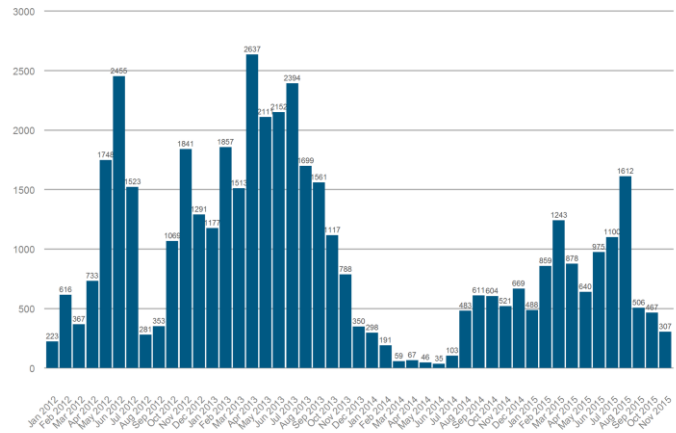
Data Source:
DPW Streetlights Monthly Report

Related Strategy:
Maintain and improve road surface infrastructure

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

Fewer streetlight outages were restored in November, both month-over-month and year-over-year

Number of streetlight outages restored



Department of Public Works

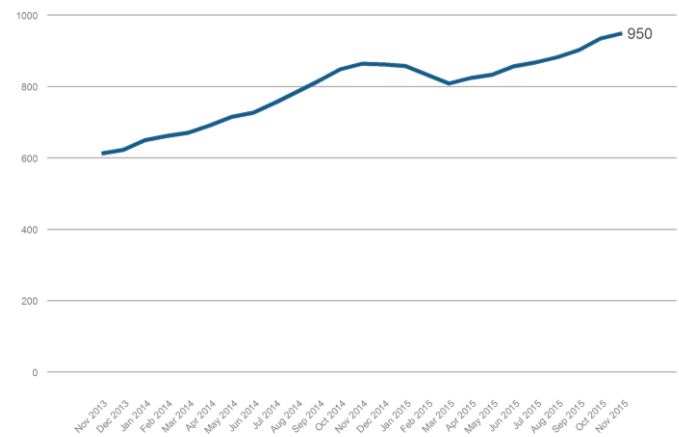
Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure

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

The backlog of traffic sign requests has been increasing since March

Traffic Sign service requests open at end of month



Crews have been diverted from traffic sign installation to fulfill other requests, including new signage mandates.

Department of Public Works

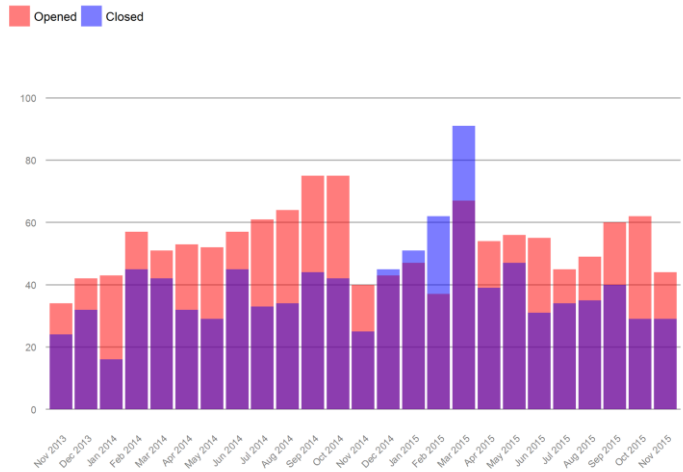
Data Source:
311

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.

In November, the number of new traffic sign requests fell while the number of closures held steady

Traffic Sign service requests net per month



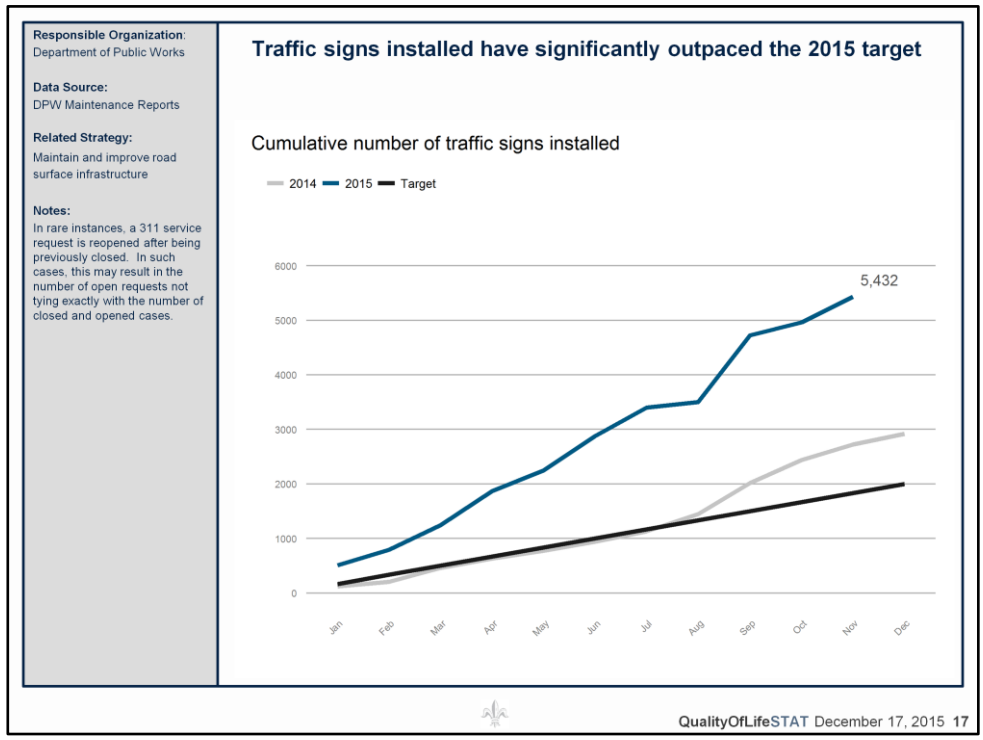


Figure does not include temporary signs.

Department of Public Works

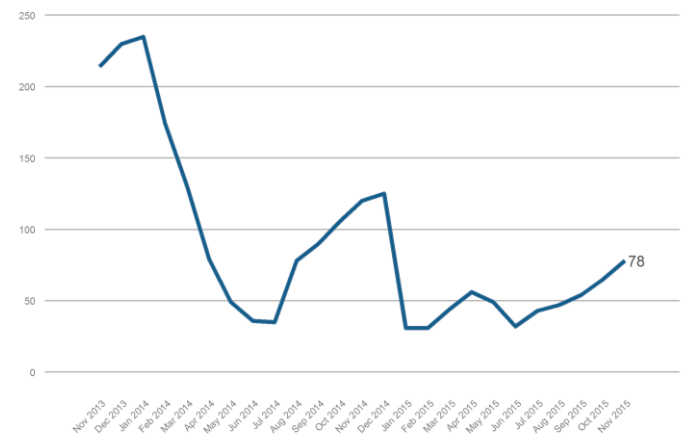
Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure

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

The backlog of requests for street signs has risen gradually since June

Street Name Sign service requests open at end of month



Department of Public Works

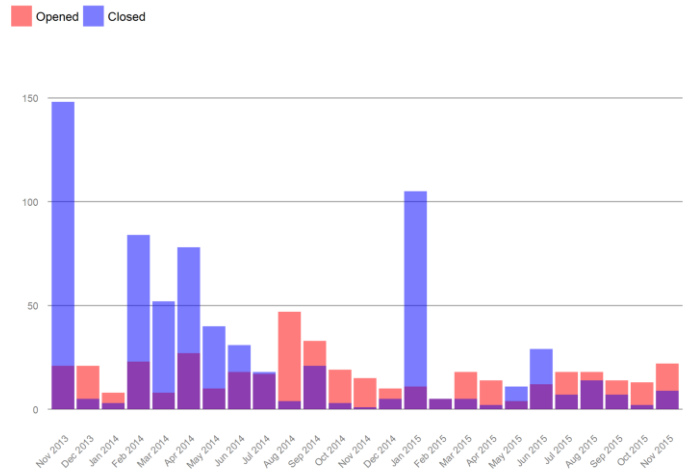
Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure

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

More street sign requests were opened than closed during November, but the number of new cases has stayed relatively low

Street Name Sign service requests net per month



DPW has instituted a sign-replacement program.

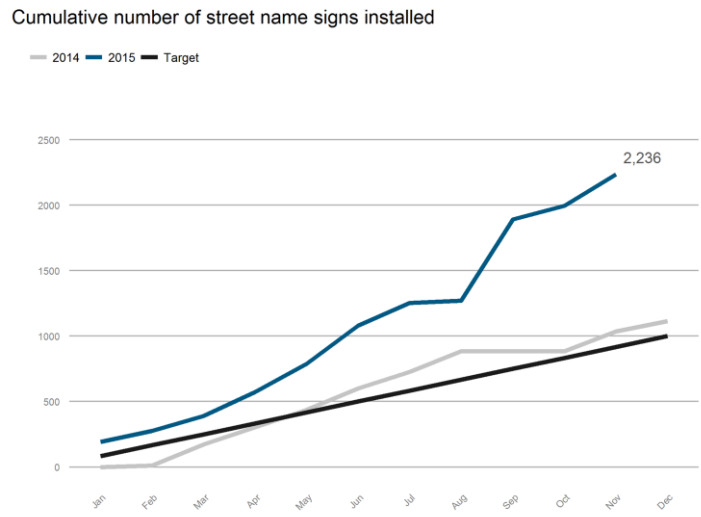
Responsible Organization:
Department of Public Works

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.

Street sign installations are considerably above target for 2015



Does not include temporary signs.

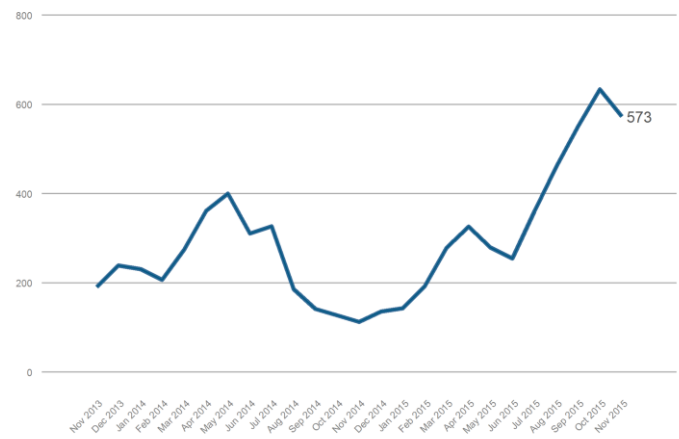
Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality Neighborhoods

The abandoned vehicle removal backlog shrank in November for the first time since June

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



City removal has been constrained by driver attrition.

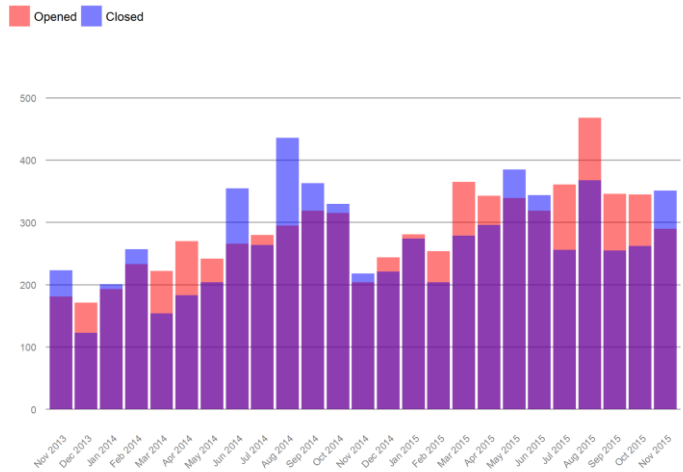
Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality Neighborhoods

More abandoned vehicle requests were closed than opened in November, even as total requests bumped up

Abandoned Vehicle Reporting/Removal service requests net per month



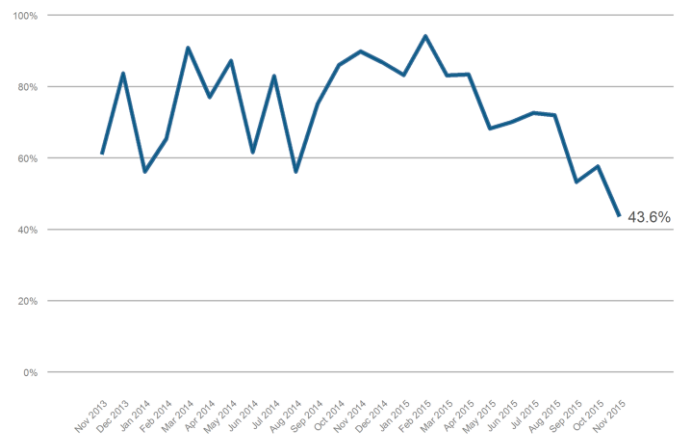
Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality Neighborhoods

The percentage of abandoned vehicle requests resolved within target has slipped below half

Percent of Abandoned Vehicle Reporting Removal resolved in 30 days



Responsible Organization:
Department of Public Works

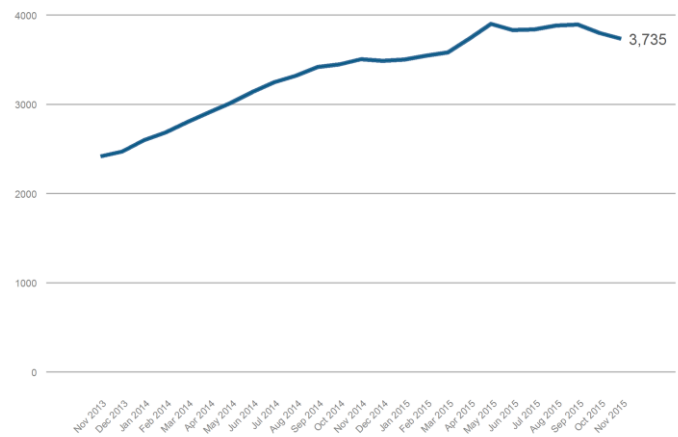
Data Source:
311

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

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

DPW has been pushing down the backlog of street flooding and drainage requests since September

Street Flooding/Drainage service requests open at end of month



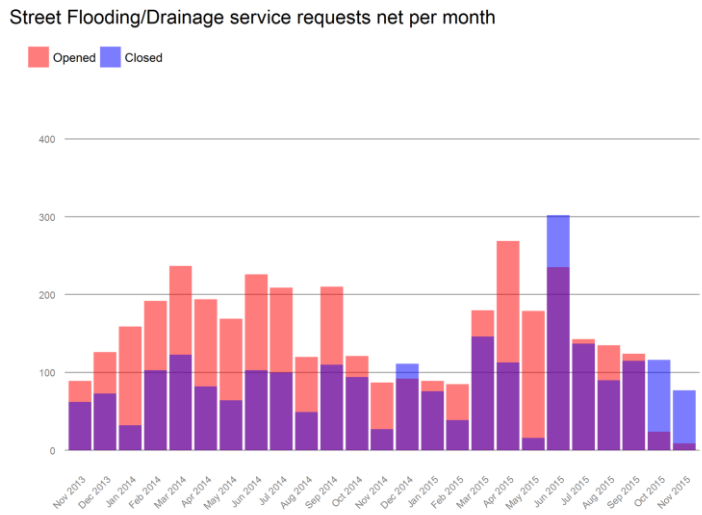
Responsible Organization:
Department of Public Works

Data Source:
311

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

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

DPW closed several times more street flooding cases than were opened during November



Responsible Organization: Department of Public Works

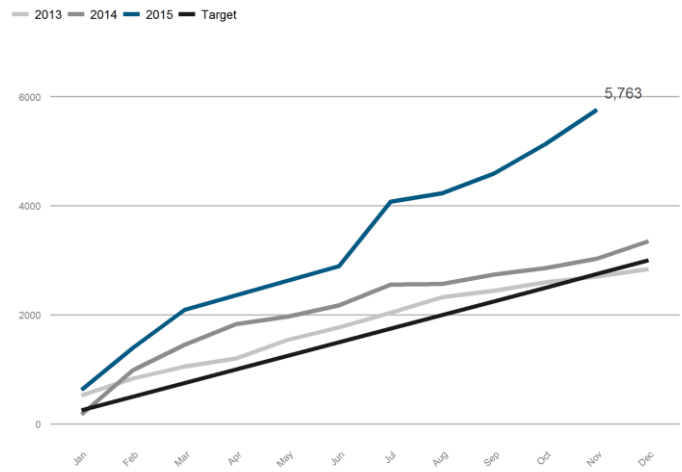
Data Source: DPW maintenance reports

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

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

Catch basin cleaning is on pace to eclipse the 2015 target by a wide margin

Cumulative number of catch basins cleaned



Key Performance Indicators

	2014		2015		
KPI	Actual	Status	Actual	YTD Target	Status
Number of Potholes Filled	25,348	●	71,289	36,667	●
Percent of Streetlights Functioning	96%	●	95.9%	92%	●
Number of Streetlight Outages Restored	3,018	◆	9,075	7,333	●
Percent of 311 Streetlight Service Requests Closed within 90 Days	27%	N/A	36.8%	75%	◆
Number of Permanent Traffic Signs Installed	2,921	●	5,432	3,483	●
Number of Street Name Signs Installed	1,116	◆	2,236	1,375	●
Percent of 311 Abandoned Vehicle Requests Closed within 30 Days	73%	△	70.1%	80%	◆
Number of Catch Basins Cleaned	3,390	△	5,763	2,979	●
Percent of Catch Basins Cleaned	5%	N/A	8.5%	4.8%	●

SEWERAGE AND WATER BOARD

Responsible Organization: Sewerage and Water Board of New Orleans

Data Source: Sewerage and Water Board of New Orleans

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

Meters read as a percentage of total meters

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

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Employees will be tested and certified on new billing system, which is anticipated to be on-line in July 2016.

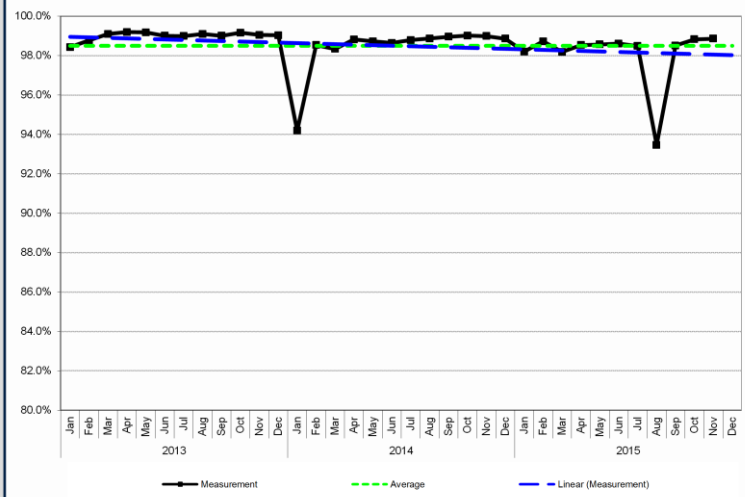
SWB has been rebalancing personnel to fill gaps in staffing.

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

Meters read as a percentage of total meters

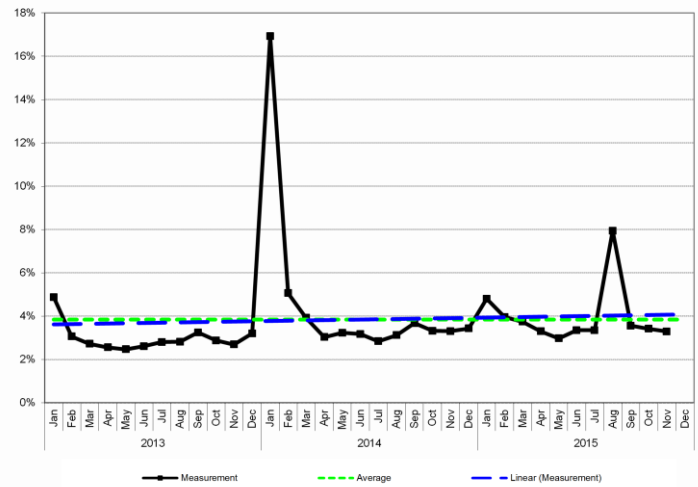


Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

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

Bills estimated as a percentage of total bills



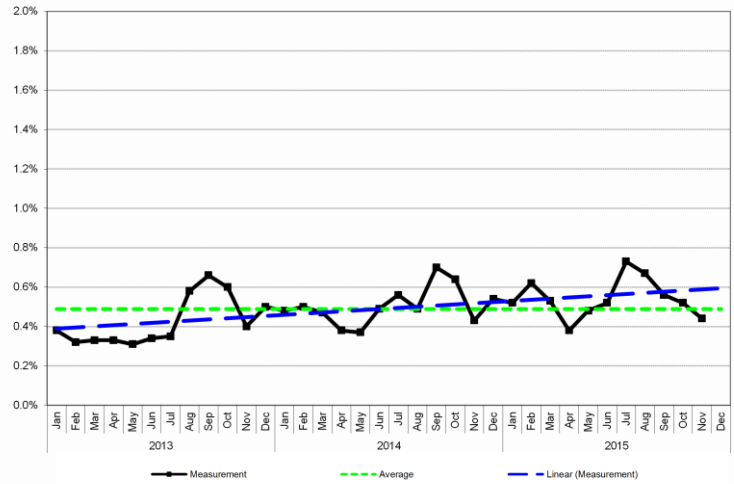
SWB will be phasing in automated meter reading during 2016.

Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

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

Investigations from high bill complaints as a percentage of total bills

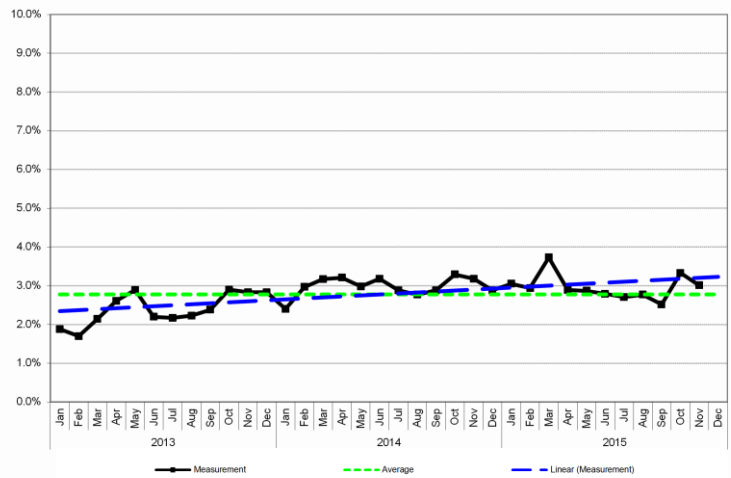


Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

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

Bills adjusted as a percentage of total bills computed



Responsible Organization:
Sewerage and Water Board of New Orleans

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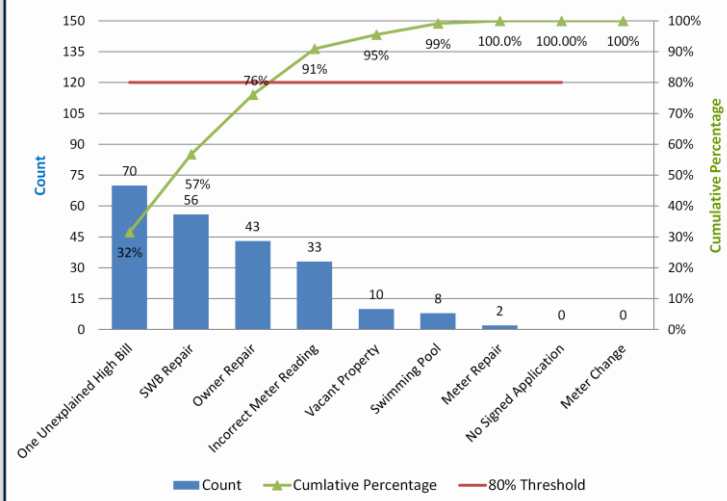
Related Strategy:
Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods

Reasons for adjustments

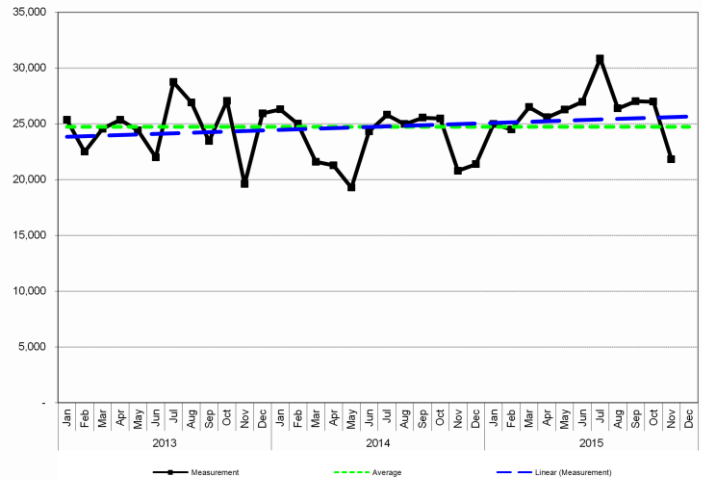


Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

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

Total inbound customer contacts

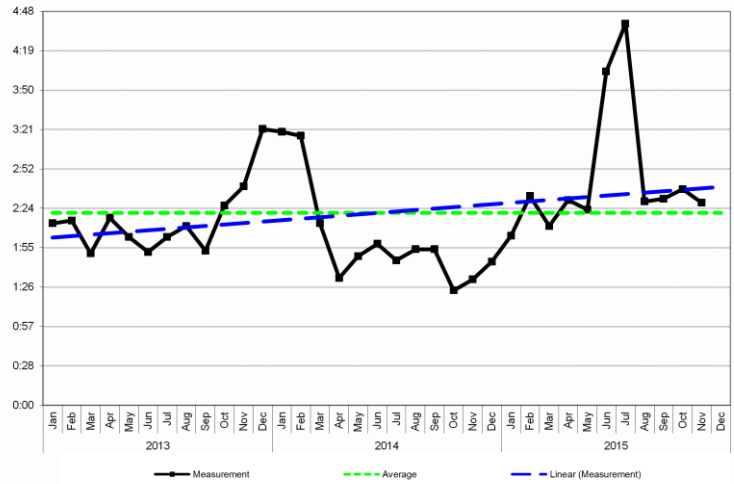


Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

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

Average call wait time



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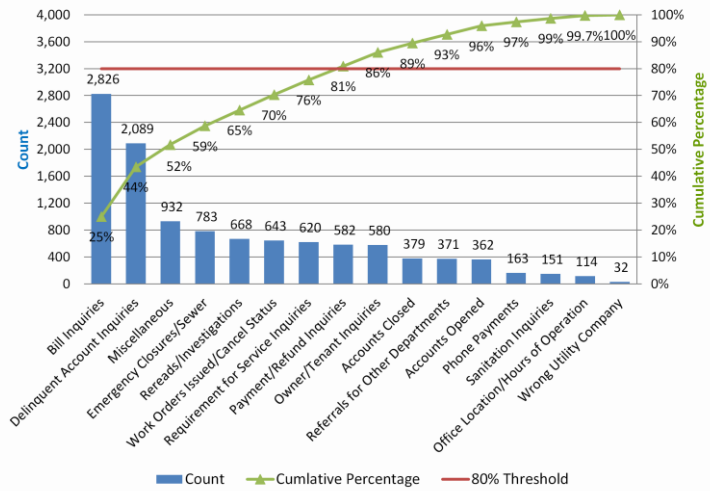
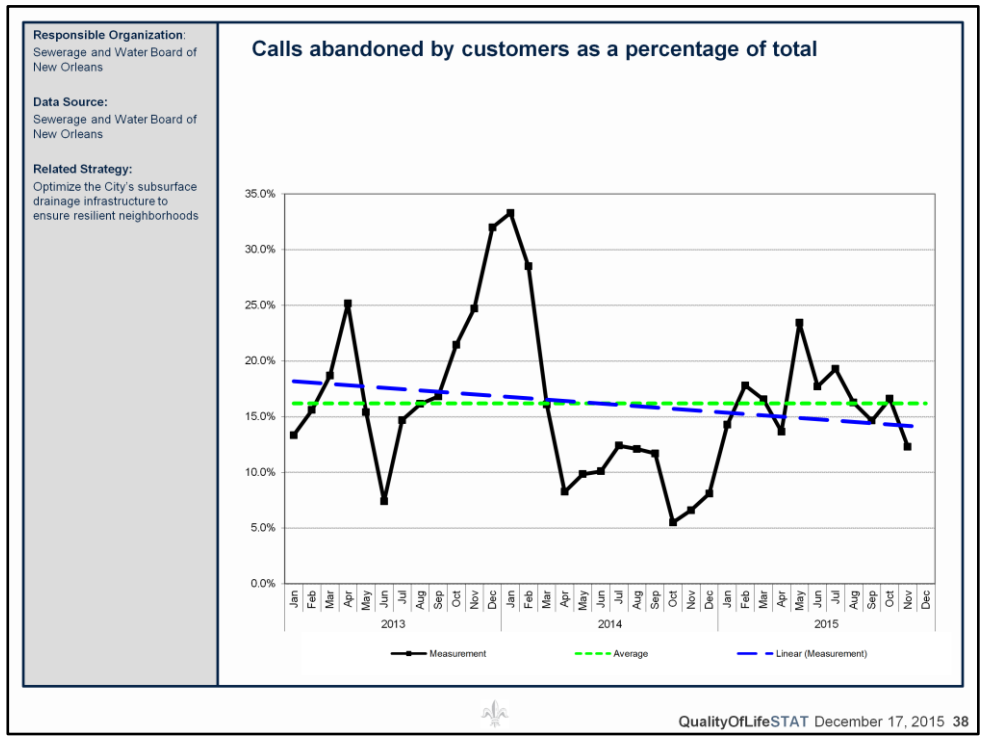
Data Source:
Sewerage and Water Board of New Orleans

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

Types of customer calls





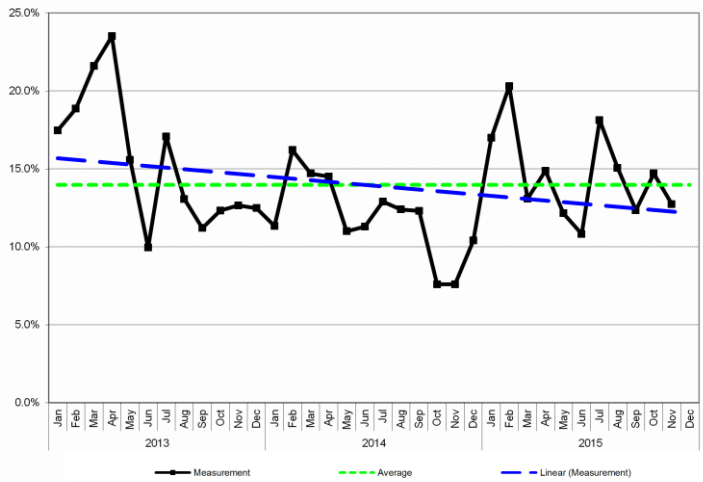
SWB looking to staff up call center.

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

Emergency calls abandoned by customers as a percentage of total emergency calls

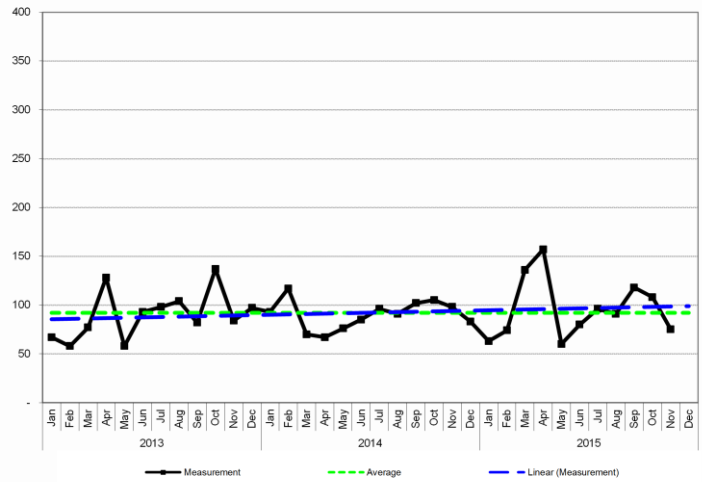


Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

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

Total service requests about low water pressure

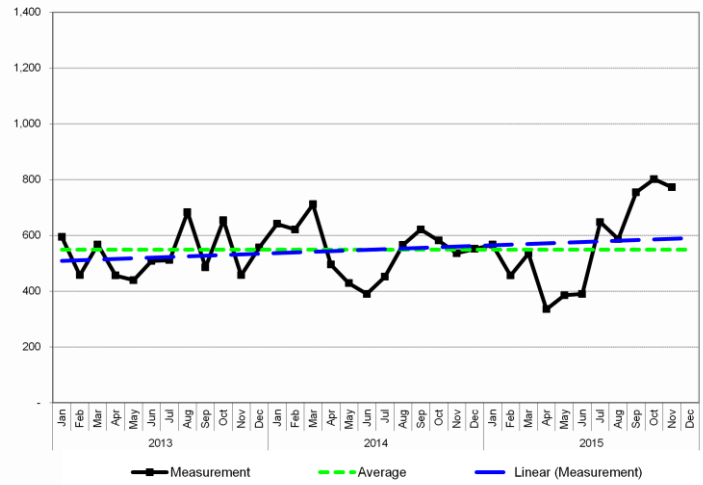


Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

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

Total service requests for water system leaks

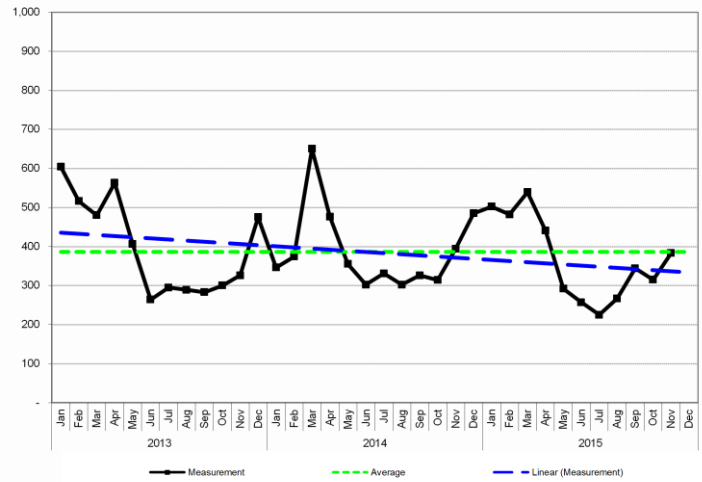


Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

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

Total service requests for sewer system leaks

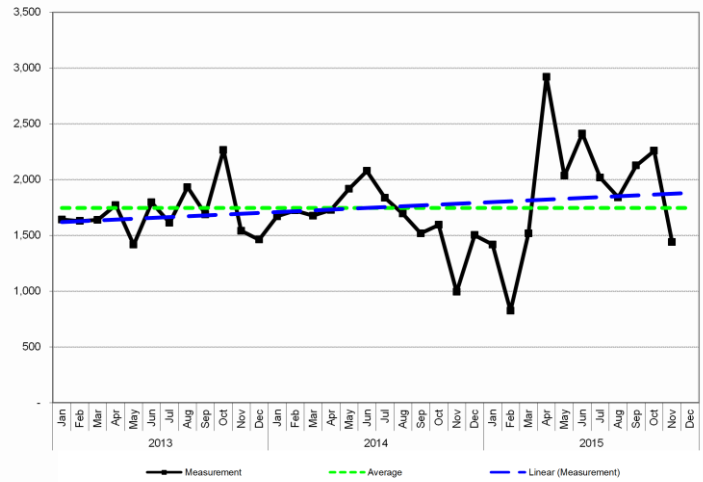


Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

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

Total accounts turned off for non-payment

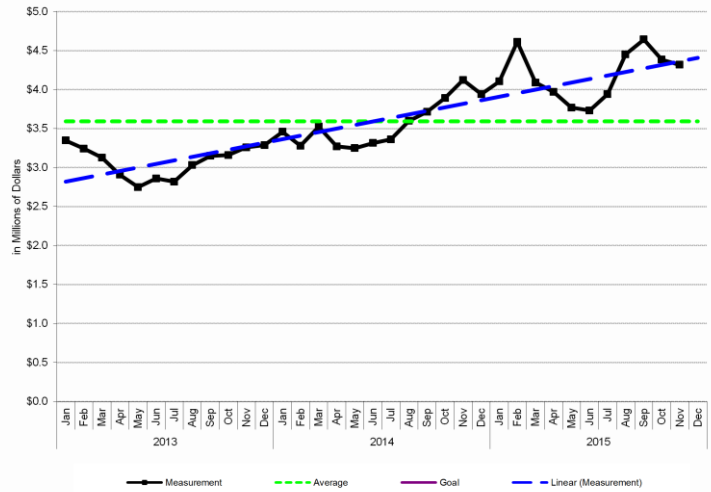


Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

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

Water and sewer receivables 30 to 120 days old

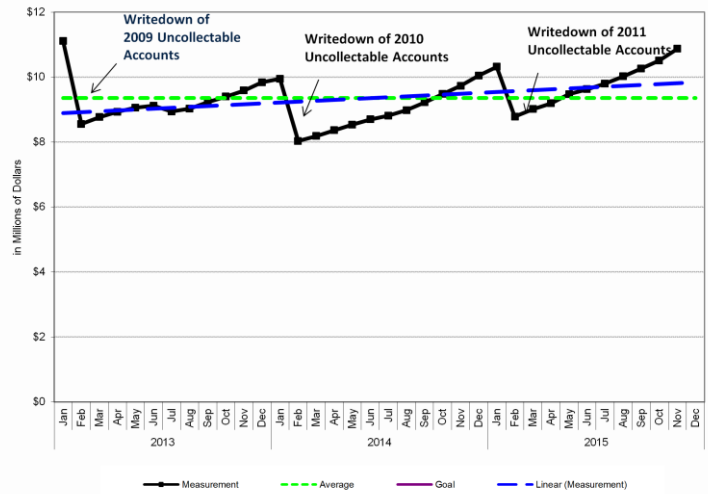


Responsible Organization:
Sewerage and Water Board of New Orleans

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



PARKS AND PARKWAYS

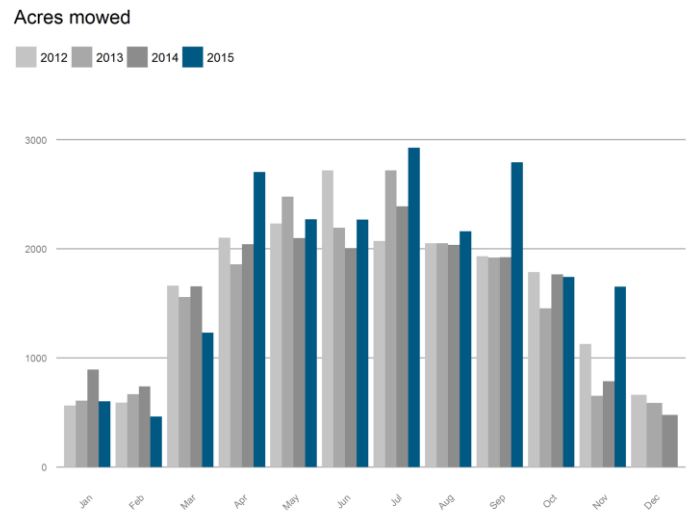
Responsible Organization:
Department of Parks and Parkways

Data Source:
Department of Parks and Parkways

Related Strategy:
Protect and preserve parks and other green spaces

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

Acres mowed during November were more than double the prior-year figures from 2013 and 2014



Increase during November likely results from continued engagement with contractor, which has freed up City employees to conduct more detail work.

Responsible Organization:
Department of Parks and Parkways

Data Source:
Department of Parks and Parkways

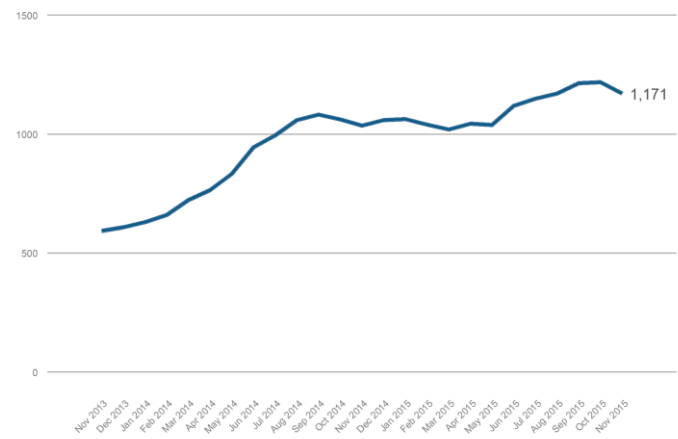
Note:
Forestry work orders represent the actual work completed within a tree "work order."

Excludes stumps, which are done intermittently.

Related Strategy:
Protect and preserve parks and other green spaces

Parks and Parkways was able to push down the tree service request backlog in November

Tree Service service requests open at end of month



Responsible Organization:
Department of Parks and Parkways

Data Source:
Department of Parks and Parkways

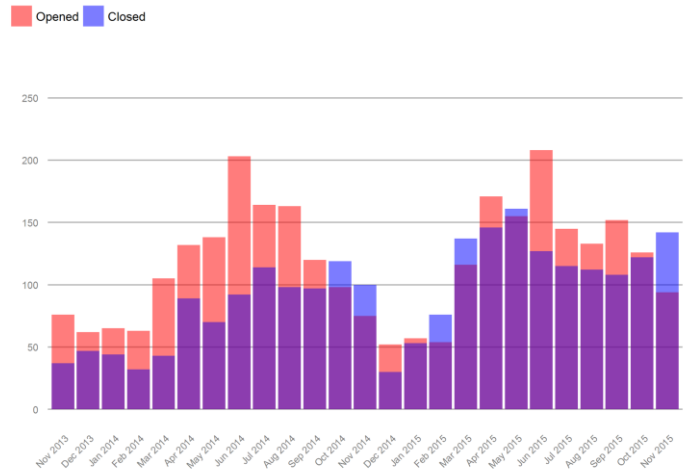
Note:
Forestry work orders represent the actual work completed within a tree "work order."

Excludes stumps, which are done intermittently.

Related Strategy:
Protect and preserve parks and other green spaces

Trees service closures during November were ahead of new requests opened

Tree Service service requests net per month



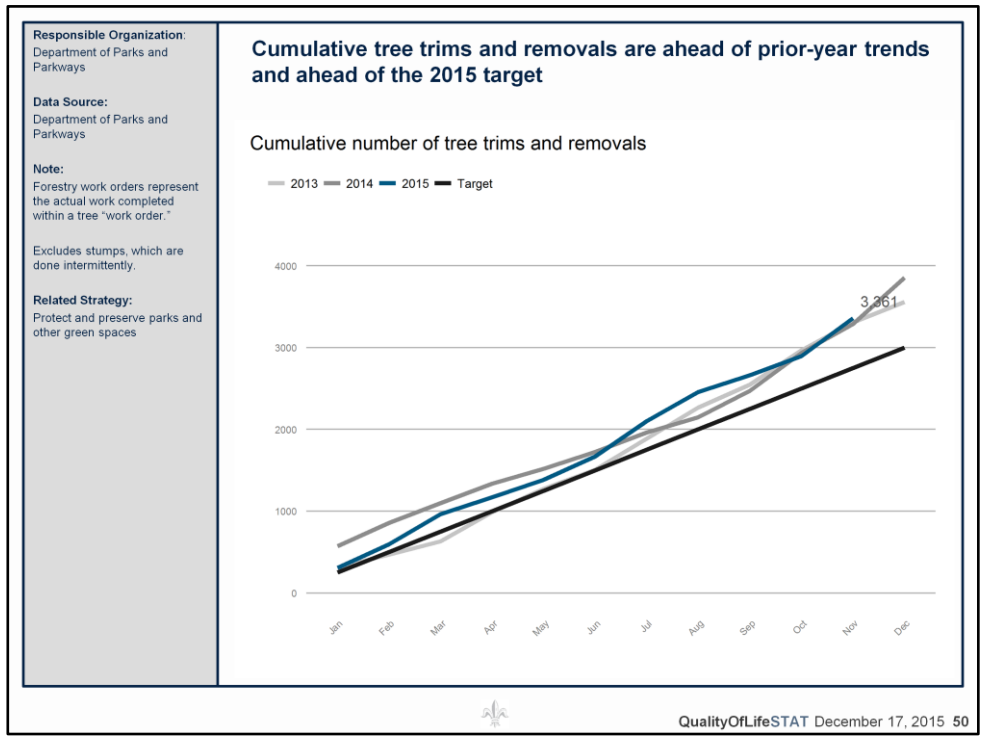


Figure does not include beautification/restoration work along Esplanade Avenue.

Department still awaiting delivery of some equipment.

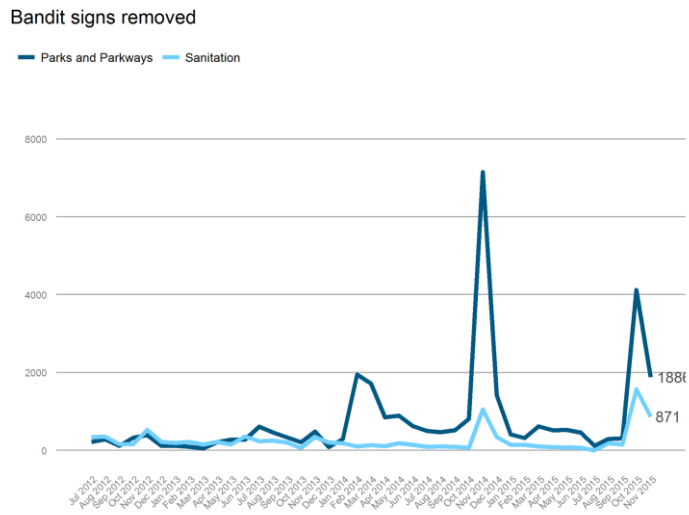
Responsible Organization:
Department of Sanitation
Department of Parks and Parkways

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

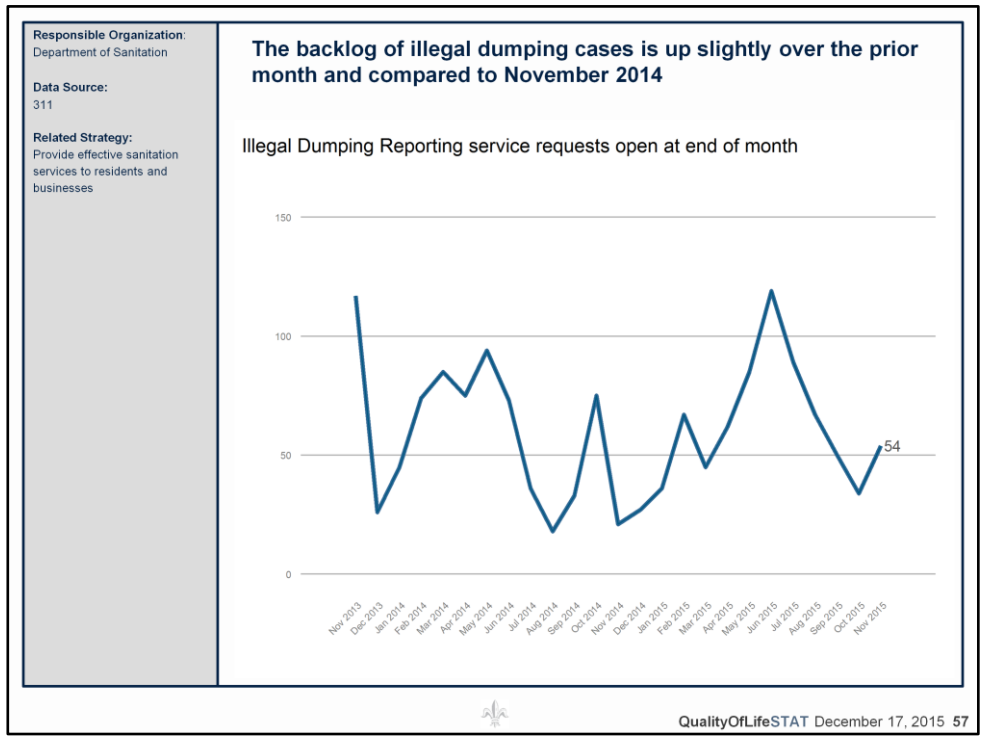
Sign removals were above average in keeping with election-season trends



Key Performance Indicators

	2014		2015		
KPI	Actual	Status	Actual	YTD Target	Status
Number of acres mowed	18,801	▲	20,800	17,417	●
Number of tree trims and removals	NA		3,361	2,750	●

SANITATION



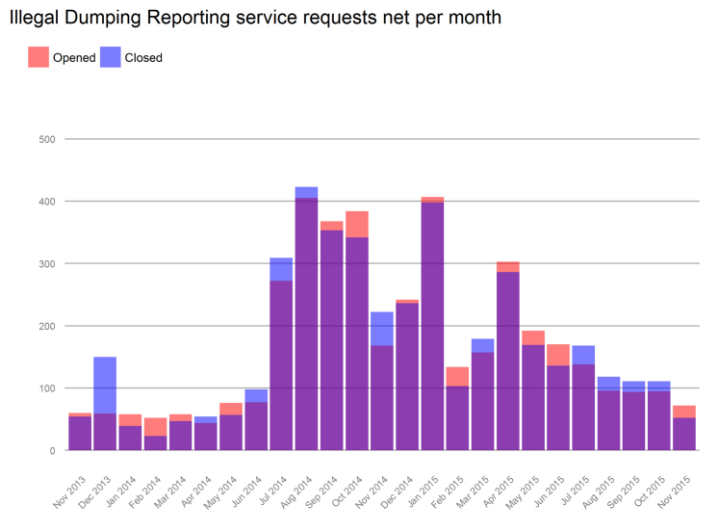
Departure of staff member may account for portion of increase. Sanitation looking to hire administrator to replace staff member that had previously been entering this information.

Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation services to residents and businesses

More illegal dumping requests were initiated than resolved, but the overall number of requests was down



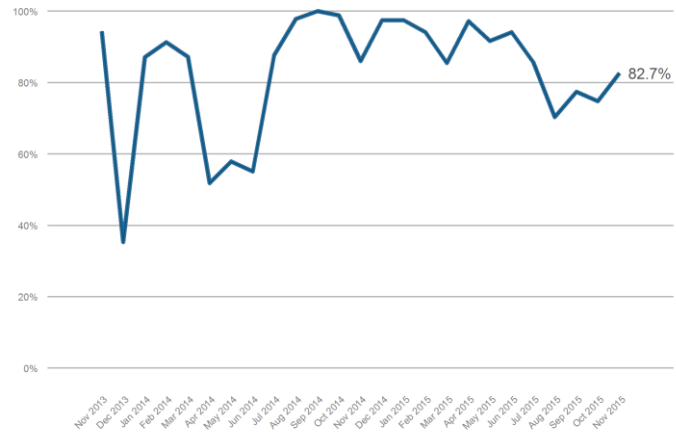
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation services to residents and businesses

The percentage of illegal dumping requests closed within 30 days rose above 80 percent in November

Percent of Illegal Dumping Reporting resolved in 30 days

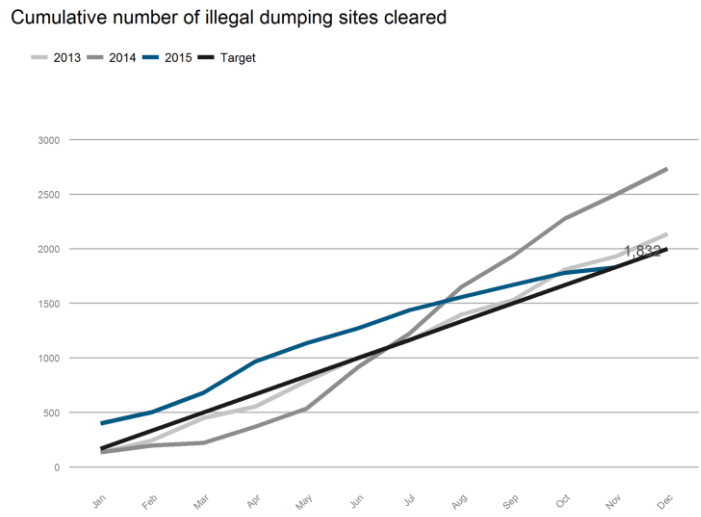


Responsible Organization:
Department of Sanitation

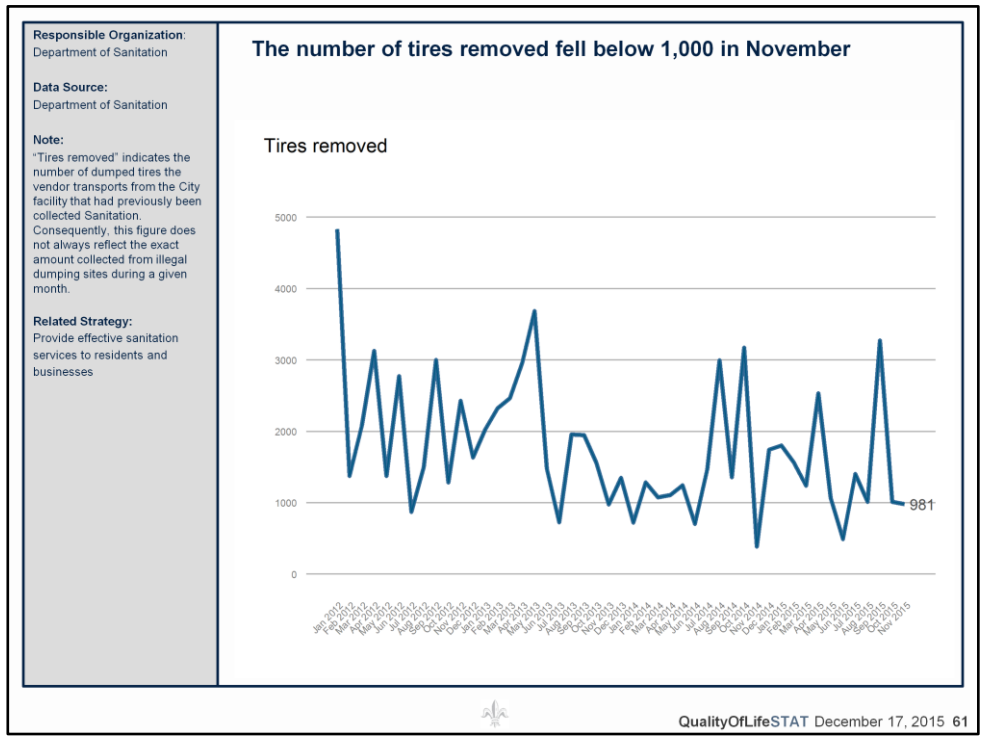
Data Source:
Department of Sanitation

Related Strategy:
Provide effective sanitation services to residents and businesses

The number of illegal dump sites cleared is behind 2014 levels but could still meet the 2015 target



Sanitation awaiting delivery of some equipment.



MTCB noted that waste tires may also present public health risk where standing water is present.

Sanitation ranger has been issuing friendly warning reports.

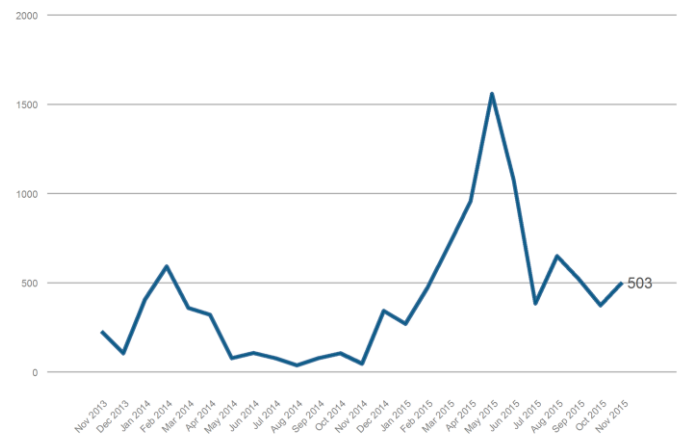
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation services to residents and businesses

Open recycling requests were higher than in November 2014

Residential Recycling Programs service requests open at end of month



Order of 3,000 additional carts has been completed.

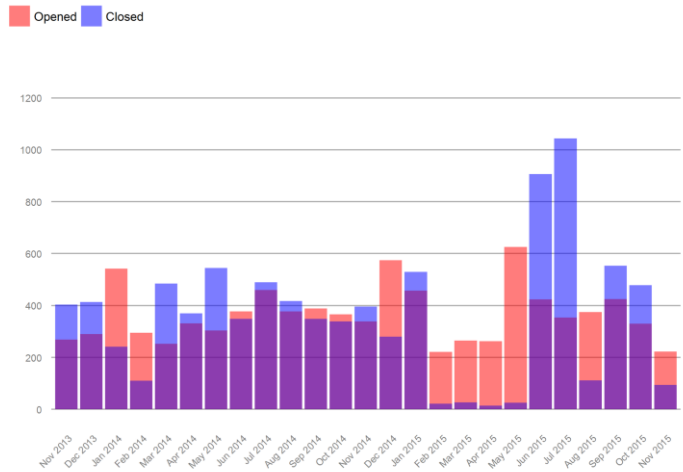
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation services to residents and businesses

More recycling requests have been resolved than initiated during four of the past six months

Residential Recycling Programs service requests net per month



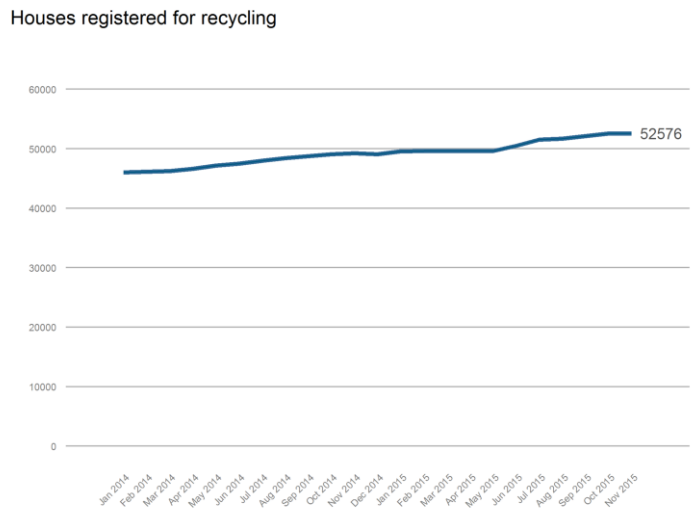
Responsible Organization: Department of Sanitation vendors

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 134,891.
Households Registered for Recycling: Every household that is not only registered for recycling, but has received a recycling cart.

The number of houses registered for recycling has gradually trended upward since May



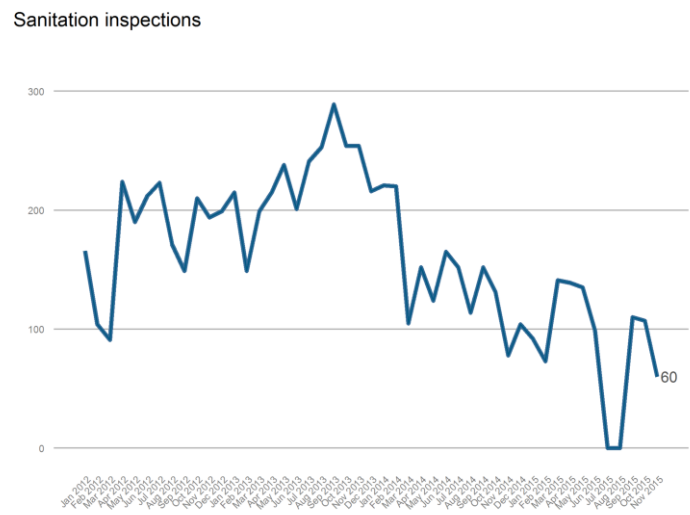
Responsible Organization:
Department of Sanitation
New Orleans Police Department

Data Source:
Department of Sanitation

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

Related Strategy:
Provide effective sanitation services to residents and businesses

Inspections are on par with November 2014 levels, and Sanitation is working with Civil Service to identify another ranger candidate



Sanitation has obtained list from Civil Service.

Key Performance Indicators

	2014		2015		
KPI	Actual	Status	Actual	YTD Target	Status
Number of Illegal Dumping Sites Cleared	2,735	●	1,832	1,833	●
Percent of 311 Illegal Dumping Service Requests Closed within 30 Days	91%	●	89.5%	80%	●
Percent of Households Registered for Recycling	37%	●	38.4%	40%	△

LAW

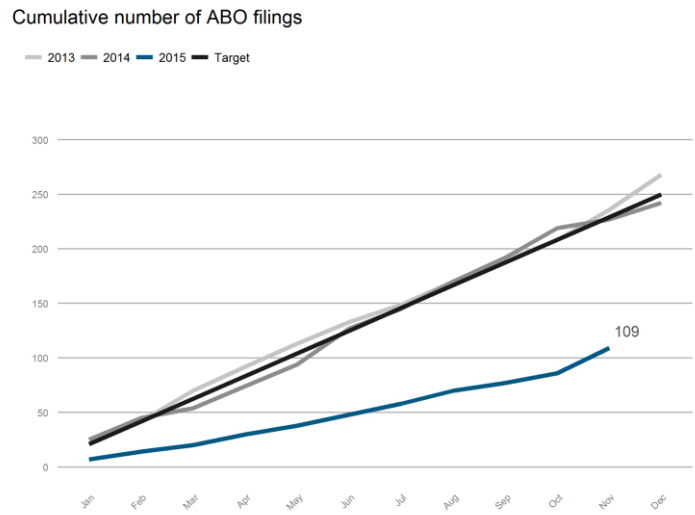
Responsible Organization:
Law Department

Data Source:
Law Department

Related Strategy:
Effectively and fairly administer justice

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

ABO filings appear to be falling short of prior-year levels



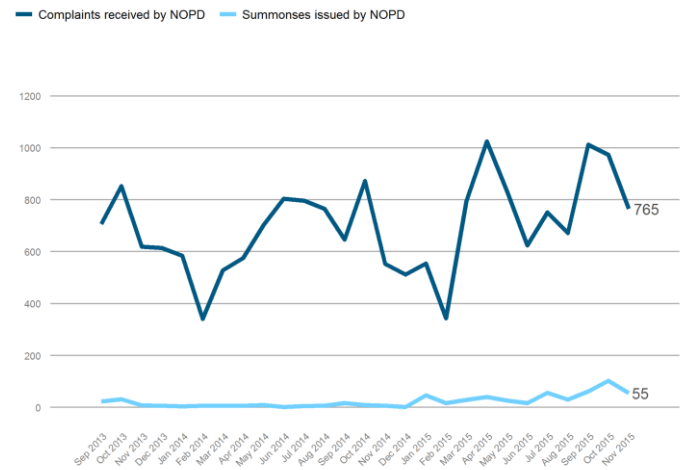
Responsible Organization:
New Orleans Police Department

Data Source:
New Orleans Police Department

Related Strategy:
Effectively and fairly administer justice

Summons issued for quality of life violations reached an all-time high during October and fell slightly in November

Complaints received and summonses issued by NOPD quality of life officers



Key Performance Indicators

	2014		2015		
KPI	Actual	Status	Actual	YTD Target	Status
Number of Tax and Public Nuisance Cases Filed before the ABO Board	242	▲	109	229	◆

MOSQUITO AND TERMITE CONTROL

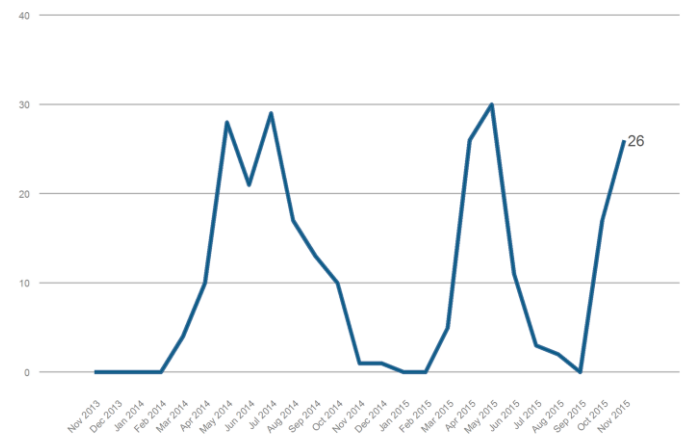
Responsible Organization:
New Orleans Mosquito, Termite, and Rodent Control Board (MTRCB)

Data Sources:
311

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

The backlog of mosquito requests grew in November

Mosquito Control service requests open at end of month

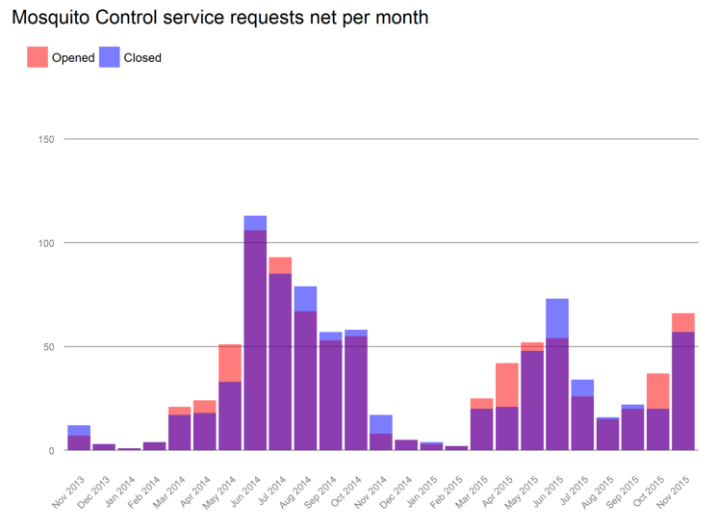


Responsible Organization:
New Orleans Mosquito, Termite, and Rodent Control Board (MTRCB)

Data Sources:
311

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

New mosquito requests were higher in November than in any previous month since June



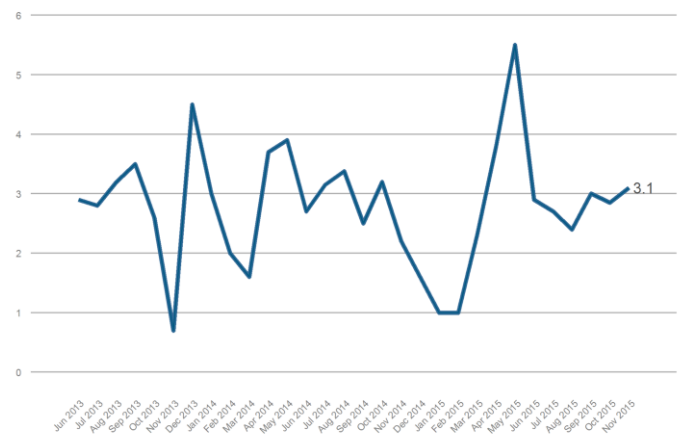
Responsible Organization:
New Orleans Mosquito, Termite, and Rodent Control Board (MTRCB)

Data Sources:
MTRCB

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

The average time to close mosquito requests has varied around three days

Average days to close mosquito request



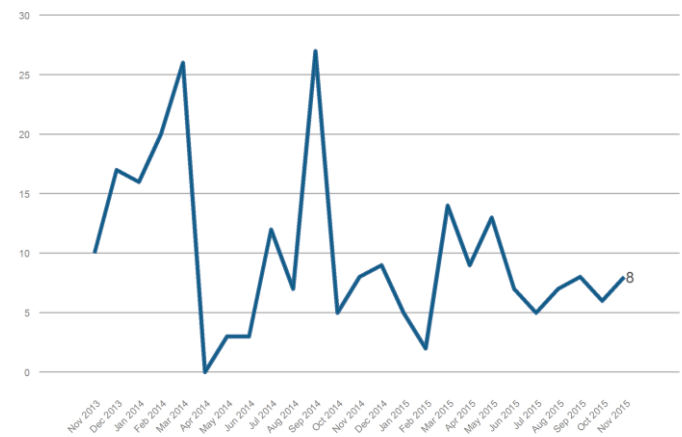
Responsible Organization:
New Orleans Mosquito, Termite, and Rodent Control Board (MTRCB)

Data Sources:
311

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

The backlog of rodent service requests is on par with November 2014

Rodent Complaint service requests open at end of month

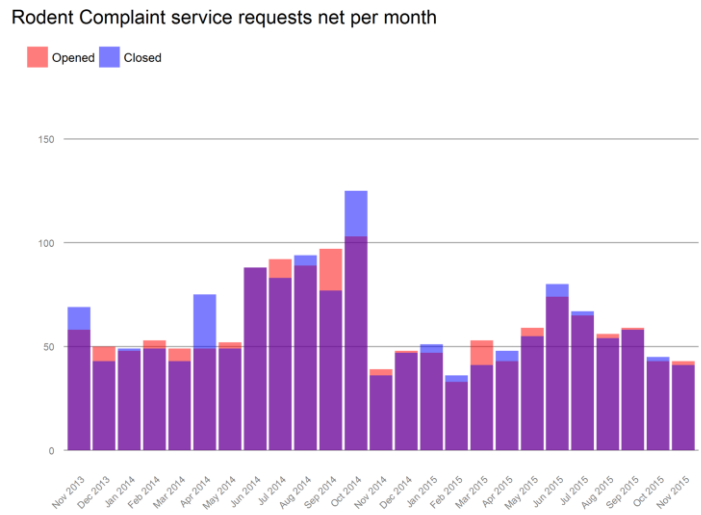


Responsible Organization:
New Orleans Mosquito, Termite, and Rodent Control Board (MTRCB)

Data Sources:
311

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

Rodent service requests resolved are generally even with requests initiated

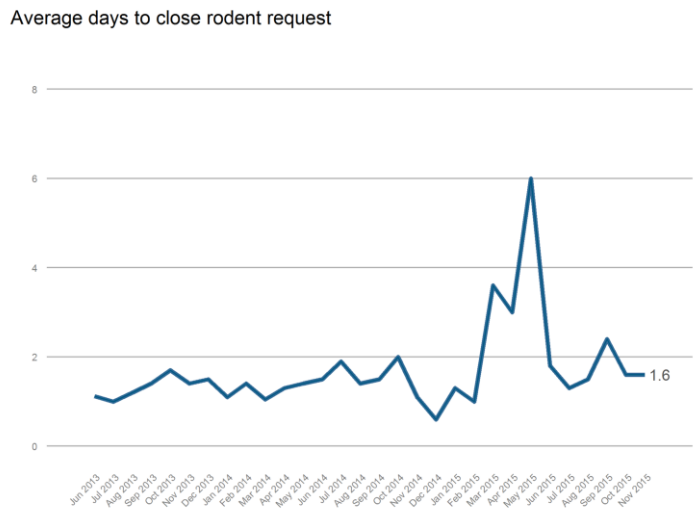


Responsible Organization:
New Orleans Mosquito, Termite, and Rodent Control Board (MTRCB)

Data Sources:
311

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

Since October 2013, time to close rodent cases has generally been held under two days – only three months were above target



Key Performance Indicators

	2014		2015		
KPI	Actual	Status	Actual	YTD Target	Status
Average Business Days to Complete Mosquito Service Requests	3.0		2.8	3	
Average Business Days to Complete Rodent Service Requests	1.5		2.3	3	