



CITY OF NEW ORLEANS

QualityofLifeSTAT

November 20th, 2014
(Reporting Period: October 2014)

www.nola.gov/opa



QualityofLifeSTAT November 20, 2014

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.

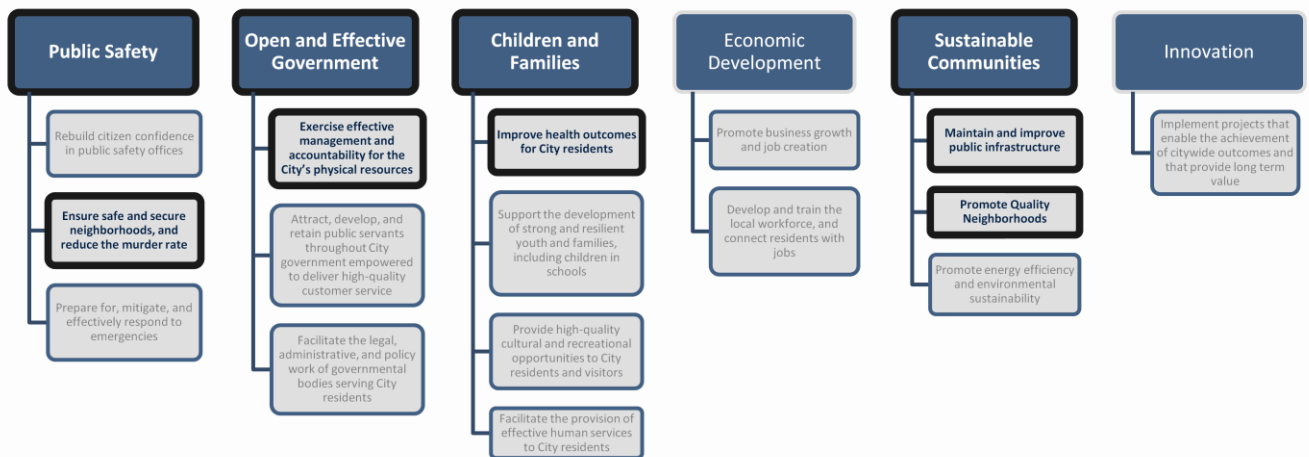
Values

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



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 <ol style="list-style-type: none"> Effectively steward the City's financial resources Manage the City's information and analyze the City's performance data Manage vendor relationships and provide oversight of City contracts Responsibly support the City's capital assets 	<ul style="list-style-type: none"> Bond ratings
Attract, develop, and retain public servants throughout City government empowered to deliver high-quality customer service <ol style="list-style-type: none"> Cultivate a high-quality City workforce Provide fair and reasonable benefits to City employees and retirees 	<ul style="list-style-type: none"> Rate of employee turnover Percent of employees engaged and satisfied
Facilitate the legal, administrative, and policy work of governmental bodies serving City residents <ol style="list-style-type: none"> Govern the City with integrity and accountability Defend the City's legal interests Promote civic engagement Facilitate, link, and leverage resources with external organizations 	<ul style="list-style-type: none"> Percent of citizens satisfied with overall government services



311 Dashboard -

Request Closure Rates Still Biggest Challenge, Though Improving

Existing Onboarded Departments

Onboarding Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	Sanitation	Taxi	EMS
Timeliness to Close Requests (Closed cases meeting target > 80%, 50-80%, <50%)	95%	90%	80%	27%	93%	26%	65%	69%	6%	100%
Request Closure Rate (Closed Cases >= New Cases Yes/No)	N	N	Y	Y	N	Y	Y	Y	N	N
Backlog to Closed Requests Ratio (<5, 5-7, >=8)	0.0	43.1	0.3	8.1	0.1	0.3	5.9	0.2	3.1	0.8
Notes	Note: Closures reflect Lagan, not LAMA.		Backlog has trended down for the month	Biggest movement was streetlight closures.	Currently establishing new queues for SR's	Non-rodent cases are being worked through	Backlog of closed requests improved slightly	Sanitation continues to monitor vendor backlog	Closure requests and backlog showing improvement	Minimal cases reported

Department Adoption Rate

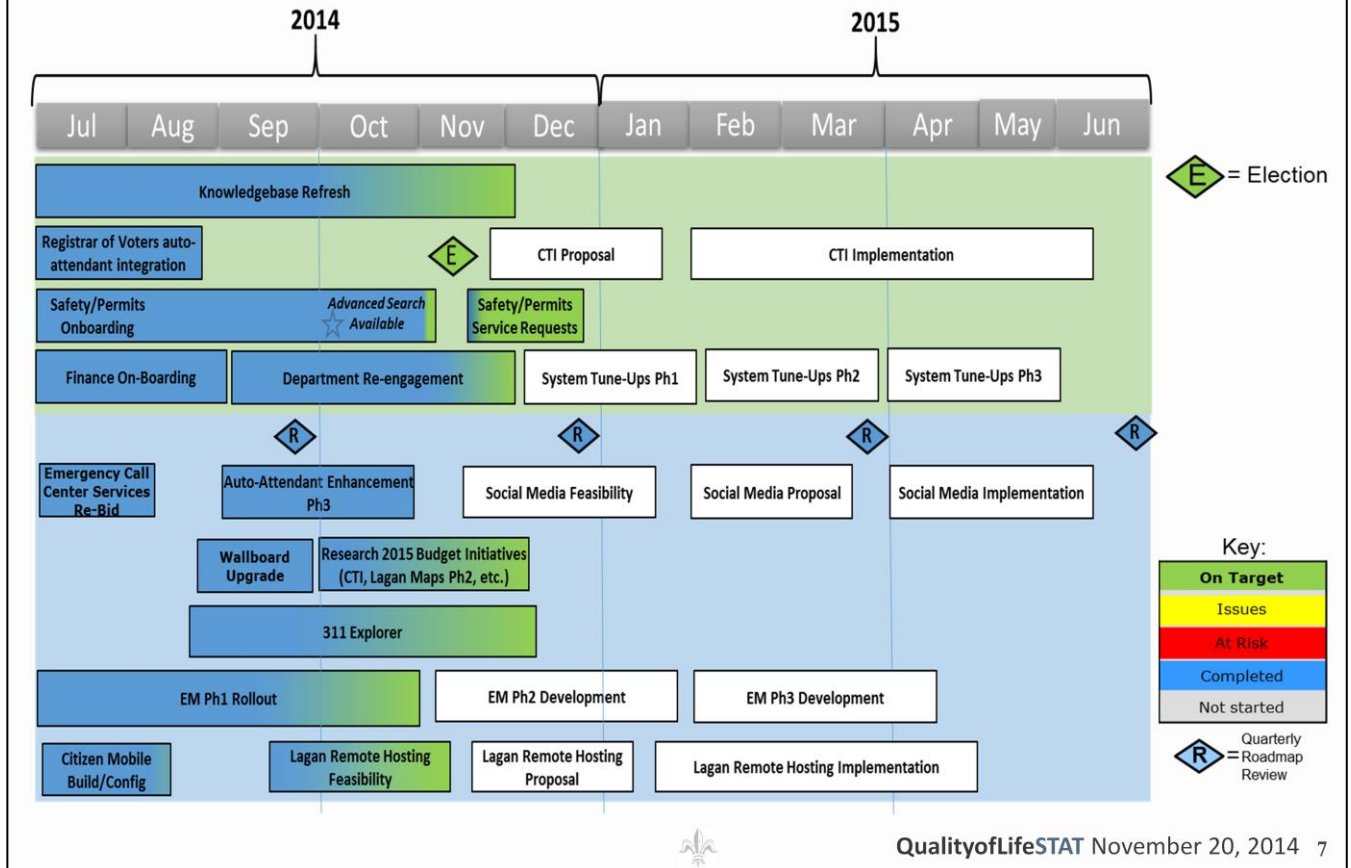
Adoption Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	Sanitation	Taxi	EMS
Current Month	68.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	91.00%	100.00%
90d Average	77.00%	97.00%	97.00%	100.00%	95.00%	100.00%	100.00%	100.00%	94.00%	100.00%
DAR Avg To-Date	87.00%	87.00%	95.00%	99.00%	88.00%	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.



311 Roadmap



The Department of Safety & Permits is currently being on-boarded into 311. The 311 Explorer, which would enable citizens to check on the status of their requests online, is progressing. 311 is currently in the second phase of development of 311 employee mobile devices.

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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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




Responsible Organization:
Department of Public Works
(DPW)

Data Source:
DPW Weekly Maintenance
Reports

Related Strategy:
Maintain and improve road
surface infrastructure

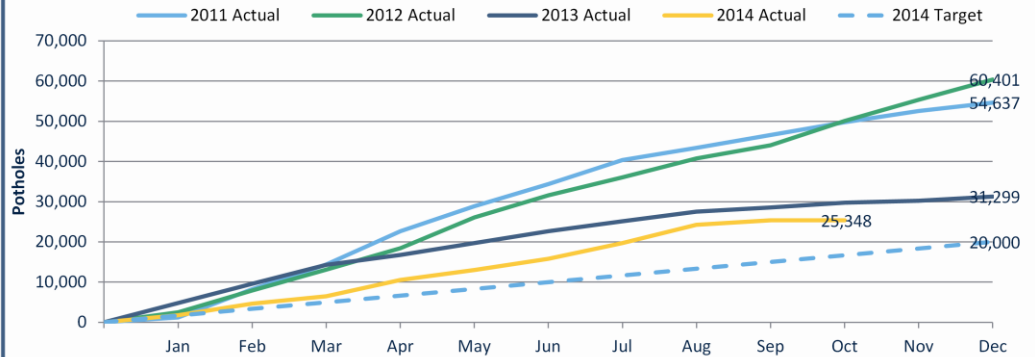
Legend:

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

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

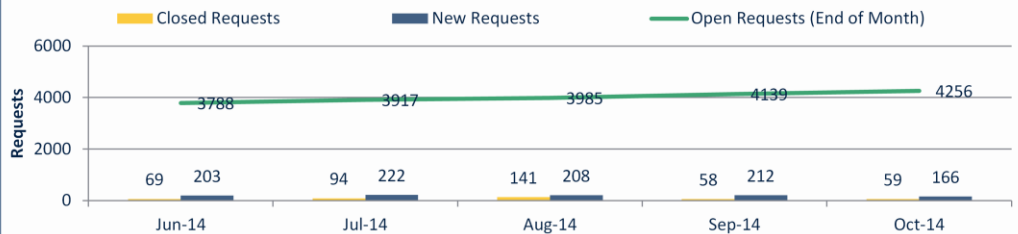
DPW exceeded its annual goal of potholes filled.

Number of Potholes Filled



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	●

Pothole/Roadway Surface Repair



Responsible Organization:
Department of Public Works

Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure

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

All other DPW maintenance 311 service requests backlogs increased, with the exception of road shoulder repairs.

Service Request (SR)	Open SRs (10/1)	New SRs	Closed SRs	Open SRs (10/31)	Δ from Prior Period	Avg. Age of Open SR	Avg. Days to Close
Manhole Cover Maintenance	199	24	15	208	<u>9</u>	551	12
Road Shoulder Repair	324	10	11	324	<u>0</u>	531	195
Sidewalk Repair	835	30	14	853	<u>18</u>	582	18
Subsidence	458	51	29	481	<u>23</u>	243	54

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



QualityofLifeSTAT November 20, 2014 10

If the proposed budget for DPW' Maintenance Division is approved, the division's staff will double from 15 to 30 in 2015, be able to fund at least one pothole killer, a road grader to address road shoulder repair, and some additional (but limited) funds for manhole cover maintenance.

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.

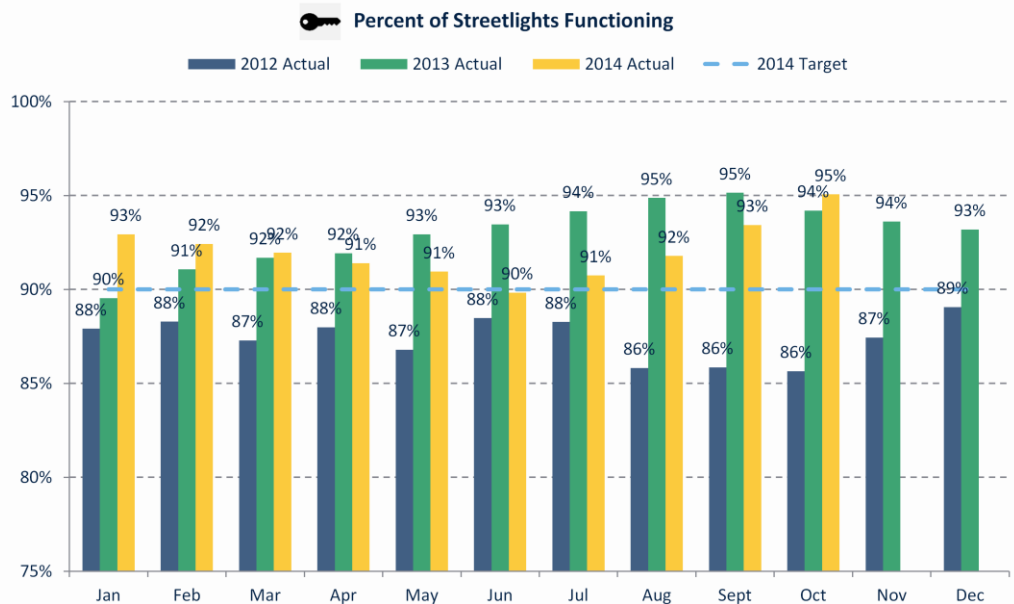
Related Strategy:
Maintain and improve road surface infrastructure

Legend:

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

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

95% of the streetlights in New Orleans were functional at the end of the month, with the lowest number of outages since September 2013.



2014		
YTD Actual	Annual Target	Status
95%	90%	●



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.

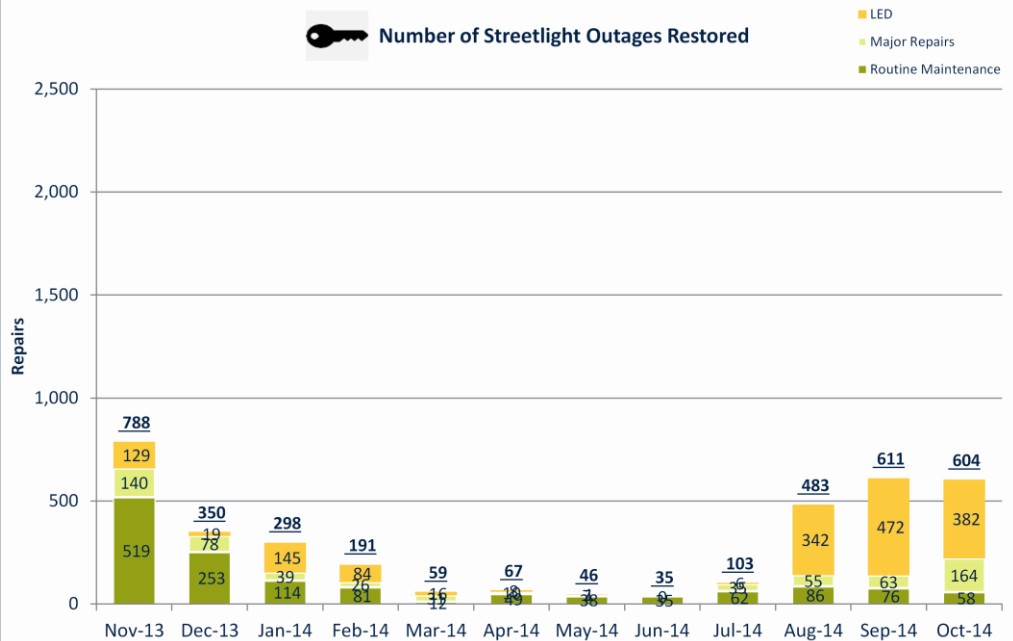
Related Strategy:
Maintain and improve road surface infrastructure

Legend:

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

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

The number of outages restored remained steady compared to the previous month.



2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
12,500	◆	19,006	●	2,497	8,000	◆



QualityofLifeSTAT November 20, 2014 12

DPW noted that in prior years, roughly 1,000 streetlight outages occurred every month, while in 2014 this number is down to approximately 250 per month, due in large part to the LED conversion program.

Responsible Organization:
Department of Public Works

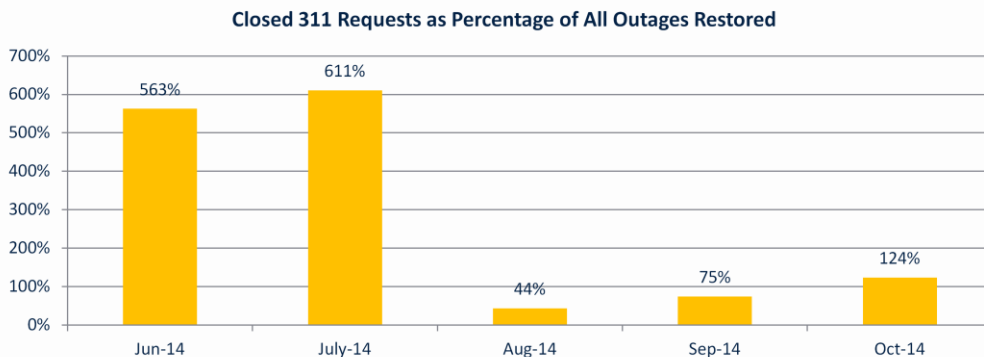
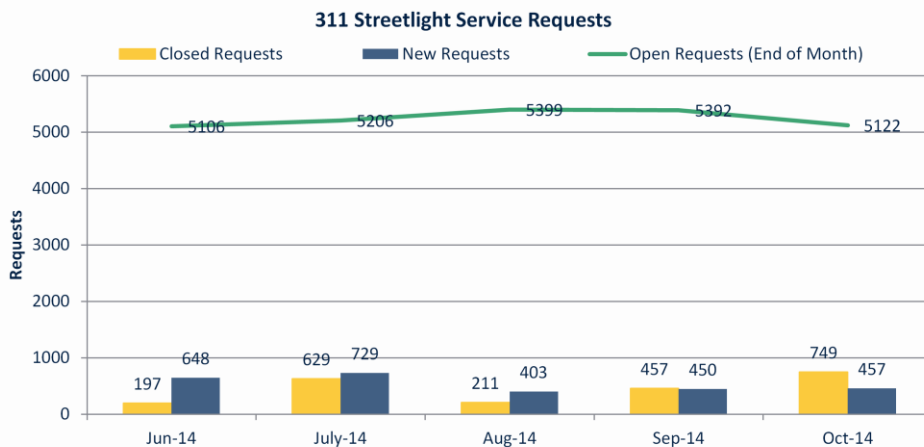
Data Source:
311

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.

The backlog of 311 streetlight requests decreased during the month.



QualityofLifeSTAT November 20, 2014 13

DPW has prompted their streetlight vendor to reconcile 311 with recent outage restorations, and aims to close out outdated service requests by the end of the year.

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.

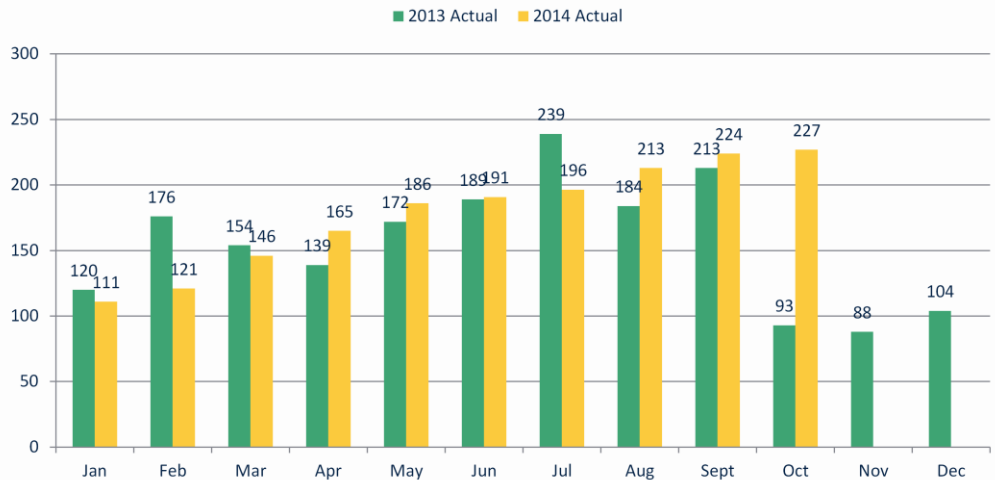
Legend:

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

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

YTD, DPW closed 30% of its 311 streetlight service requests within 90 days.

Average Days to Close 311 Streetlight Service Requests



Percent of 311 Streetlight Service Requests Closed within 90 Days

2013		2014		
Actual	Target Met?	YTD Actual	Annual Target	Status
45%	-	30%	-	Establishing Baseline



QualityofLifeSTAT November 20, 2014 14

Responsible Organization:
Department of Public Works

Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

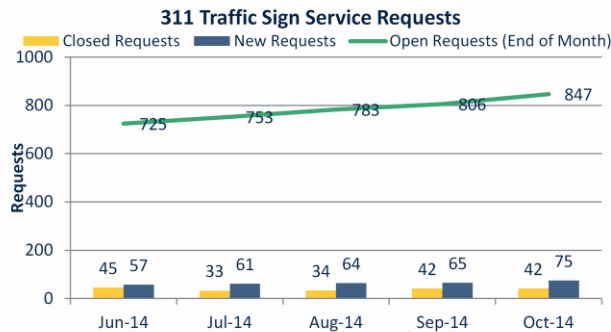
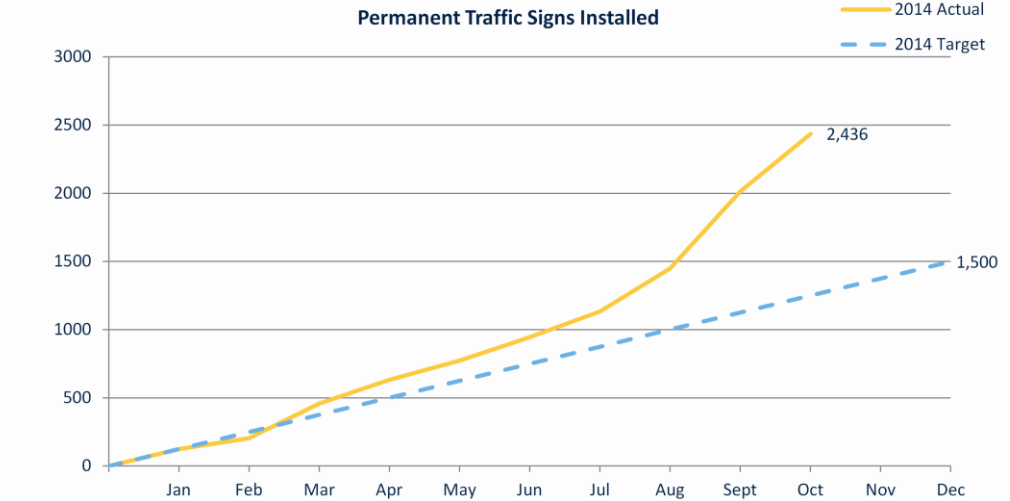
Notes:
In rare instances, a 311 service
request is reopened after being
previously closed. In such
cases, this may result in the
number of open requests not
tying exactly with the number
of closed and opened cases.

Legend:

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

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

DPW exceeded its annual target of traffic signs installed.



Key

Number of Permanent Traffic Signs Installed		
2014		
YTD Actual	Annual Target	Status
2,436	1,500	●

QualityofLifeSTAT November 20, 2014 16

Due to recent ordinances, such as “no cell phones” for drivers in school zones, DPW has focused on installing traffic signs in lieu of street name signs in recent months.

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.

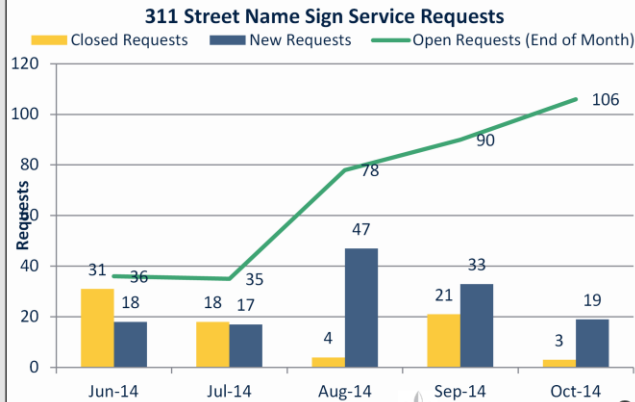
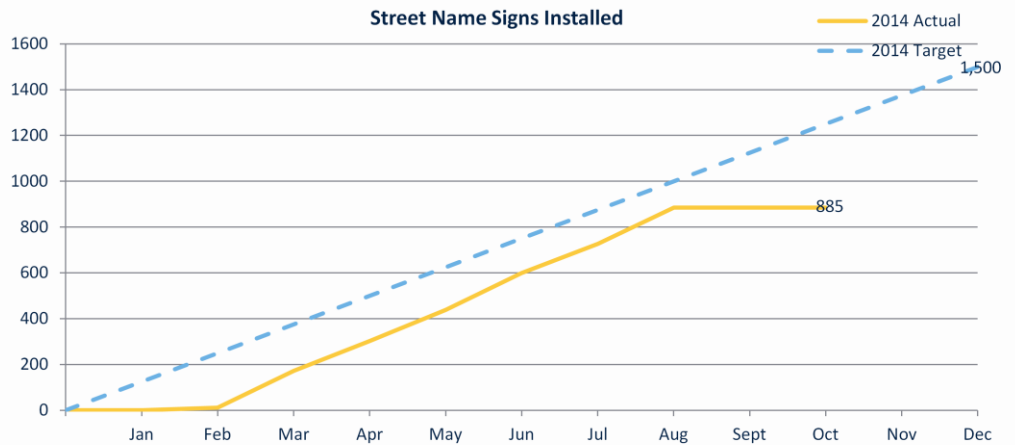
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

Legend:

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

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

DPW didn't install street name signs for the second month in a row. DPW continued to trend below its street name sign installation target.



Key Number of Street Name Signs Installed

2014		
YTD Actual	Annual Target	Status
885	1,500	◆

QualityofLifeSTAT November 20, 2014 17

Though street name sign installations stalled, due to focus on traffic signs, DPW resumed working on street name signs in November.

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.

Service Request (SR)	Open SRs (10/1)	New SRs	Closed SRs	Open SRs (10/31)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Road Surface Marking	132	11	5	138	<u>6</u>	370	379
Traffic Signal	442	42	29	461	<u>19</u>	356	1

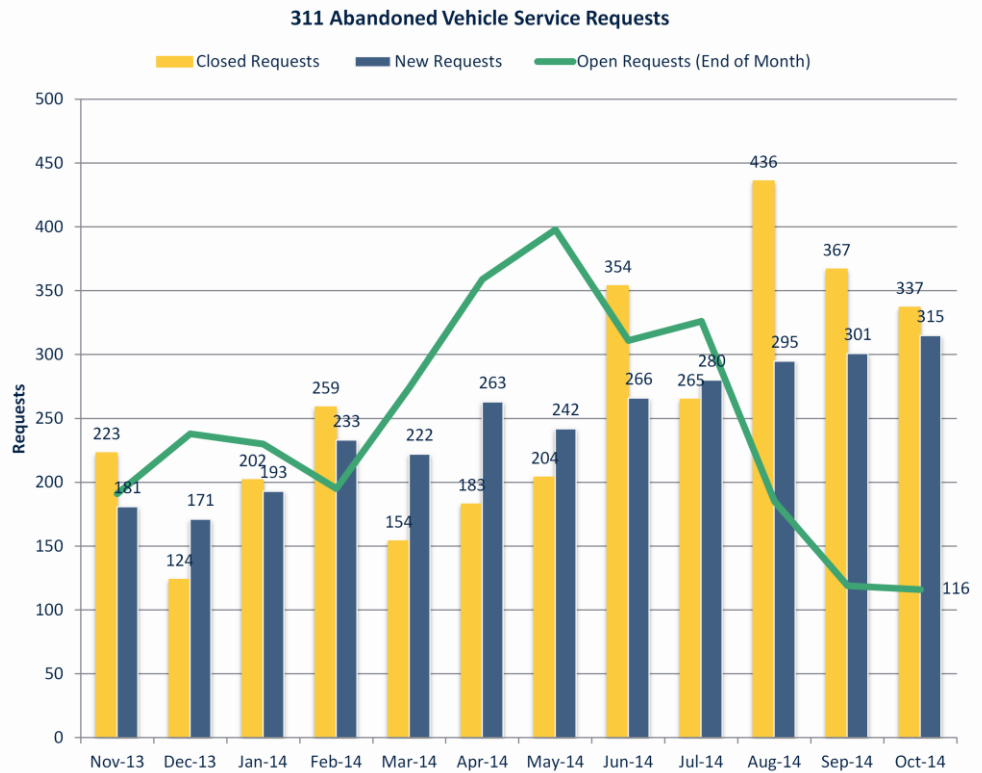


Responsible Organization:
Department of Public Works

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, the month after the 311 program began.



QualityofLifeSTAT November 20, 2014 19

DPW noted that between 60% and 70% of abandoned vehicles are removed by their owner before DPW has to tow them.


Responsible Organization:
Department of Public Works
(DPW)

Data Source:
311

Related Objective:
Promote Quality
Neighborhoods

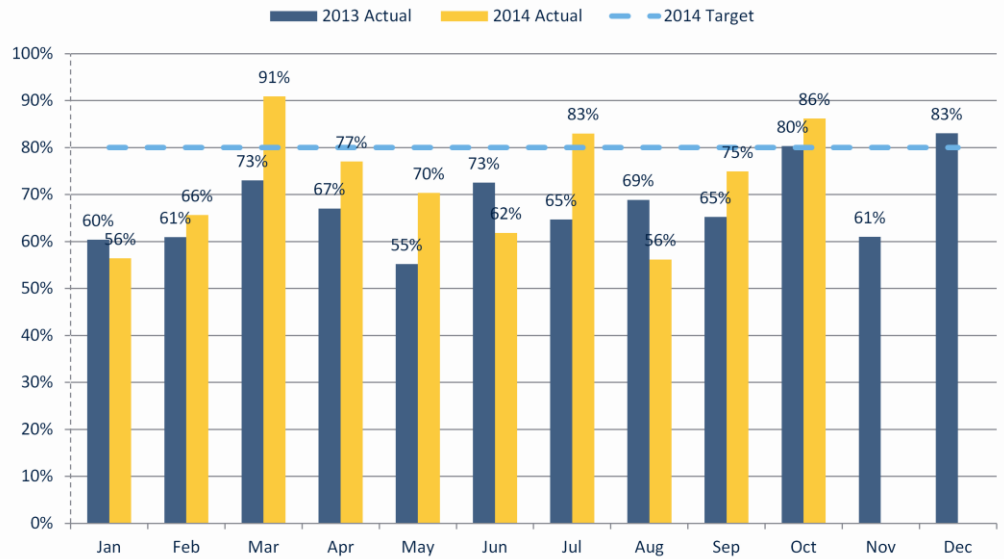
Legend:

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

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

Despite a good month, DPW continued to trend below its annual target of 311 abandoned vehicle service requests closed within 30 days.

 **Percent of 311 Abandoned Vehicle Service Requests Closed Within 30 Days**



2013		2014		
Actual	Target Met?	YTD Actual	Annual Target	Status
67%	-	71%	≥ 80%	◆



QualityofLifeSTAT November 20, 2014 20

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

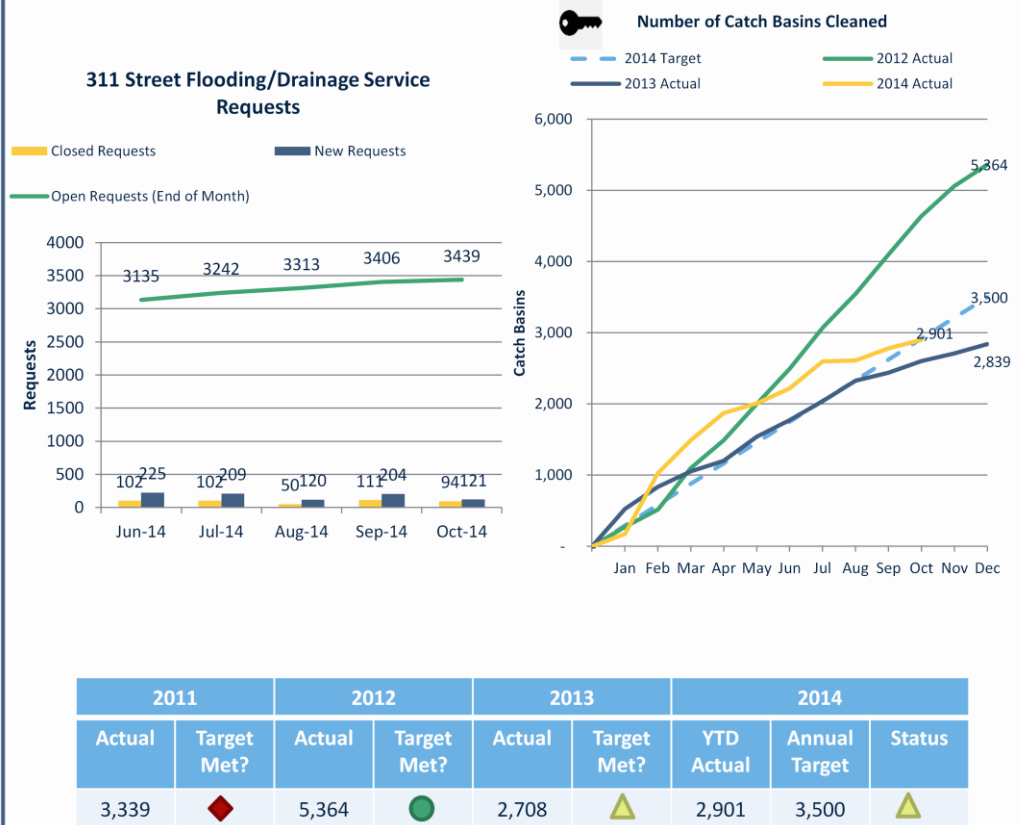
Note:
January and February data
was adjusted in March to
reflect catch basin data not
previously included in data
reports.

Legend:

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

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

DPW was slightly off track on its annual catch basin target.



QualityofLifeSTAT November 20, 2014 21

DPW does not anticipate being able to meet its annual catch basin target, due to all four catch basin trucks being down for service. DPW, OPA, and 311 plan to begin discussions on prioritizing catch basin cleanings based on areas with more flooding.

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

Data Source:
Sewerage and Water Board of
New Orleans

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

Sewerage and Water Board of New Orleans

Customer Service Report

Indicators of Metric Results

October 2014

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	Red	Red	Red
Problem Resolution				
	Customer Contacts	Yellow	Green	Yellow
	Call Wait Time	Green	Green	Green
	Abandoned Calls	Green	Green	Green
	Emergency Abandoned Calls	Green	Green	Green
	Low Water Pressure	Green	Green	Yellow
	Water System Leaks	Green	Green	Green
	Sewer System Leaks	Green	Green	Green
Collections Effectiveness				
	Accounts Off for Non-Payment	Green	Green	Green
	Receivables 30 to 120 Days Old	Green	Green	Yellow
	Receivables 120 Days and Older	Green	Green	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	



QualityofLifeSTAT November 20, 2014 22

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

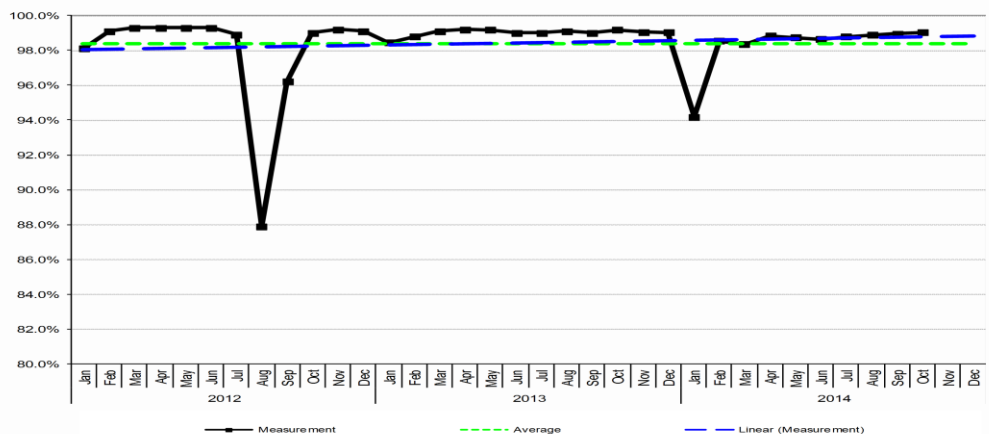
Trend: Favorable

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 April 2010 except for two months affected by Hurricane Isaac in 2012 and a winter freeze in January 2014.

Plans for Improvement

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



Data Table											
	Jan	Feb	Mar	Aprate Bills			Jun	Jul	Aug	Sep	Oct
2012	98.1%	99.1%	99.3%	99.3%	99.3%	99.3%	99.3%	98.9%	87.9%	96.2%	99.0%
2013	98.4%	98.8%	99.1%	99.2%	99.2%	99.0%	99.0%	99.0%	99.1%	99.0%	99.2%
2014	94.2%	98.5%	98.3%	98.8%	98.7%	98.6%	98.8%	98.8%	98.9%	99.0%	99.0%



QualityofLifeSTAT November 20, 2014 23

Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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

EUM Attribute:
Customer Satisfaction

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

Constituency:
Customer Ratepayers

Objective: Provide Accurate
Bills

Goal: Bill Accounts
With Less Than 2%
Estimated

**Currently Meeting
Goal:** Close

**Process Operating
Within Control Limits:**
Yes

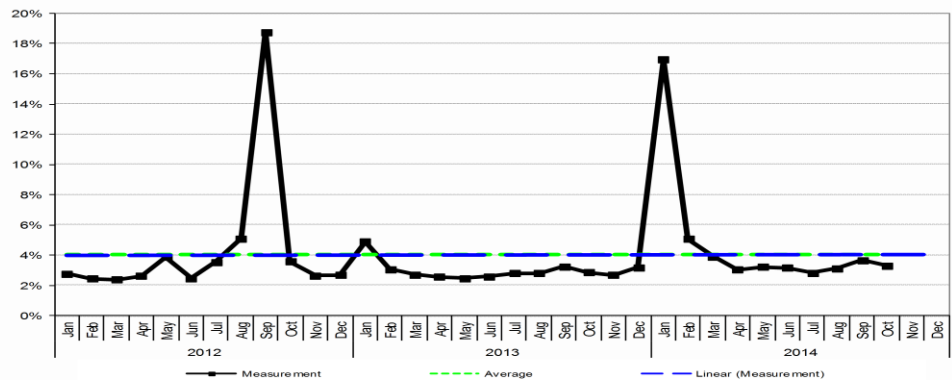
Trend: Level

Analysis

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

Plans for Improvement

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



Data Table												
	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%	3.3%		



QualityofLifeSTAT November 20, 2014 24

Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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

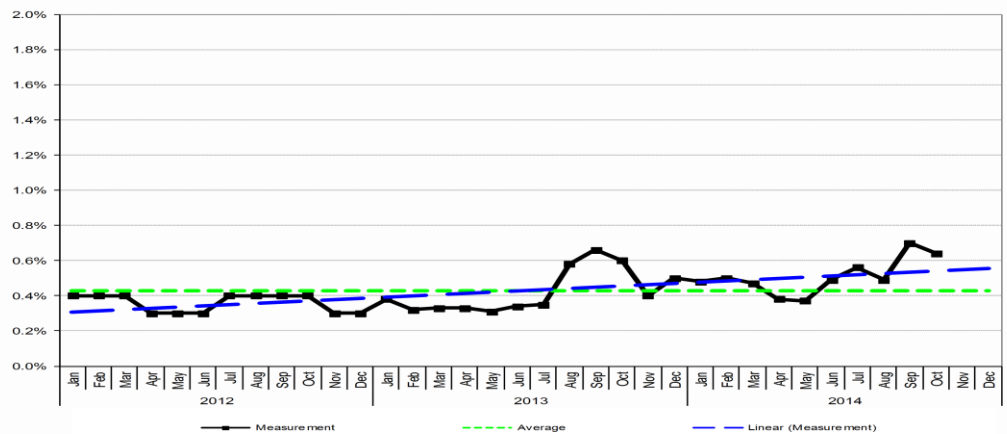
Trend: Unfavorable

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.



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%	0.3%
2014	0.5%	0.5%	0.5%	0.4%	0.4%	0.5%	0.6%	0.5%	0.7%	0.6%		0.5%



QualityofLifeSTAT November 20, 2014 25

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:
No

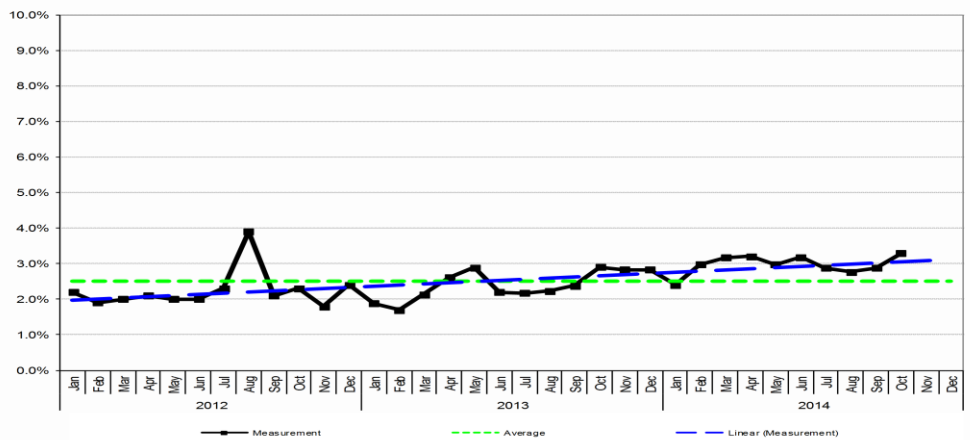
Trend: Unfavorable

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.



	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%	3.3%		



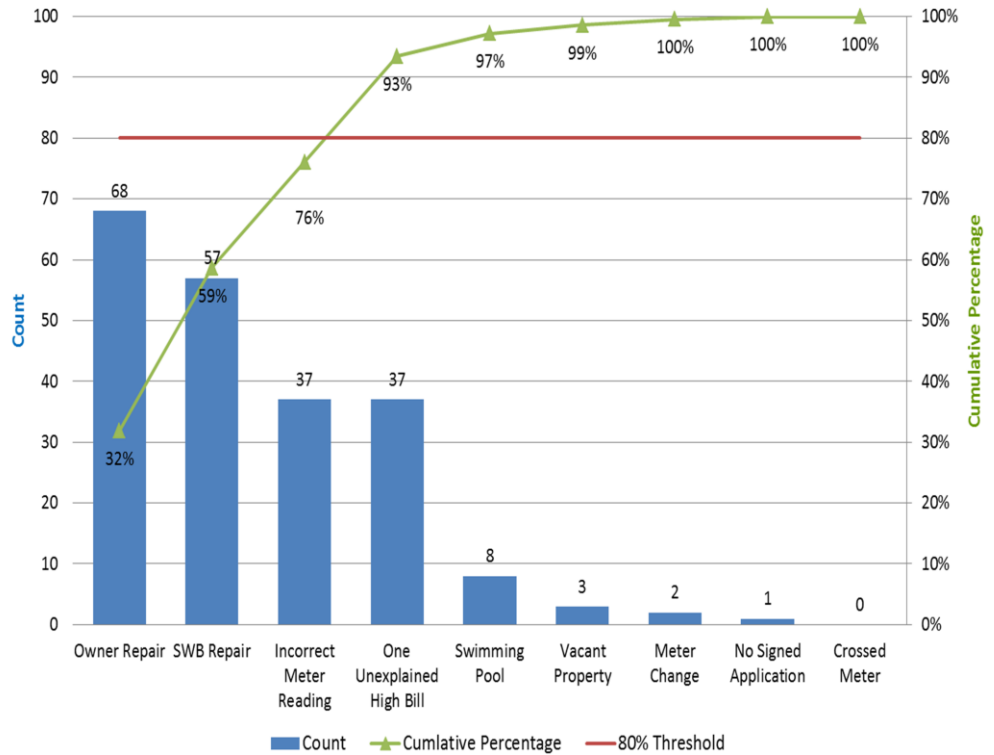
QualityofLifeSTAT November 20, 2014 26

Responsible Organization:
Sewerage and Water
Board of New Orleans

Data Source:
Sewerage and Water
Board of New Orleans

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

Sewerage and Water Board of New Orleans Chart of Reasons for Adjustments October 2014



QualityofLifeSTAT November 20, 2014 27

Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Sewerage and Water Board of New Orleans Total Inbound Customer Contacts

Constituency:

**Customer
Ratepayers**

Currently Meeting

Goal: Close

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

**Process Operating
Within Control**

Limits: Yes

**Goal: Reduce
Triggers of
Customer Calls**

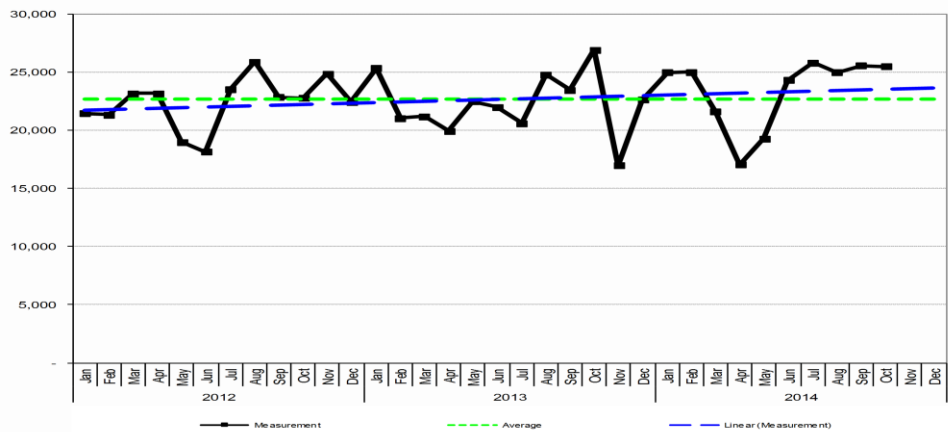
Trend: Level

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 continuously, while the Call Center for billing and non-emergency issues is operated from 7 AM to 7 PM. Call volumes can vary significantly month to month.

Plans for Improvement

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



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Dec
2012	21,447	21,313	23,164	23,164	18,977	18,149	23,545	25,870	22,818	22,773	22,438
2013	25,331	21,051	21,194	19,937	22,446	21,994	20,602	24,764	23,439	26,892	22,610
2014	24,945	24,992	21,579	17,032	19,276	24,315	25,800	24,967	25,532	25,467	



QualityofLifeSTAT November 20, 2014 28

Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Sewerage and Water Board of New Orleans Average Call Wait Time

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Reduce over
time

Currently Meeting
Goal: Yes

Process Operating
Within Control Limits:
Yes

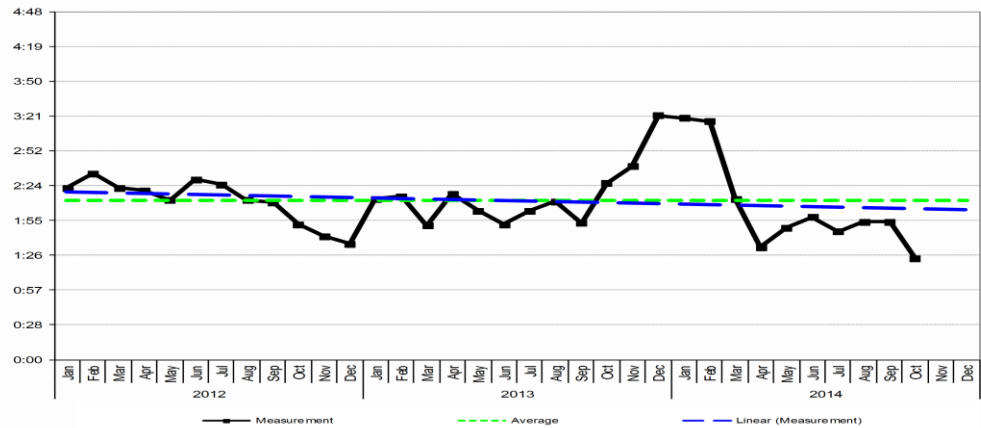
Trend: Favorable

Analysis

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

Plans for Improvement

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



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2012	2:22	2:34	2:22	2:20	2:12	2:29	2:25	2:12	2:10	1:52	1:42
2013	2:13	2:15	1:51	2:17	2:03	1:52	2:03	2:11	1:53	2:26	2:40
2014	3:20	3:17	2:13	1:33	1:49	1:58	1:46	1:54	1:54	1:24	3:22



QualityofLifeSTAT November 20, 2014 29

Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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:
Yes

**Process Operating
Within Control Limits:**
Yes

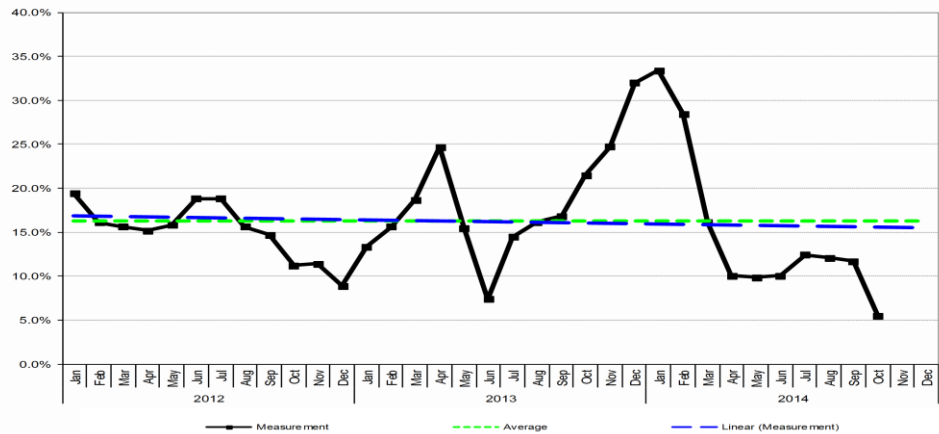
Trend: Yes

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.



	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%	5.5%		



QualityofLifeSTAT November 20, 2014 30

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:** Yes

**Process Operating
Within Control Limits:**
Yes

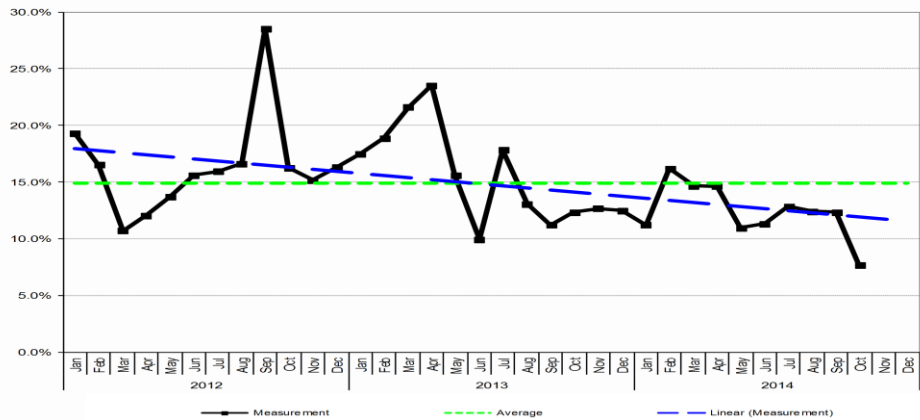
Trend: Favorable

Analysis

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



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%	7.6%		



QualityofLifeSTAT November 20, 2014 31

Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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

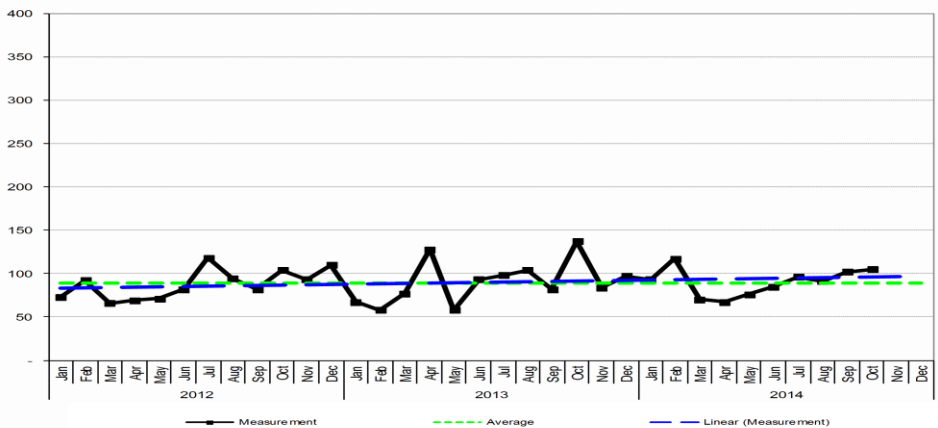
Constituency: Customer Ratepayers			Objective: Provide Timely Information and Respond Promptly to Requests		Goal: Reduce Number of Service Requests
Currently Meeting Goal: Yes			Process Operating Within Control Limits: Yes		Trend: Level

Analysis

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

Plans for Improvement

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



Data Table												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	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	105		



Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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

Constituency:

**Customer
Ratepayers**

Currently Meeting

Goal: Yes

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

**Process Operating
Within Control
Limits: Yes**

**Goal: Reduce
Number of Service
Requests**

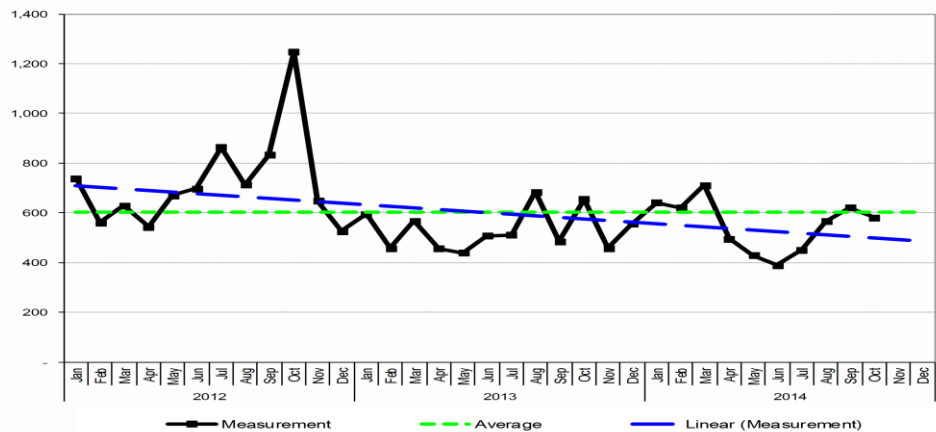
Trend: Favorable

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.



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2012	739	560	629	543	670	697	863	713	833	1,246	648
2013	594	457	567	456	439	508	511	683	485	654	457
2014	641	621	711	495	428	390	451	565	621	581	556



QualityofLifeSTAT November 20, 2014 33

Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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

Constituency:

**Customer
Ratepayers**

Currently Meeting

Goal: Yes

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

**Process Operating
Within Control**

Limits: Yes

**Goal: Reduce
Number of Service
Requests**

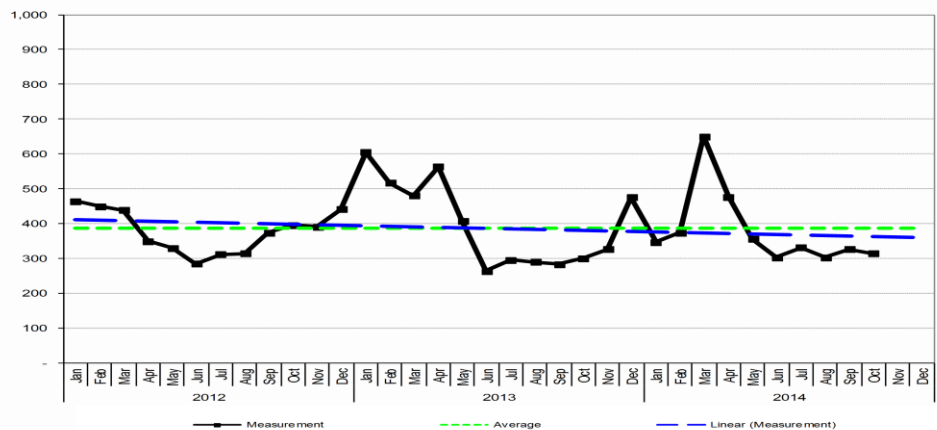
Trend: Favorable

Analysis

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

Plans for Improvement

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



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2012	464	449	438	349	329	284	311	313	374	396	441
2013	604	516	480	563	406	264	295	289	283	300	326
2014	346	374	650	476	355	302	331	302	326	314	475



QualityofLifeSTAT November 20, 2014 34

Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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

Constituency:
Customer
Ratepayers

Currently Meeting
Goal: Not
Applicable

Objective: Ensure
Collection of Payments for
Services Provided

Process Operating
Within Control
Limits: Yes

Goal: None
Established

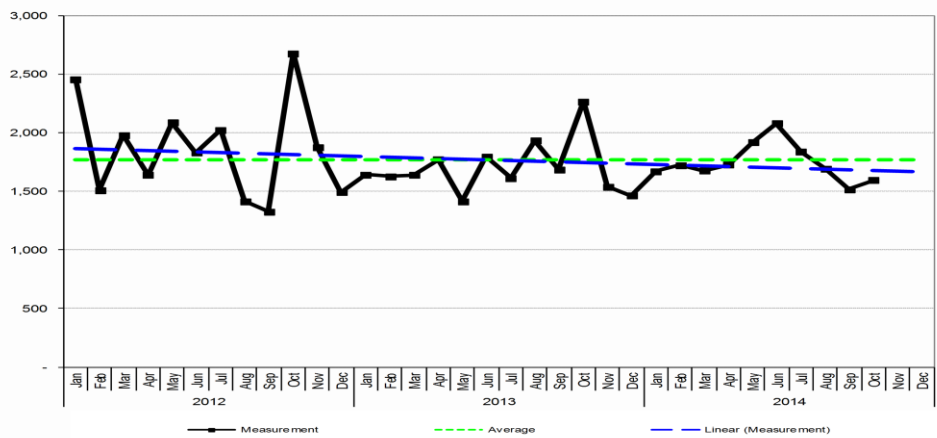
Trend: Favorable

Analysis

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

Plans for Improvement

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



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2012	2,456	1,511	1,980	1,638	2,085	1,829	2,024	1,413	1,327	2,676	1,877
2013	1,641	1,628	1,638	1,770	1,415	1,795	1,613	1,932	1,687	2,265	1,540
2014	1,670	1,723	1,675	1,727	1,915	2,077	1,836	1,694	1,518	1,594	1,461



QualityofLifeSTAT November 20, 2014 35

Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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

EUM Attribute:
Financial Viability

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

Constituency:
Customer Ratepayers

Objective: Efficient use of
resources in providing
services

Goal: None
established

**Currently Meeting
Goal:** Not Applicable

**Process Operating Within
Control Limits:** Yes

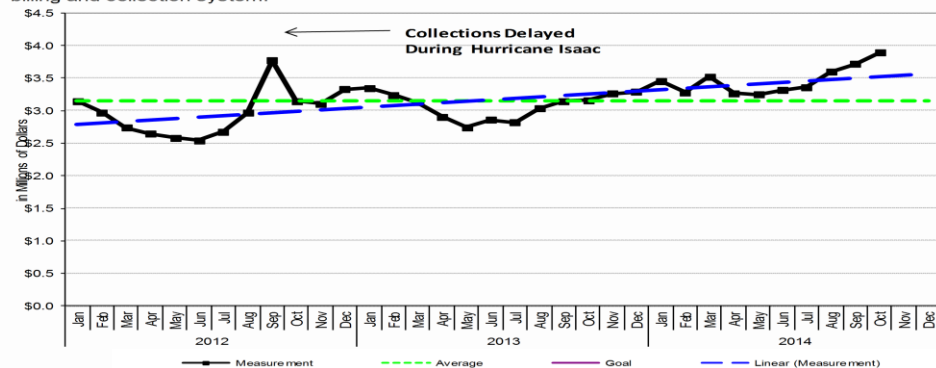
Trend: Level, when
adjusted for rate
increases.

Analysis

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

Plans for Improvement

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



Data Table												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	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	\$ 3.893		



QualityofLifeSTAT November 20, 2014 36

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

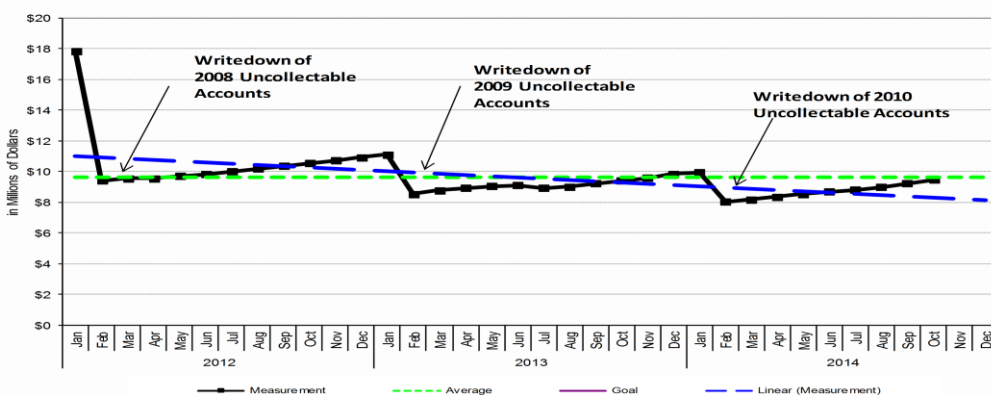
Trend: **Favorable**

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.



	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	\$ 9.478		



QualityofLifeSTAT November 20, 2014 37

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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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



QualityofLifeSTAT November 20, 2014 38

Responsible Organization:
Department of Parks and Parkways


Data Source:
Department of Parks and Parkways

Related Strategy:
Protect and preserve parks and other green spaces

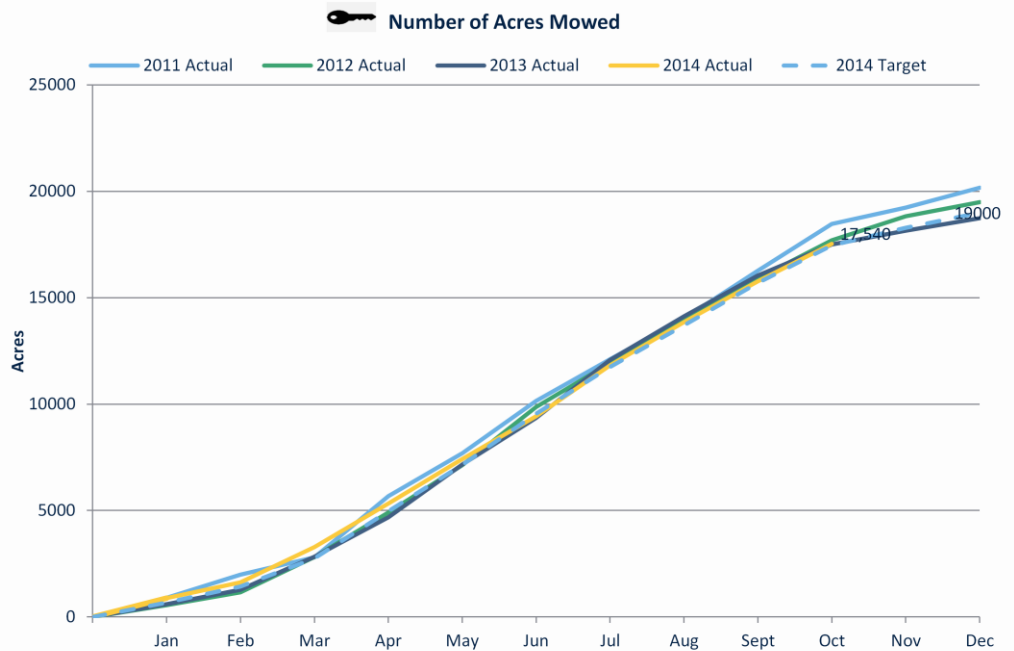
Notes:
This is a seasonal measure, as peak mowing season will begin the summer.

Legend:

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

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

Parks and Parkways was on pace with its annual target 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	●	17,540	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.

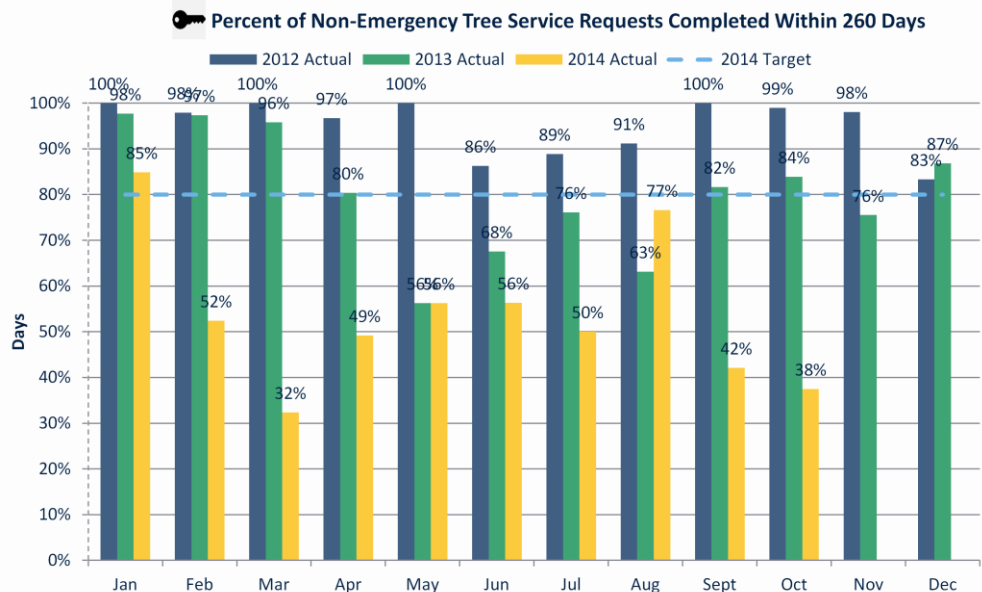
Related Strategy:
Protect and preserve parks
and other green spaces

Legend:



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

Non-Emergency tree service requests continued to lag behind target.



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
98%	-	95%	-	79%	-	53%	≤ 80%	Off Target



QualityofLifeSTAT November 20, 2014 40

Parks and Parkways noted that it will continue to be a challenge to keep up with their forestry work orders due to funding levels staying relatively stable in 2015.

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.

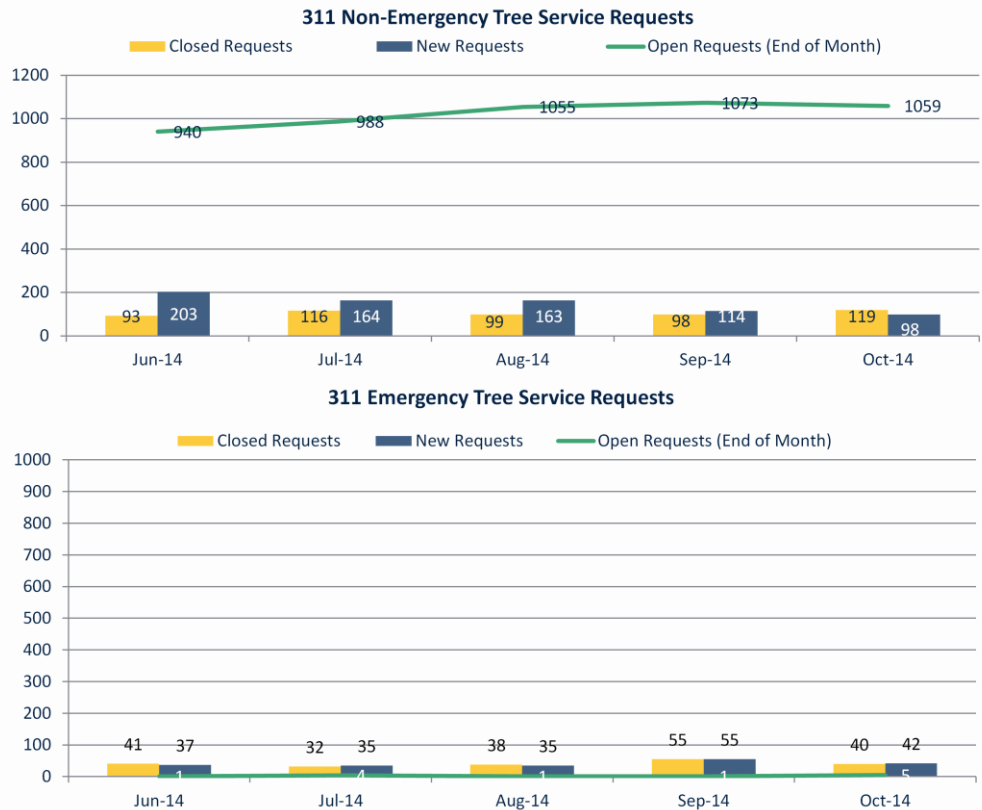
Related Strategy:

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 decreased, while 311 emergency requests remained stable.



Responsible Organization:
Department of Parks and Parkways

Data Source:
311

Related Strategy:
Protect and preserve parks and other green spaces

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

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

Service Request (SR)	Open SRs (10/1)	New SRs	Closed SRs	Open SRs (10/31)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Grass Service	2	14	16	0	<u>-2</u>	0	3
Park Maintenance	0	5	5	0	<u>0</u>	0	0



Responsible Organization:
Department of Parks and
Parkways

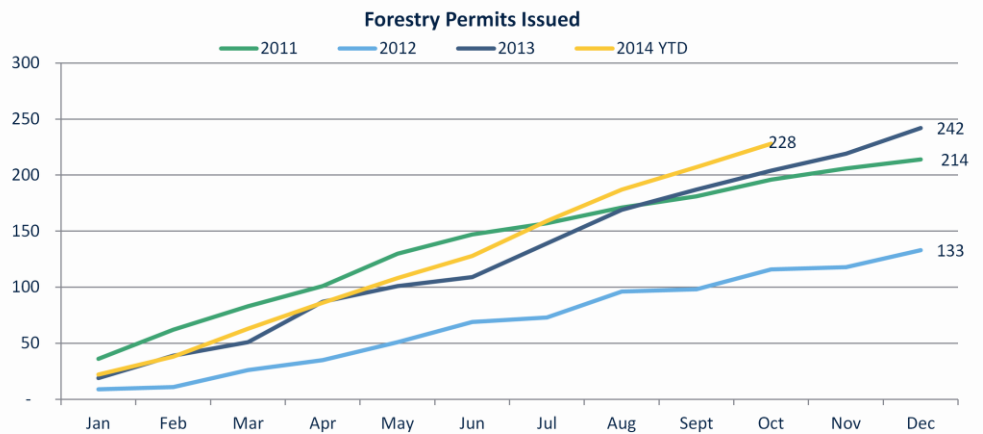
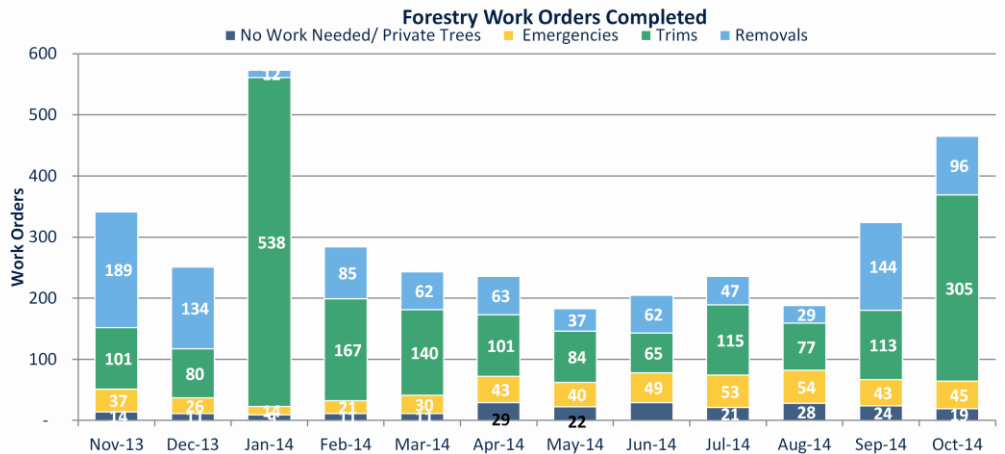
Data Source:
Department of Parks and
Parkways

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 completed the highest number of work orders since January.



QualityofLifeSTAT November 20, 2014 43

Responsible Organization:
Department of Sanitation
Department of Parks and
Parkways

Data Source:
Department of Sanitation
Department of Parks and
Parkways

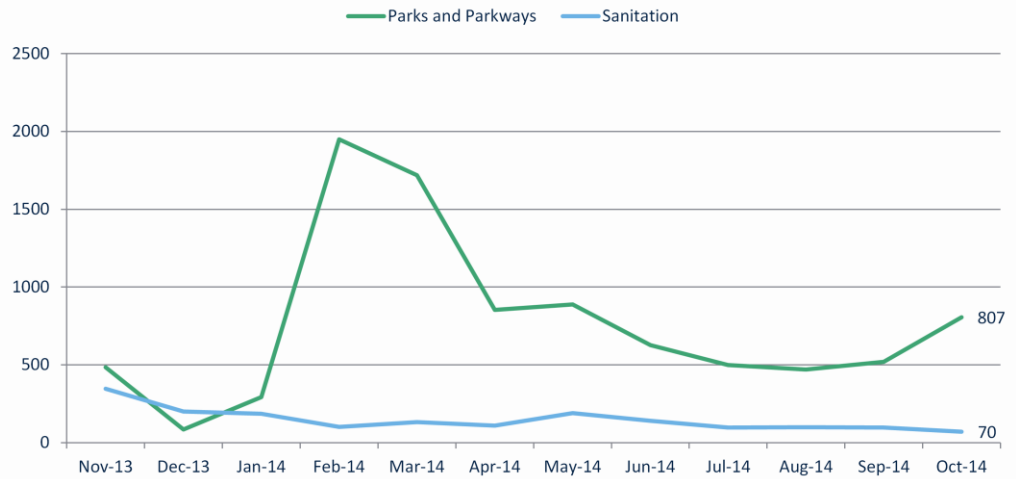
Definition:
Bandit sign: A flyer or
advertisement posted on a
public row in an unauthorized
location.

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.

The City removed a higher number of bandit signs than in the previous 4 months, due largely to election signs for early voting.

Bandit Signs Removed



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.



QualityofLifeSTAT November 20, 2014 44

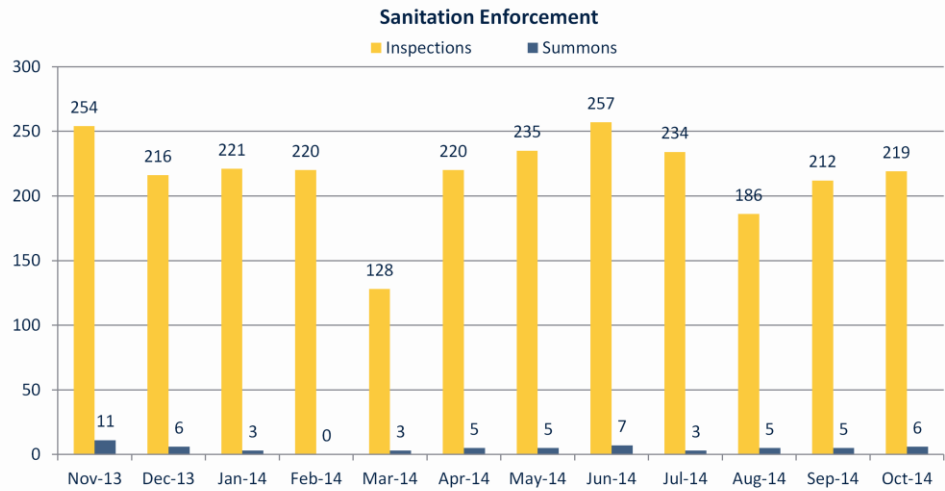
Responsible Organization:
Department of Sanitation
New Orleans Police Department

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 completed a moderate number of inspections.



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.



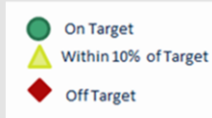
QualityofLifeSTAT November 20, 2014 45

Responsible Organization:
Department of Sanitation

Data Source:
Department of Sanitation

Related Strategy:
Provide effective sanitation services to residents and businesses

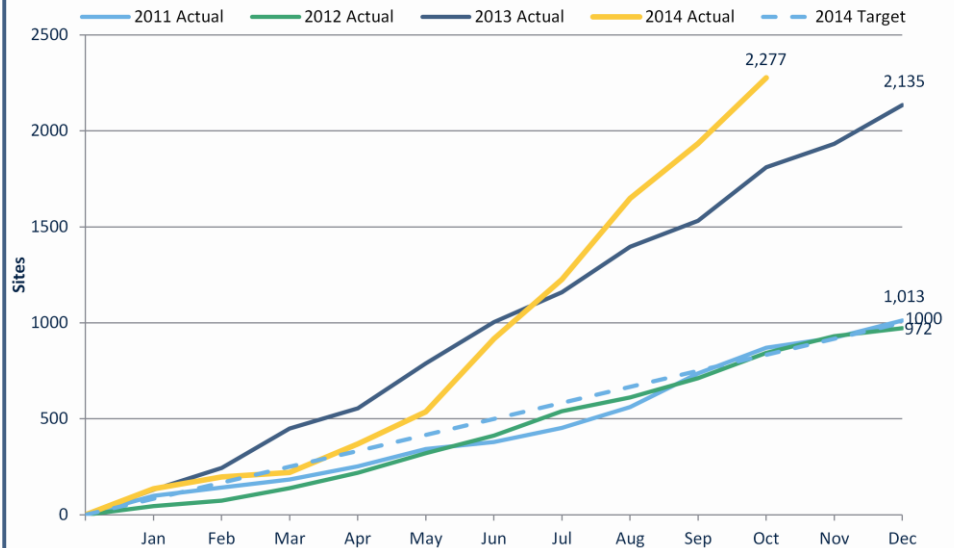
Legend:



Key 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		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
1,013	On Target	972	On Target	2,135	On Target	2,277	1000	On Target



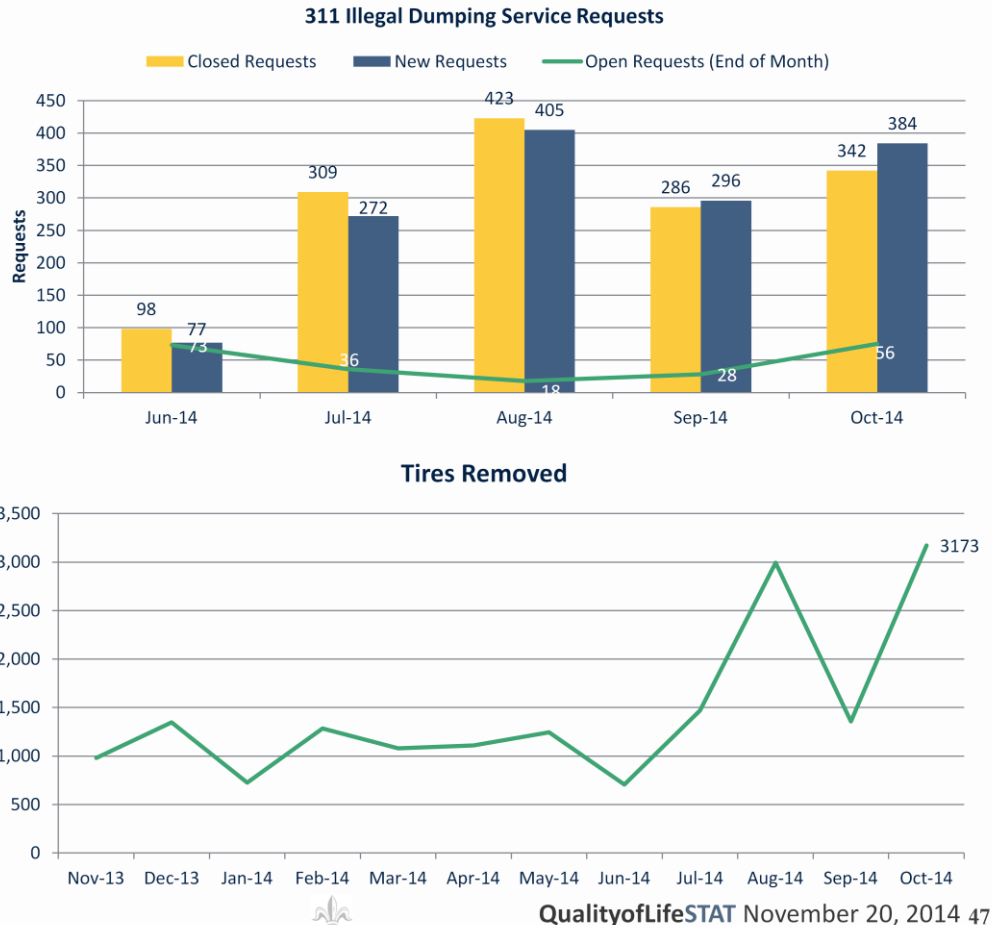
Responsible Organization:
Department of Sanitation

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.

The backlog of 311 illegal dumping service requests increased, while the number of tires removed spiked during the month.



Sanitation noted that current laws require them to get permission from the State each time they need to pick up tires from a dumping site, and they must apply for a permit in order to transport 20 or more tires at one time, presenting an added challenge in this area. Sanitation also observed that they are currently in talks with their tire transporting vendor to be able to deliver tires directly to the vendor facility outside the jurisdiction, rather than to temporarily house them in the City's facility.

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

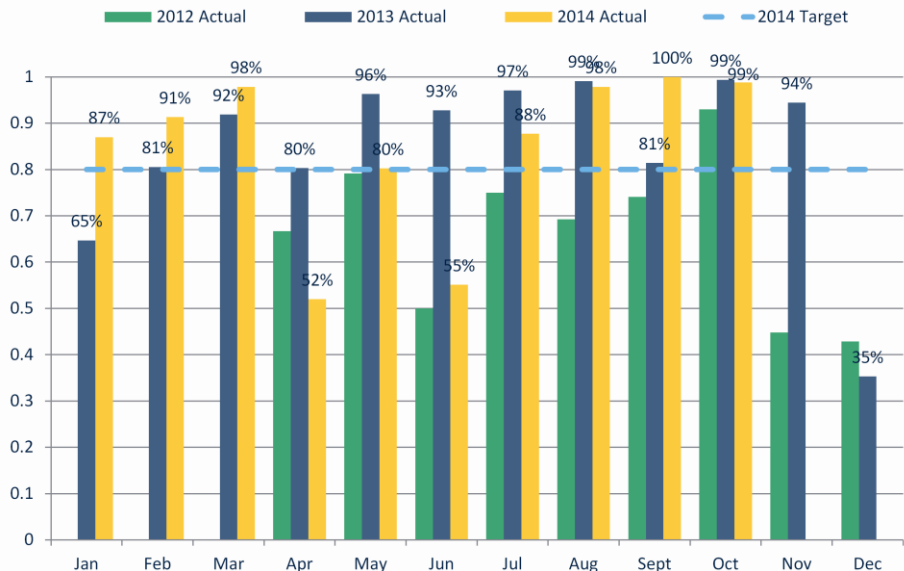
Legend:

- 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



2014		
YTD Actual	Annual Target	Status
92%	80%	●



QualityofLifeSTAT November 20, 2014 48

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.

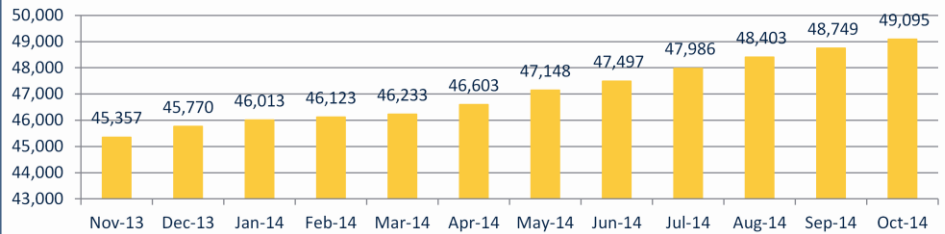
Legend:

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

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

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

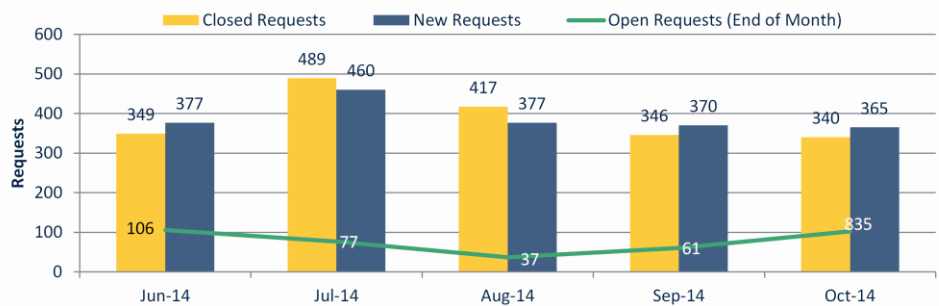
Number of Household Registered for Recycling



Percent of Households Registered for Recycling

2014		
YTD Actual	Annual Target	Status
36%	36%	●

311 Residential Recycling



Responsible Organization:
Department of Sanitation and vendors

Data Source:
311

Notes:
Expected days to close, developed in 2012: 14-30 days.

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.

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

Service Request (SR)	Open SRs (10/1)	New SRs	Closed SRs	Open SRs (10/31)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Dead Animal Pickup (Vendor)	9	21	26	6	<u>-3</u>	3	14
Large Item Pickup (Vendor)	117	257	292	93	<u>-24</u>	9	26
Trash/Garbage Pickup (Vendor)	199	424	544	91	<u>-108</u>	7	21
Change size of Trash Cart	5	6	11	1	<u>-4</u>	31	35
Damage Caused By Contractor	5	0	5	0	<u>-5</u>	N/A	29
Missed Collection	29	99	107	24	<u>-5</u>	7	13
Replace Trash Cart	15	54	58	21	<u>6</u>	6	23
Start Trash Service	99	175	246	34	<u>-65</u>	9	24
Stop Trash Service	0	0	0	0	<u>0</u>	N/A	N/A
Trash/Garbage Pickup	4	8	12	0	<u>-4</u>	N/A	7
Repair Trash Cart	42	82	105	21	<u>-21</u>	4	23



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 <ol style="list-style-type: none"> 1. Reform NOPD policies and operations 2. Employ proactive policing and positive community engagement 3. Support oversight entities to promote transparency, accountability, and trust 	<ul style="list-style-type: none"> • 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 <ol style="list-style-type: none"> 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 	<ul style="list-style-type: none"> • 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 <ol style="list-style-type: none"> 1. Respond to emergencies, including fire and medical, effectively 2. Plan and prepare for disasters 	<ul style="list-style-type: none"> • 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



QualityofLifeSTAT November 20, 2014 51

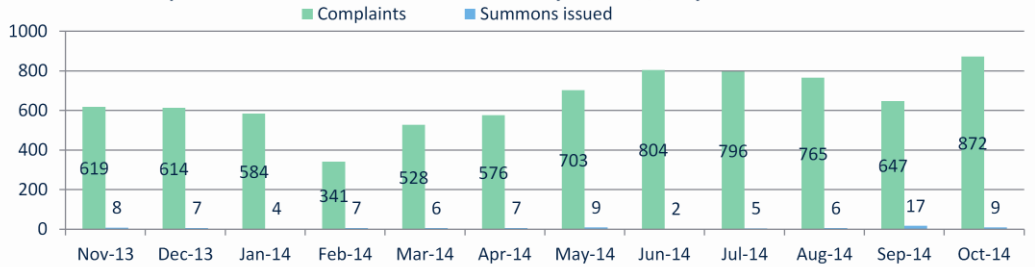
Responsible Organization:
New Orleans Police Department

Data Source:
New Orleans Police Department

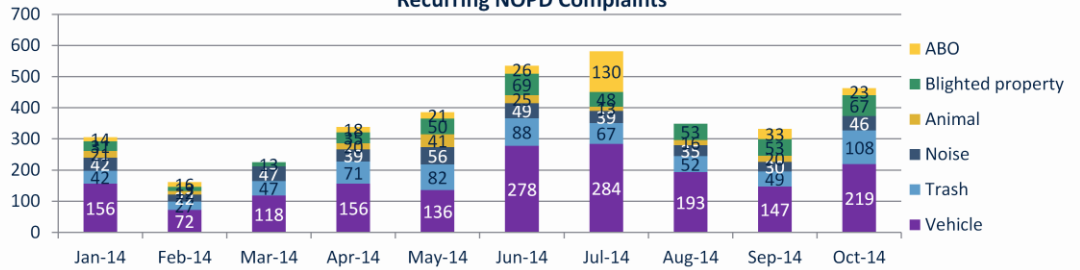
Related Strategy:
Effectively and fairly administer justice

NOPD received a higher number of complaints.

Complaints Received and Summons Issued by NOPD Quality of Life Officers



Recurring NOPD Complaints



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.



QualityofLifeSTAT November 20, 2014 52

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.

All open priority request types remained stable, with the exception of 311 abandoned vehicles, which increased.

NOPD Priority 311 Service Requests

**Service Requests with Priority High
– Very High**

Service Request (SR)	Open SRs (10/1)	New SRs	Closed SRs	Open SRs (10/31)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Abandoned Vehicle Reporting/Removal	3	63	46	<u>36</u>	33	9	19
Code Enforcement General Request	0	29	29	<u>0</u>	0	0	0
Illegal Dumping Reporting	0	6	4	<u>2</u>	2	3	9
Large Item Trash/Garbage Pickup	0	0	0	<u>0</u>	0	0	0
Park Maintenance	0	0	0	<u>0</u>	0	0	0
Pothole/Roadway Surface Repair	5	1	0	<u>8</u>	3	251	0
Rodent Complaint	0	0	0	<u>0</u>	0	0	0
Street Flooding/Drainage	0	0	0	<u>1</u>	1	928	0
Street Light	6	3	2	<u>7</u>	1	113	115
Traffic Sign	3	0	0	<u>3</u>	0	304	0
Traffic Signal	2	0	0	<u>2</u>	0	376	0
Trash/Garbage Pickup	0	0	0	<u>0</u>	0	0	0
Tree Service	0	2	1	<u>1</u>	1	0	0
Tree Service Emergency	0	0	0	<u>0</u>	0	0	0



QualityofLifeSTAT November 20, 2014 53

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.

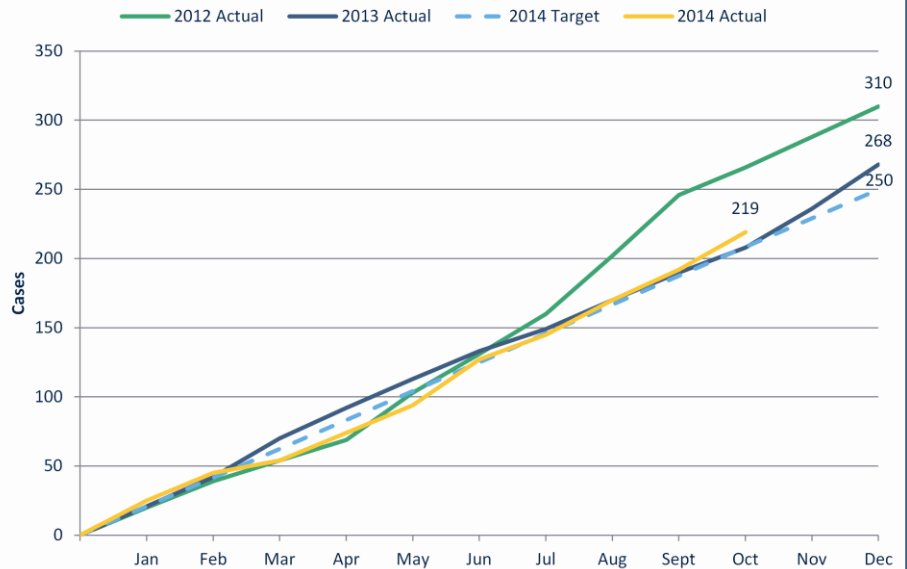
Legend:

- 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 meeting its 2014 ABO case filing target.

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



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
233	●	310	●	236	●	219	250	●



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 <ol style="list-style-type: none"> 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 	<ul style="list-style-type: none"> • 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 <ol style="list-style-type: none"> 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 	<ul style="list-style-type: none"> • High school graduation rate • LEAP test passage rates • Teen pregnancy rate
Provide high-quality cultural and recreational opportunities to City residents and visitors <ol style="list-style-type: none"> 1. Support cultural institutions and experiences 2. Provide recreational opportunities to residents 	<ul style="list-style-type: none"> • Percent of Citizens satisfied with culture and recreational opportunities (UNO Quality of Life Survey)
Facilitate the provision of effective human services to City residents <ol style="list-style-type: none"> 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 	<ul style="list-style-type: none"> • 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)



QualityofLifeSTAT November 20, 2014 55

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:

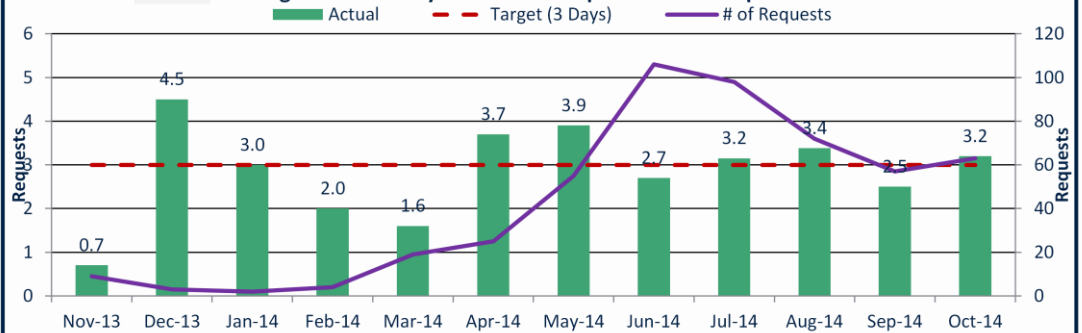
- On Target
- ▲ Within 10% of Target
- ◆ Off Target

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

The Mosquito Board was slightly off track on its target business days to close mosquito service requests.

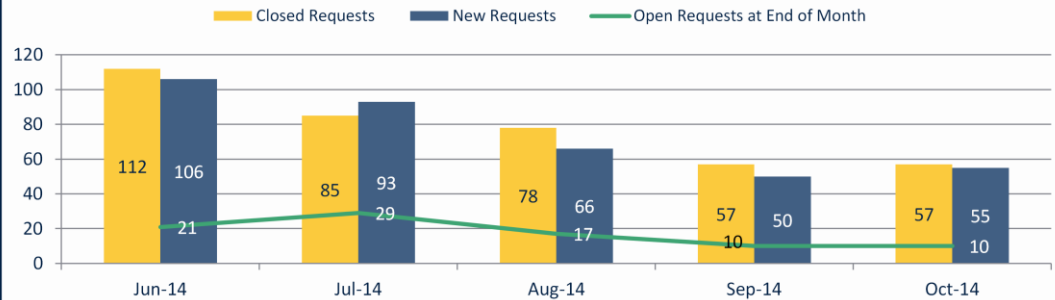


Average Business Days to Close Mosquito Service Requests



2013		2014		Status
YTD Actual	Annual Target	YTD Actual	Annual Target	
2.6	3	3.1	3	▲

311 Mosquito Control Service Requests



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

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

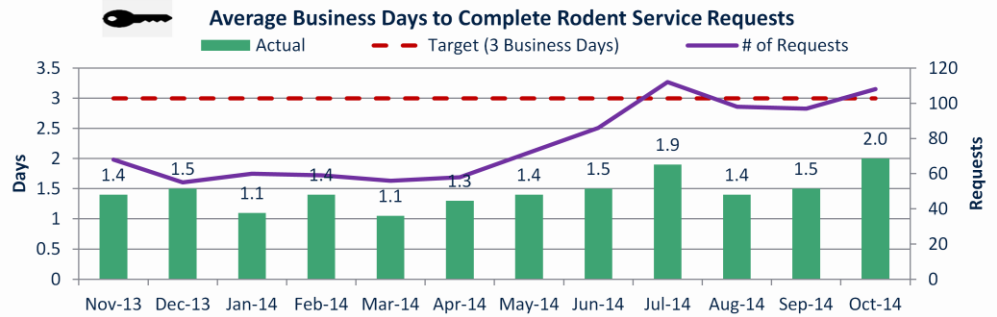
Related Strategy:
Provide public health services to City
residents, including community health
education and preventing the spread
of communicable diseases

Legend:



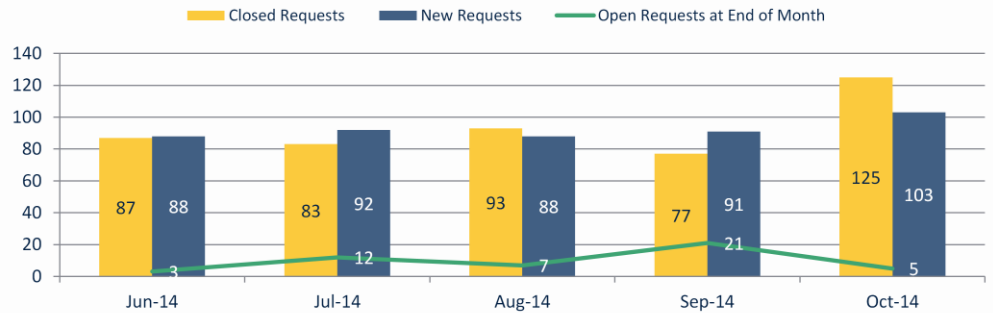
Key measure that best indicates
whether City activities are achieving
the desired results

The Mosquito Board continued to meet its target business days to close rodent service requests.



2013		2014		
YTD Actual	Annual Target	YTD Actual	Annual Target	Status
1.4		1.5	3	

311 Rodent Complaints



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?

