



CITY OF NEW ORLEANS

QualityofLifeSTAT

September 18th, 2014
(Reporting Period: August 2014)

www.nola.gov/opa



QualityofLifeSTAT September 18, 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.

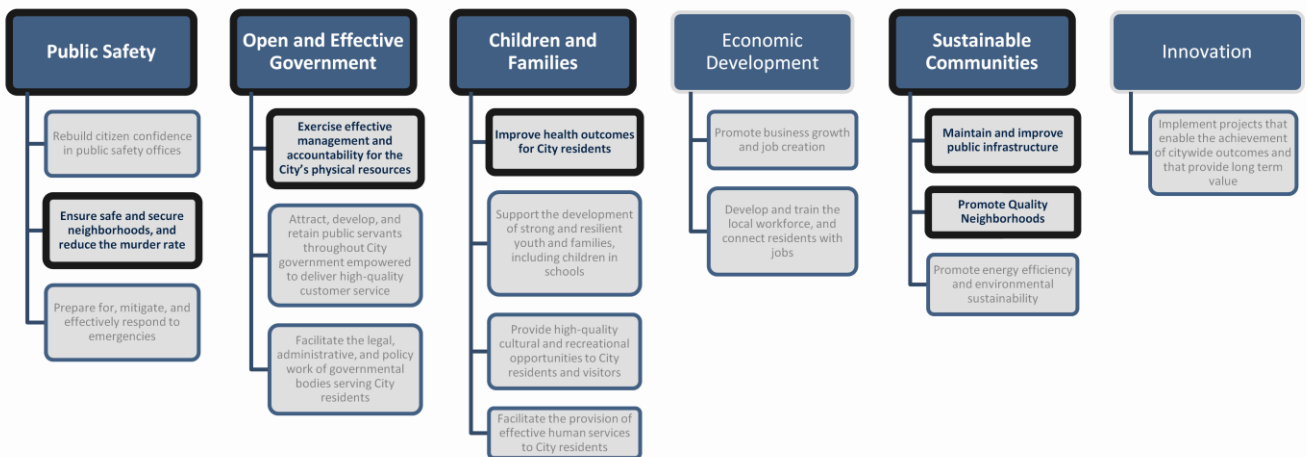
Values

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

Existing Onboarded Departments

Onboarding Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	Sanitation	Taxi	EMS
Timeliness to Close Requests (Closed cases meeting target > 80%, 50-80%, <50%)	99%	96%	54%	61%	92%	42%	87%	85%	48%	100%
Request Closure Rate (Closed Cases >= New Cases Yes/No)	Y	N	Y	N	Y	Y	N	Y	N	Y
Backlog to Closed Requests Ratio (<5, 5-7, >=8)	0.0	36.6	0.4	24.7	0.0	0.2	6.7	0.2	8.7	0.0
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	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	Sanitation	Taxi	EMS
Current Month	73.00%	100.00%	100.00%	100.00%	91.00%	91.00%	91.00%	100.00%	77.00%	100.00%
90d Average	91.00%	88.00%	97.00%	100.00%	86.00%	97.00%	94.00%	100.00%	92.00%	100.00%
DAR Avg To-Date	91.00%	83.00%	94.00%	99.00%	84.00%	99.00%	97.00%	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 still has not identified a staff member to fulfill that role for them.

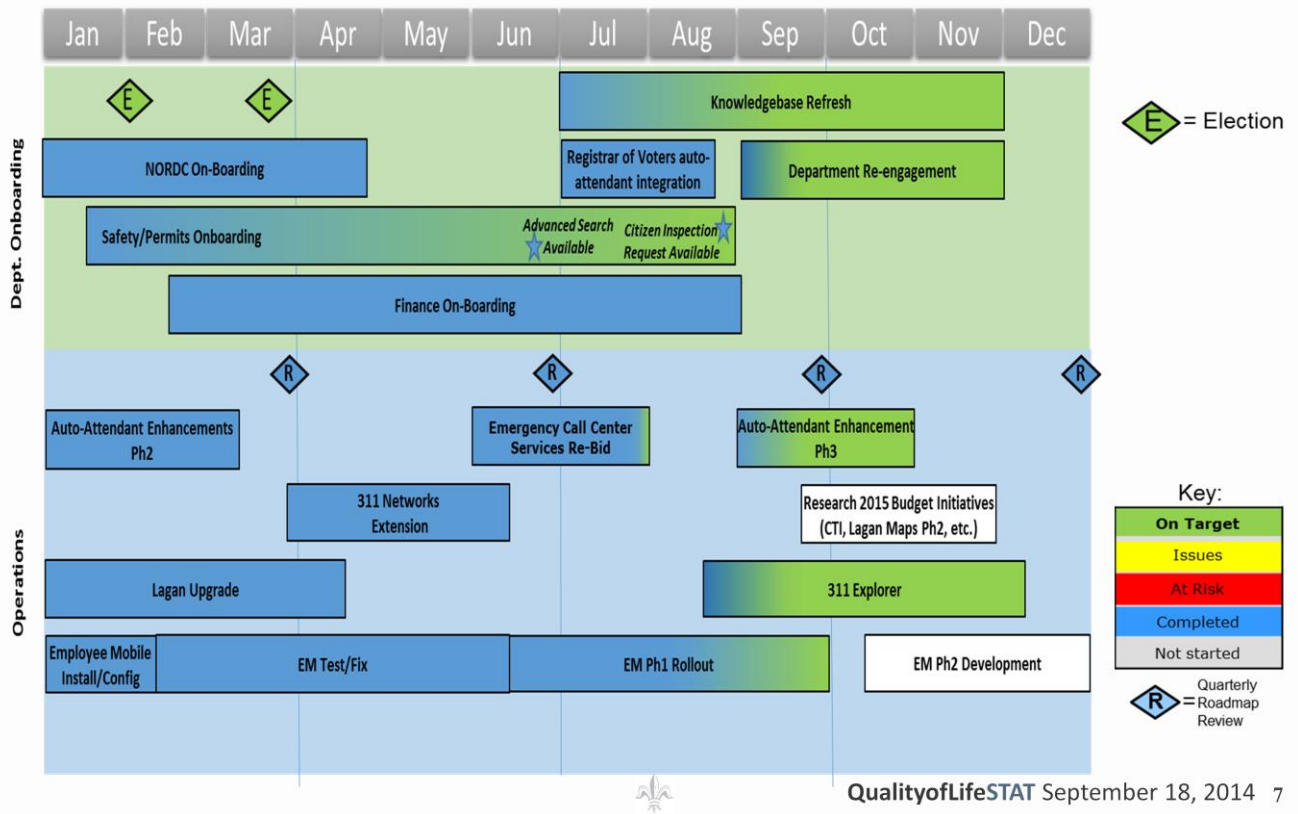


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DPW expects most of their 311 backlogs to continue to increase in the coming months, due to lack of funding.

311 Roadmap

2014



311 completed the on-boarding of Finance and has begun taking calls for Finance requests. 311 is currently awaiting feedback from the Sanitation Department, which is pilot-testing the 311 employee mobile devices out in the field.

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

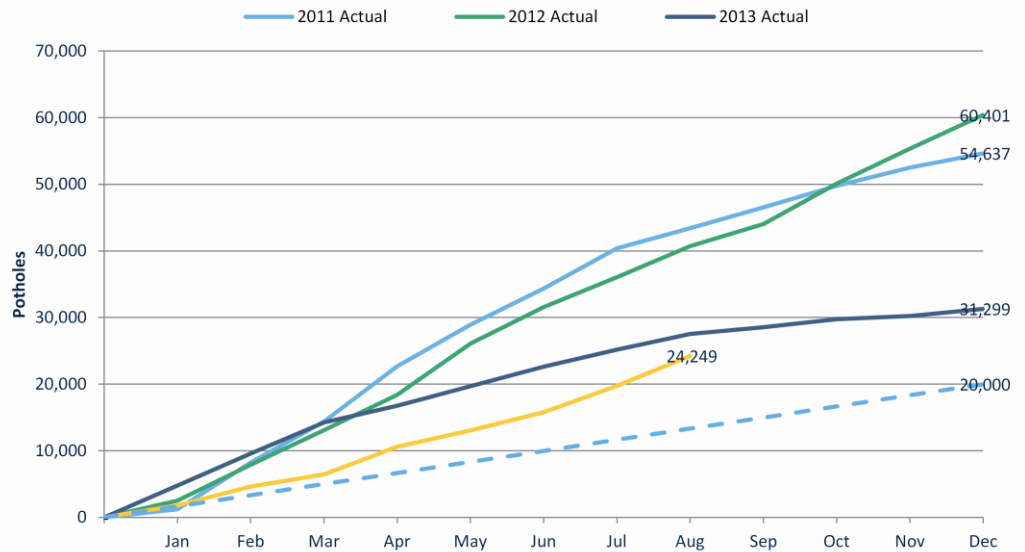
Legend:

- 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	●	24,249	20,000	●



Responsible Organization:
Department of Public Works

Data Source:
311

Definitions:

Service Request: A 311 call requesting the City to perform a specific task.

Open Request: A service request that has not been completed.

Closed Request: A service request that has been completed.

Related Strategy:

Maintain and improve road surface infrastructure

Notes:

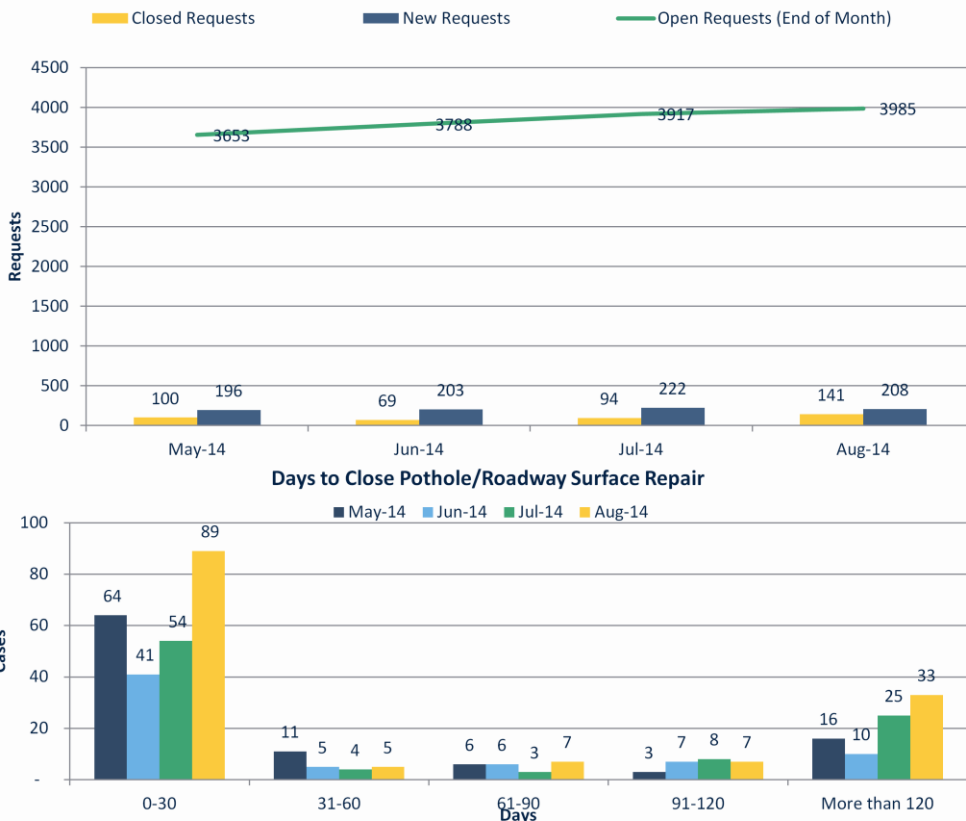
Expected days to close, developed in 2012: 60-365 days.

While 311 pothole/roadway surface repair reflects maintenance crew and pothole killer activity, the pothole killer requests are not systematically captured at this time.

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

The backlog of 311 pothole service requests continued to increase.

Pothole/Roadway Surface Repair



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.

Most other DPW maintenance 311 service requests backlogs increased.

Service Request (SR)	Open SRs (8/1)	New SRs	Closed SRs	Open SRs (8/31)	Δ from Prior Period	Avg. Age of Open SR	Avg. Days to Close
Manhole Cover Maintenance	189	14	11	<u>192</u>	<u>3</u>	535	4
Road Shoulder Repair	305	16	4	<u>317</u>	<u>12</u>	488	1
Sidewalk Repair	788	47	27	<u>812</u>	<u>24</u>	549	28
Subsidence	119	10	0	<u>129</u>	<u>10</u>	348	N/A

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



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:

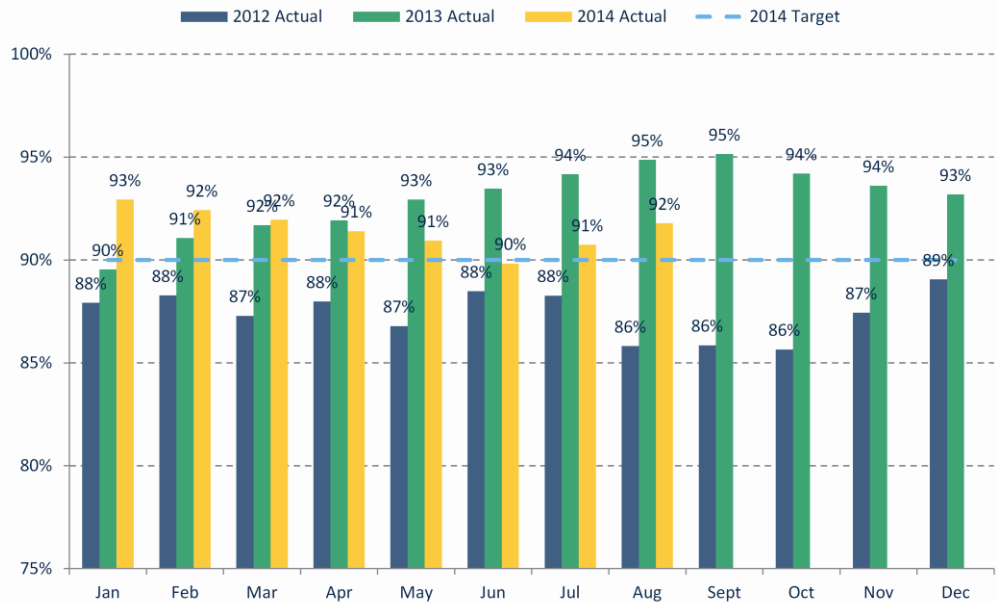
- On Target
- ▲ Within 10% of Target
- ◆ Off Target

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

92% of the streetlights in New Orleans were functional at the end of the month.



Percent of Streetlights Functioning



2014		
YTD Actual	Annual Target	Status
92%	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.

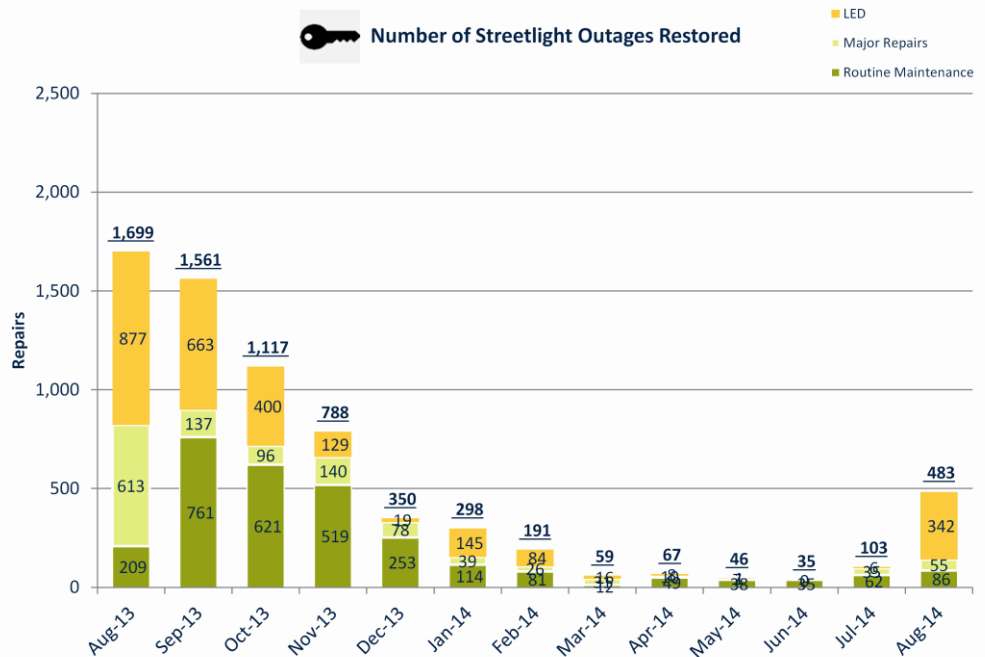
Related Strategy:
Maintain and improve road surface infrastructure

Legend:



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

DPW restored the highest number of outages since December 2013.



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



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DPW noted that they are currently installing approximately 1,000 LED lights per week through the Energy Smart funds freed up in July 2014, though the majority of the installations are preventative rather than restorations of current outages. DPW announced that 50% of the streetlights in the city are now LED's, so they expect the number of new outages to diminish in the coming months.

Responsible Organization:
Department of Public Works

Data Source:
311

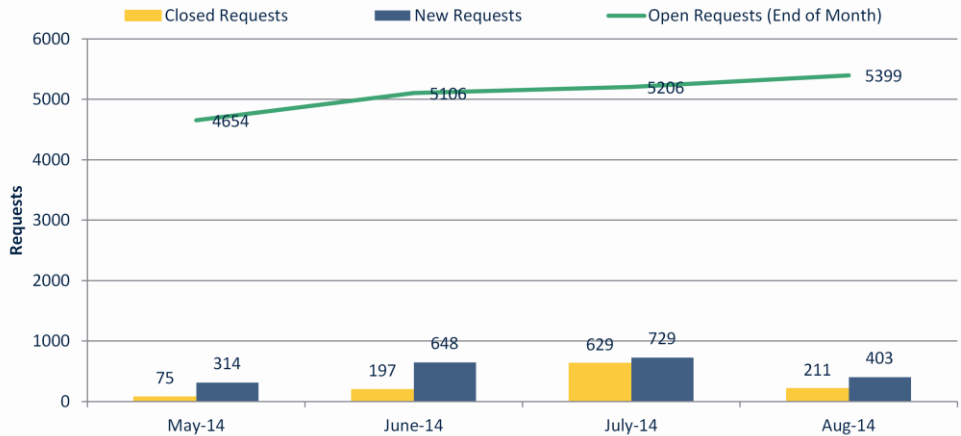
Related Strategy:
Maintain and improve road surface infrastructure

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

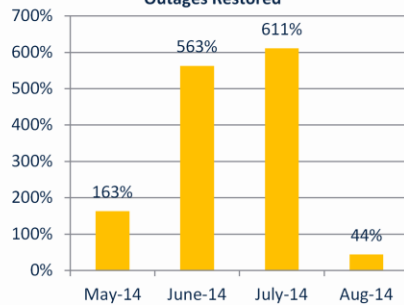
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

The backlog of 311 streetlight requests increased during the month.

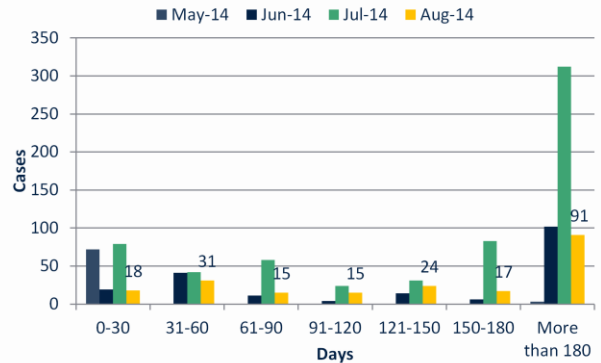
311 Streetlight Service Requests



Closed 311 Requests as Percentage of All Outages Restored



Days to Close



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DPW expects the number of open 311 streetlight service requests to slightly increase in the coming months. However, 311 will work with them to ensure that recently restored outages are in fact being closed in the 311 system. 311 also noted that many of the outages have multiple open service requests, so they'll work on finding and closing duplicated requests.

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.

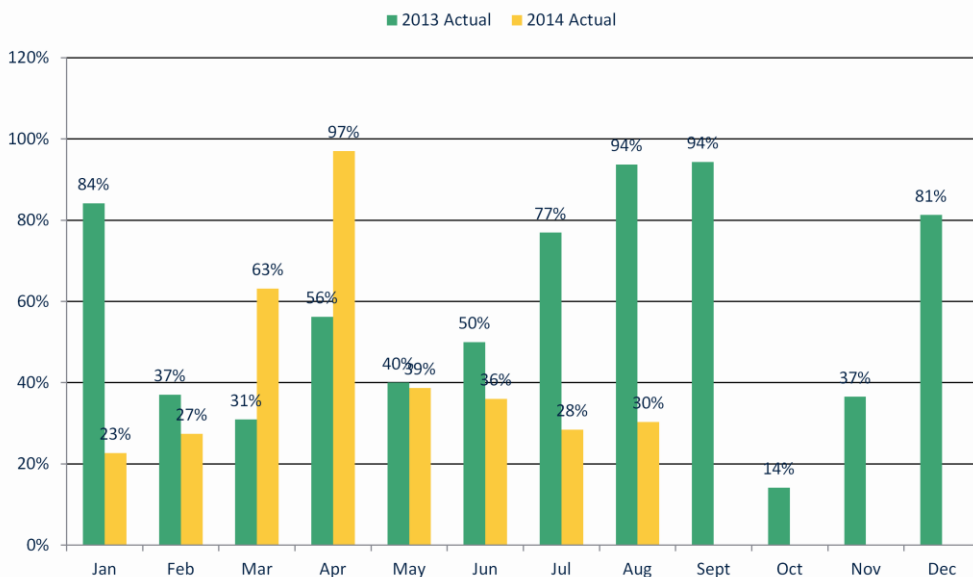
Legend:

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

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

YTD, DPW closed 40% of its 311 streetlight service requests within 90 days.

 Percent of 311 Streetlight Service Requests Closed within 90 Days



2013		2014		
Actual	Target Met?	YTD Actual	Annual Target	Status
45%	-	40%	-	Establishing Baseline



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Responsible Organization:
Department of Public Works

Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure

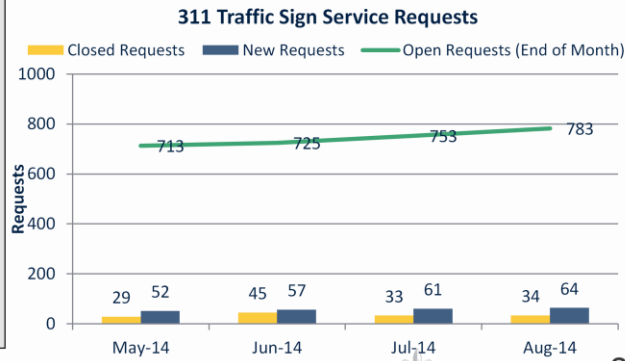
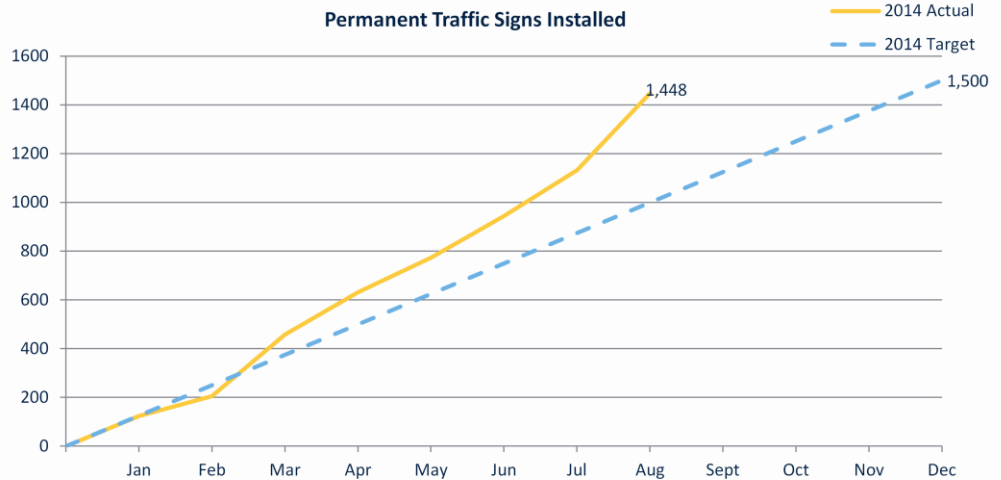
Notes:
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

Legend:

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

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

DPW remained well on track to meet its annual target of traffic signs installed.



Number of Permanent Traffic Signs Installed

2014		
YTD Actual	Annual Target	Status
1,448	1,500	●

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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.

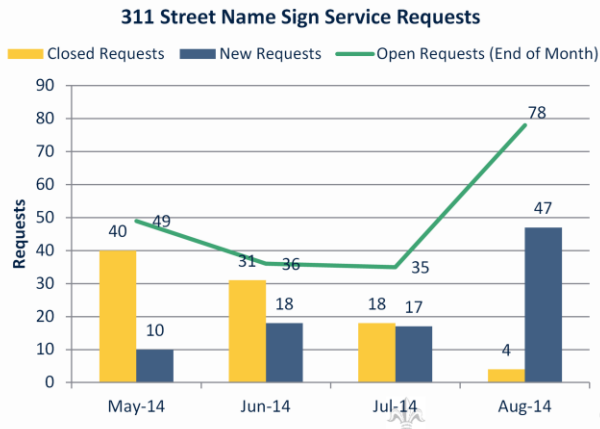
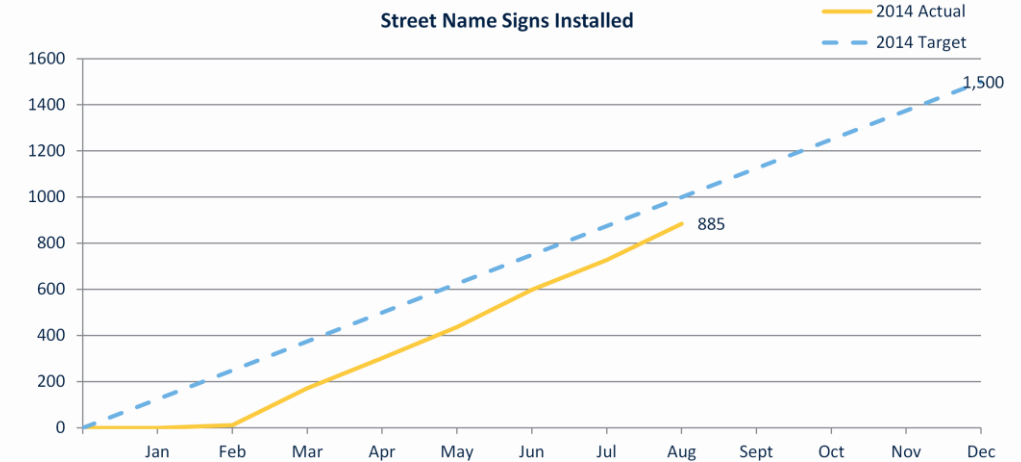
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

Legend:

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

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

DPW continued to trend below its street name sign installation target.



 Number of Street Name Signs Installed

2014		
YTD Actual	Annual Target	Status
885	1,500	◆

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Responsible Organization:
Department of Public Works

Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

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

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

Service Request (SR)	Open SRs (8/1)	New SRs	Closed SRs	Open SRs (8/31)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Road Surface Marking	119	10	0	<u>129</u>	<u>10</u>	348	0
Traffic Signal	407	48	27	<u>428</u>	<u>21</u>	322	16



Responsible Organization:
Department of Public Works
(DPW)

Data Source:
311

Related Objective:
Promote Quality
Neighborhoods

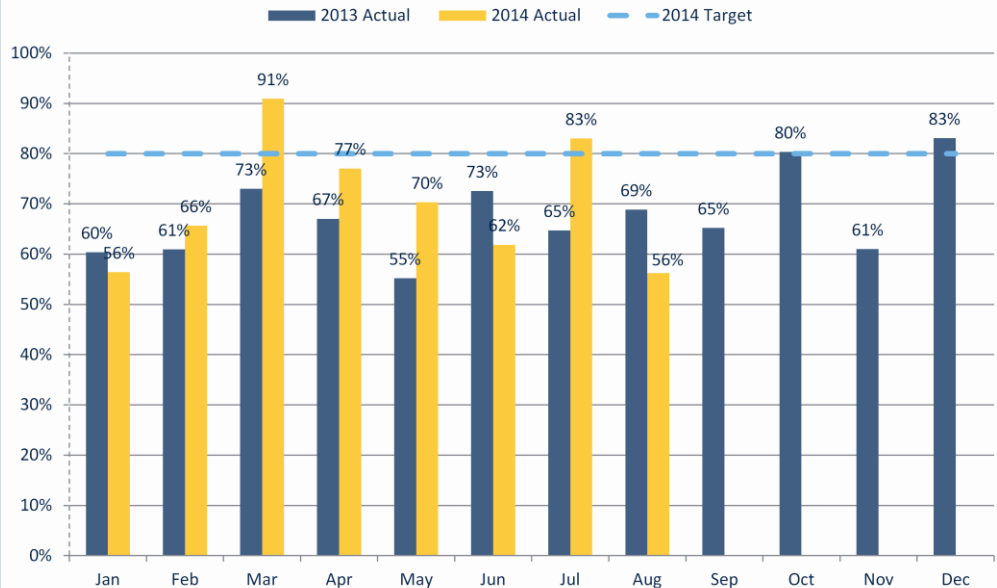
Legend:

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

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

DPW continued to trend below its 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%	-	68%	≥ 80%	◆



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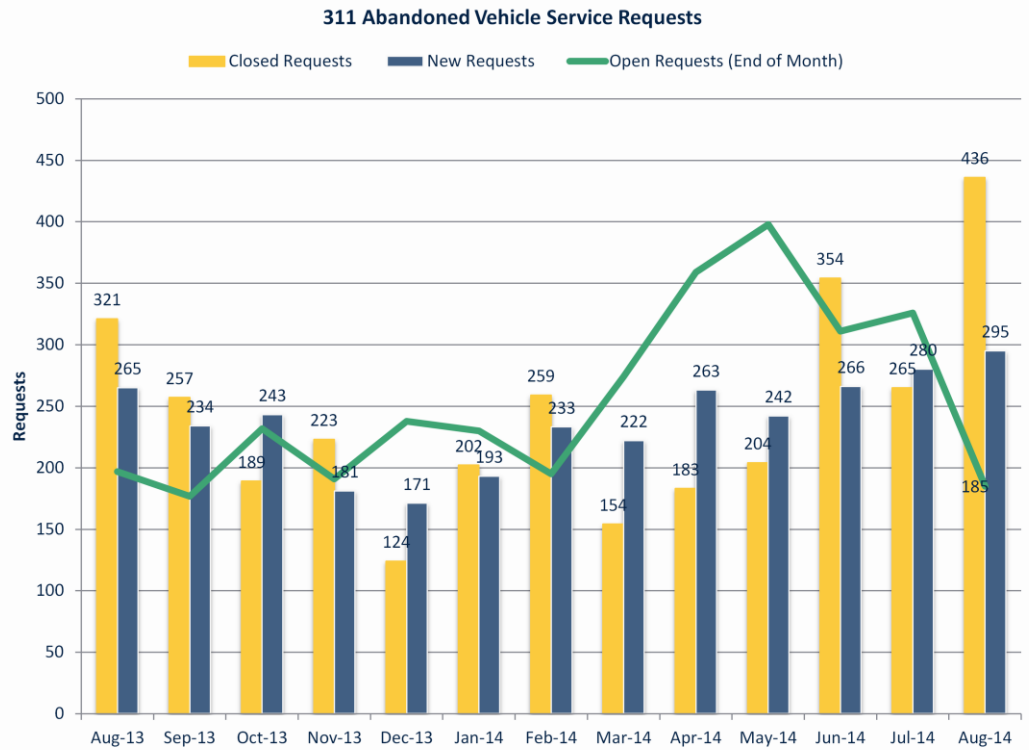
DPW closed out a lot of its oldest requests in the backlog, which explains the lagging percent of cases closed within 30 days during August.

Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality
Neighborhoods

The backlog of 311 abandoned vehicle service requests spiked downward, with DPW closing the highest number of requests of any previous month.



Responsible Organization:
Department of Public Works
(DPW)


Data Source:
DPW Weekly Maintenance
Reports

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

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

Legend:

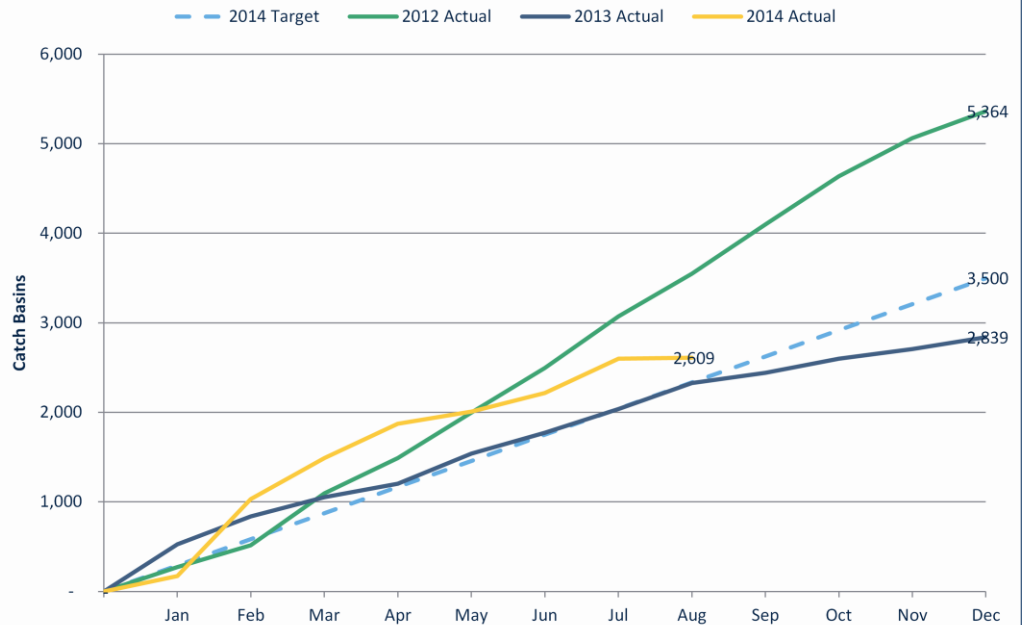
- On Target
- ▲ Within 10% of Target
- ◆ Off Target

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

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



Number of Catch Basins Cleaned



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
3,339	◆	5,364	●	2,708	▲	2,609	3,500	●



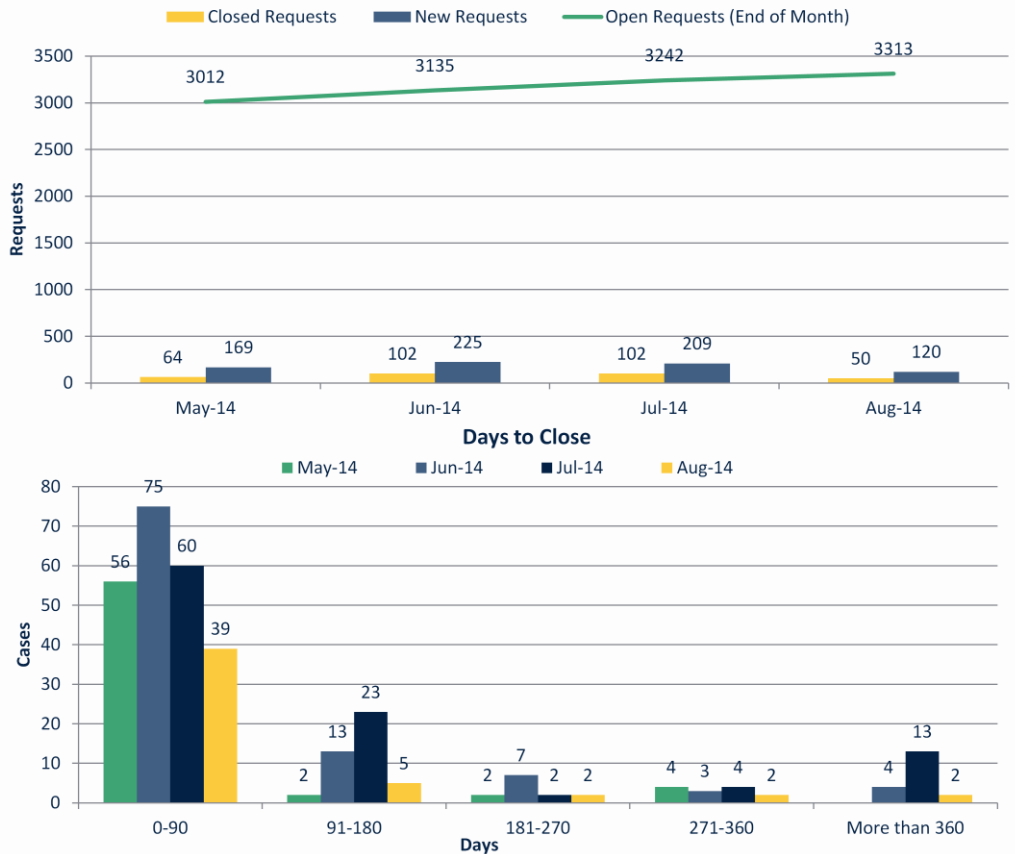
Responsible Organization:
Department of Public Works

Data Source:
311

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

The street flooding/drainage backlog continued to increase.

311 Street Flooding/Drainage Service Requests



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Funding related to Hurricane Isaac is close to coming through to address more catch basins, as DPW is currently in the design phase, which is a mandated prerequisite before obtaining the federal funds for catch basins. DPW expects to cut through a hefty portion of their backlog once those funds are obtained.

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

August 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	Green	Red
	Adjusted Bills	Red	Green	Red
Problem Resolution				
	Customer Contacts	Yellow	Green	Yellow
	Call Wait Time	Green	Green	Green
	Abandoned Calls	Yellow	Green	Green
	Emergency Abandoned Calls	Yellow	Green	Green
	Low Water Pressure	Yellow	Green	Yellow
	Water System Leaks	Green	Green	Green
	Sewer System Leaks	Green	Green	Green
Collections Effectiveness				
	Accounts Off for Non-Payment	Green	Green	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



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The Sewerage & Water Board is currently in the midst of re-vamping its IT system, one outcome of which will be the ability to process payments in real-time, rather than see a lag in the time for an account balance and status to be updated. SWB seeks 311's guidance in anticipating call volume, as well as the ample staffing needed to take on such volume.

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

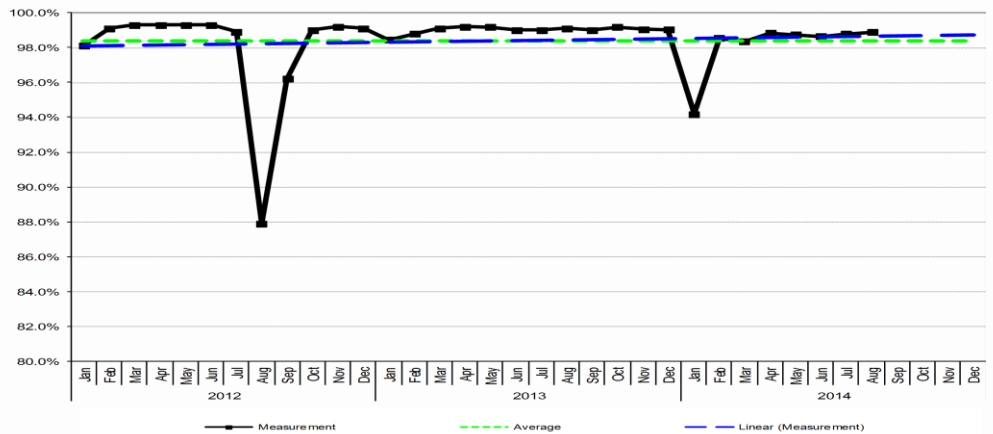
Trend: Favorable

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.



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



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Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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

EUM Attribute:
Customer Satisfaction

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

Constituency:
Customer Ratepayers

Objective: Provide Accurate
Bills

Goal: Bill Accounts
With Less Than 2%
Estimated

Currently Meeting
Goal: Close

Process Operating
Within Control Limits:
Yes

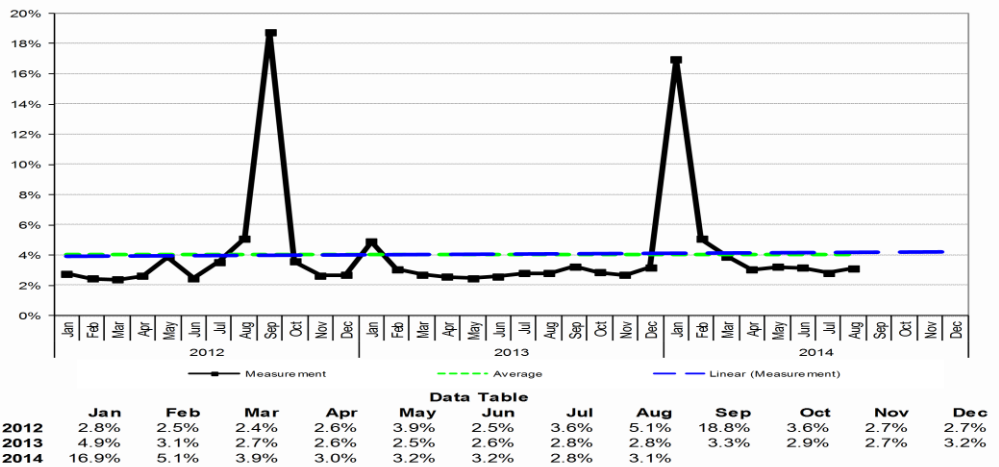
Trend: Level

Analysis

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

Plans for Improvement

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



Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Reduce
percentage over time

**Currently Meeting
Goal:** No

**Process Operating
Within Control Limits:**
Yes

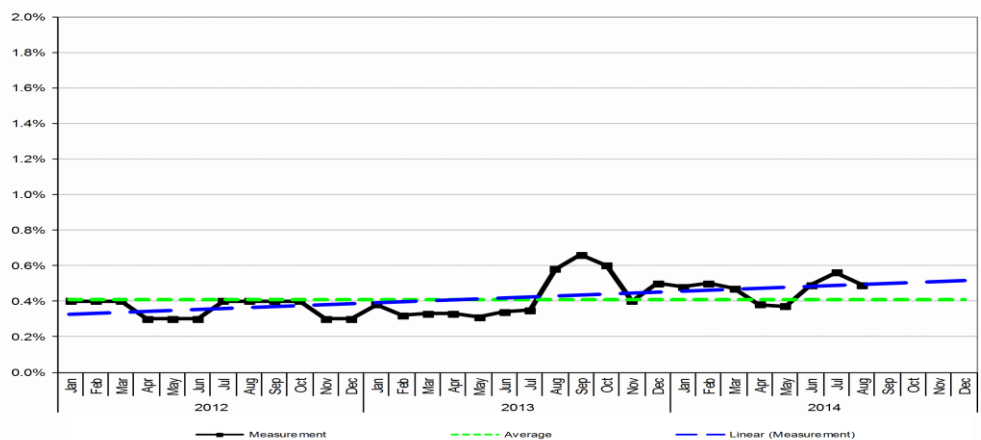
Trend: Unfavorable

Analysis

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

Plans for Improvement

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



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2012	0.4%	0.4%	0.4%	0.3%	0.3%	0.3%	0.4%	0.4%	0.4%	0.4%	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%
2014	0.5%	0.5%	0.5%	0.4%	0.4%	0.5%	0.6%	0.5%			0.5%



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Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Reduce
percentage over time

Currently Meeting
Goal: No

Process Operating
Within Control Limits:
Yes

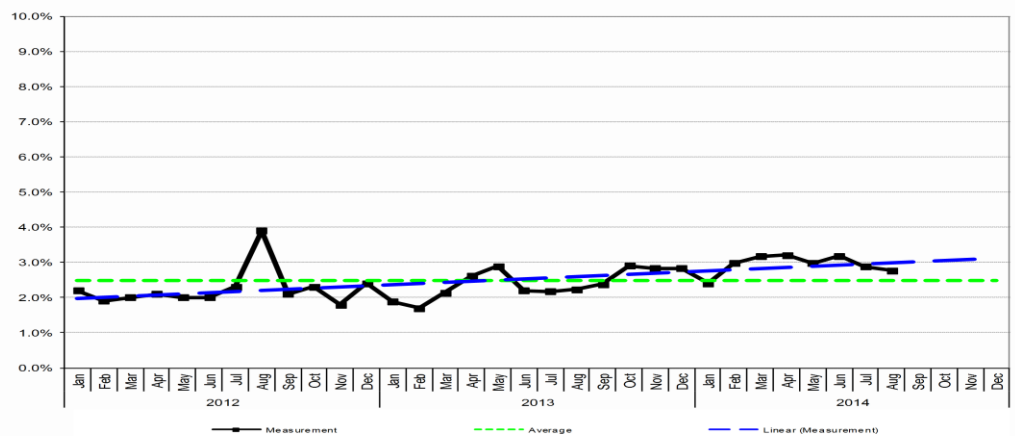
Trend: No

Analysis

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

Plans for Improvement

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



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



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Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Sewerage and Water Board of New Orleans Total Inbound Customer Contacts

Constituency:
Customer
Ratepayers

Currently Meeting
Goal: Close

Objective: Provide Timely
Information and Respond
Promptly to Requests

Process Operating
Within Control
Limits: Yes

Goal: Reduce
Triggers of
Customer Calls

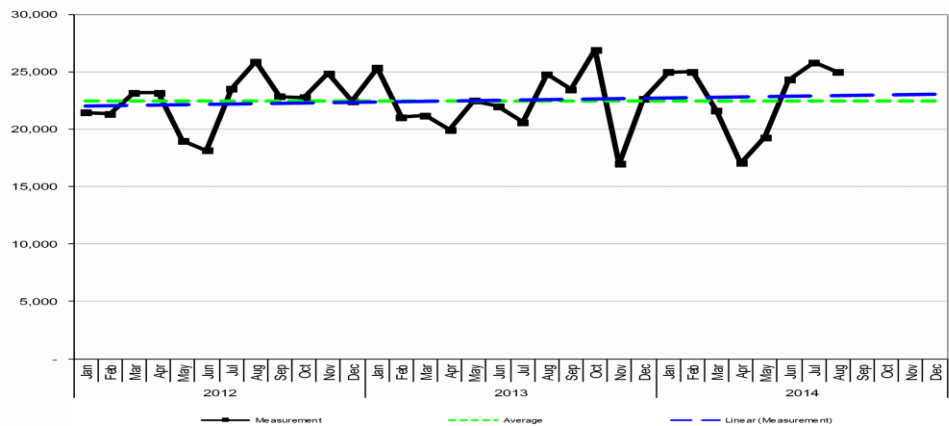
Trend: Level

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	Nov	Dec
2012	21,447	21,313	23,164	23,164	18,977	18,149	23,545	25,870	22,818	22,773	24,842	22,438
2013	25,331	21,051	21,194	19,937	22,446	21,994	20,602	24,764	23,439	26,892	16,980	22,610
2014	24,945	24,992	21,579	17,032	19,276	24,315	25,800	24,967				

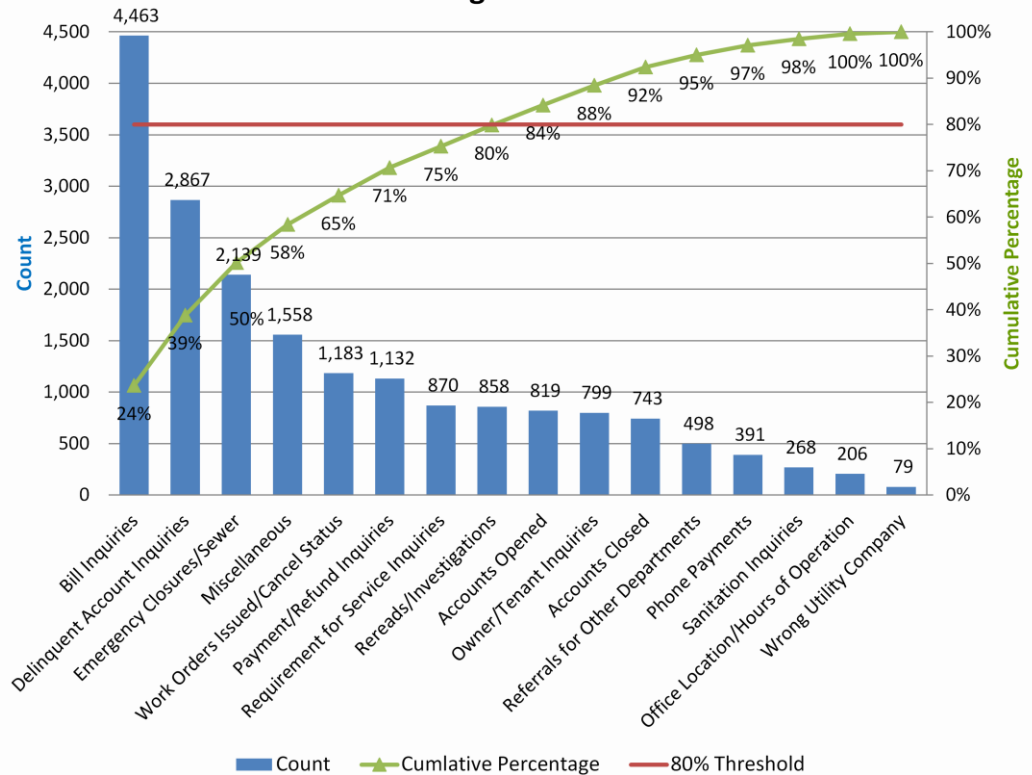


Responsible Organization:
Sewerage and Water
Board of New Orleans

Data Source:
Sewerage and Water
Board of New Orleans

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

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



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Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Sewerage and Water Board of New Orleans 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

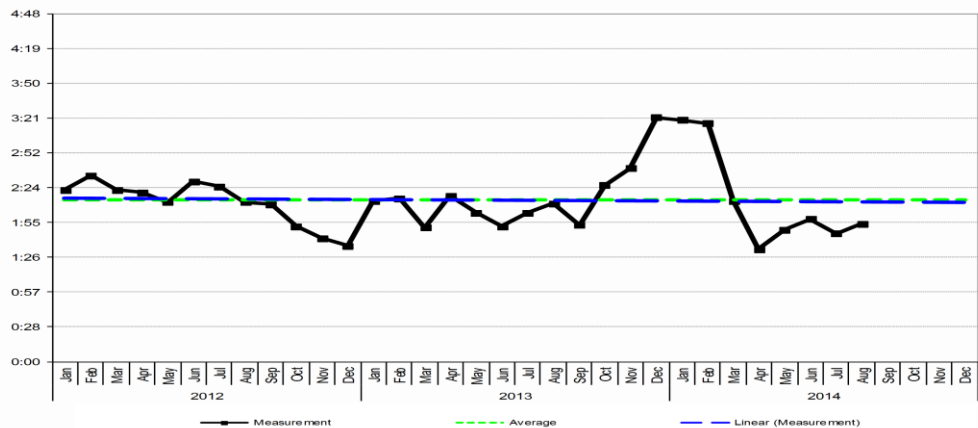
Trend: Favorable

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			3:22



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Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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

Constituency: Customer
Ratepayers

Objective: Provide Timely
Information and Respond
Promptly to Requests

Goal: Respond to calls
with less than 10%
abandoned

Currently Meeting Goal:
Close

**Process Operating Within
Control Limits:** Yes

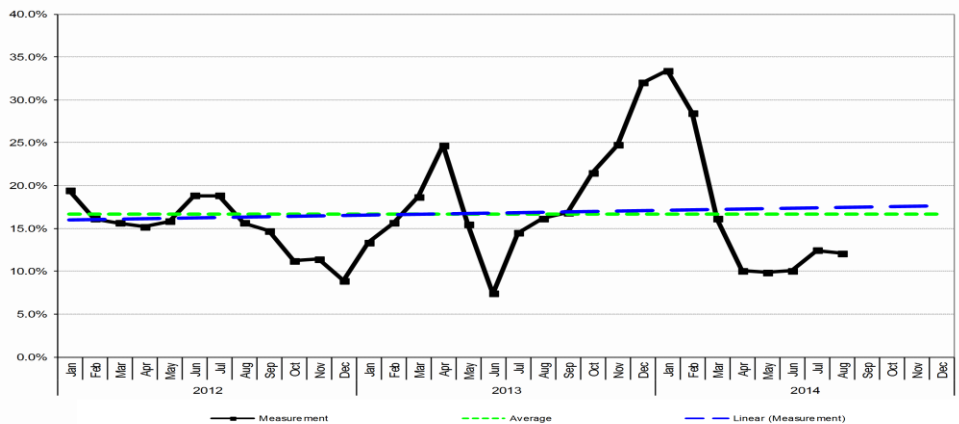
Trend: Favorable with
past six months below
thirty-two month average.

Analysis

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

Plans for Improvement

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



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



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Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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

Constituency:
Customer Ratepayers

Objective: Provide Timely
Information and Respond
Promptly to Requests

Goal: Respond to
calls with less than
10% abandoned

Currently Meeting
Goal: Close

Process Operating
Within Control Limits:
Yes

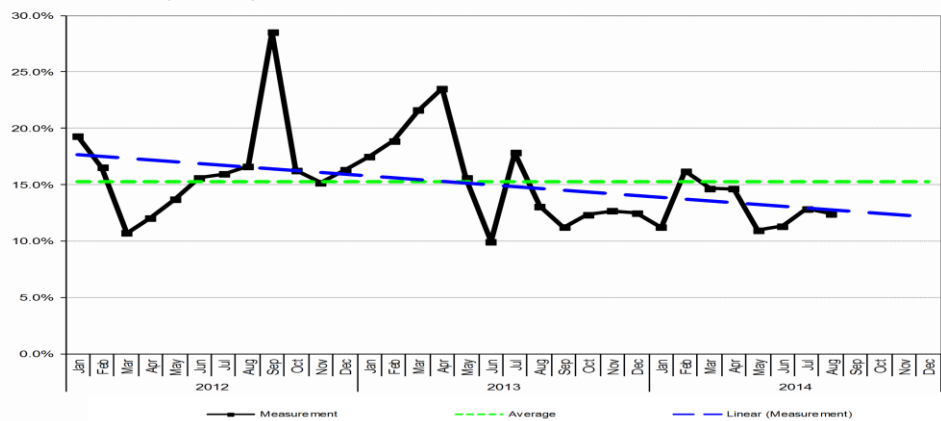
Trend: Favorable

Analysis

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

Plans for Improvement

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



	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%				



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Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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

Constituency:

**Customer
Ratepayers**

**Currently Meeting
Goal: Close**

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

**Process Operating
Within Control
Limits: Yes**

**Goal: Reduce
Number of Service
Requests**

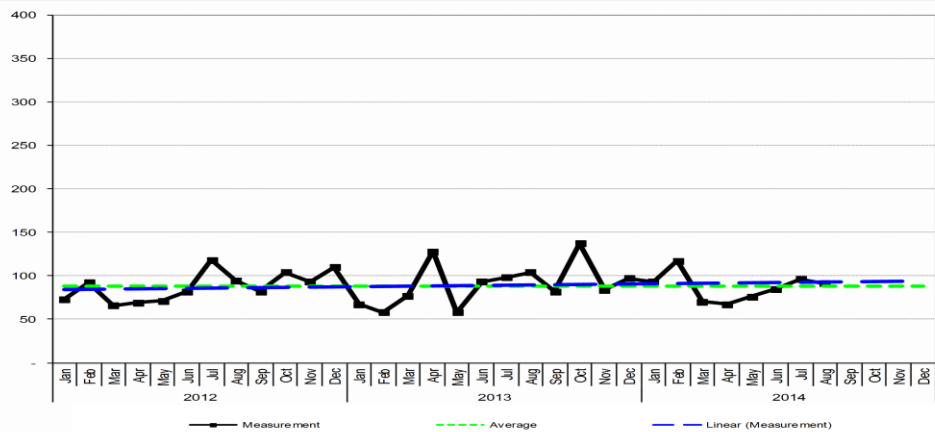
Trend: Level

Analysis

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

Plans for Improvement

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



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				



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Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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

Constituency:

**Customer
Ratepayers**

Currently Meeting

Goal: Yes

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

**Process Operating
Within Control
Limits: Yes**

**Goal: Reduce
Number of Service
Requests**

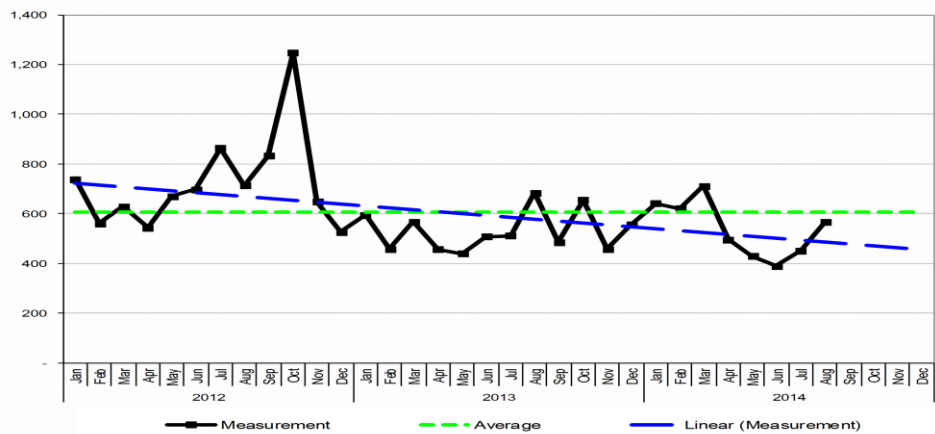
Trend: Favorable

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			526



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Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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

Constituency:

**Customer
Ratepayers**

Currently Meeting

Goal: Yes

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

**Process Operating
Within Control
Limits: Yes**

**Goal: Reduce
Number of Service
Requests**

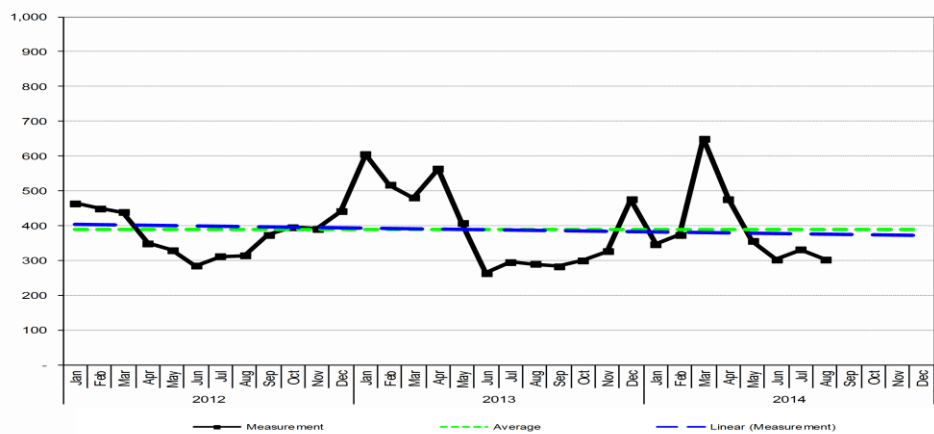
Trend: Favorable

Analysis

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

Plans for Improvement

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



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



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Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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

Constituency:
Customer
Ratepayers

Currently Meeting
Goal: Not
Applicable

Objective: Ensure
Collection of Payments for
Services Provided

Process Operating
Within Control
Limits: Yes

Goal: None
Established

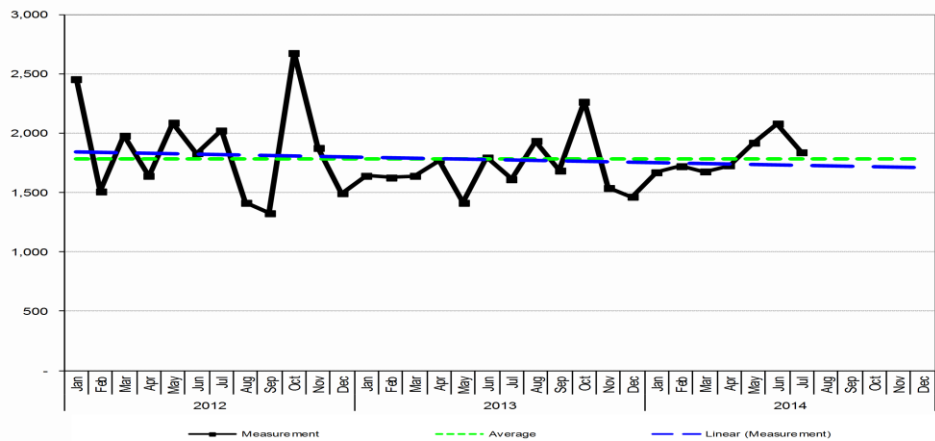
Trend: Favorable

Analysis

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

Plans for Improvement

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



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



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

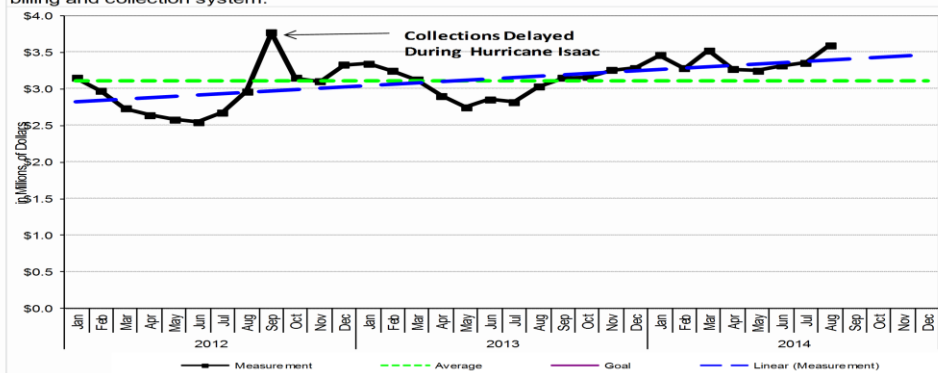
EUM Attribute: Financial Viability		Description: Establishes and maintains an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues	
Constituency: Customer Ratepayers		Objective: Efficient use of resources in providing services	Goal: None 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				



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SWB attributes much of the uptick in receivables to be a function of recent rate increases.

Sewerage and Water Board of New Orleans

Water and Sewer Receivables 120 Days and Older

Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

EUM Attribute:
Financial Viability

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

Constituency:
Customer
Ratepayers

Objective: Efficient use of
resources in providing services

Goal: None established

Currently Meeting
Goal: Not Applicable

Process Operating
Within Control Limits:
Yes

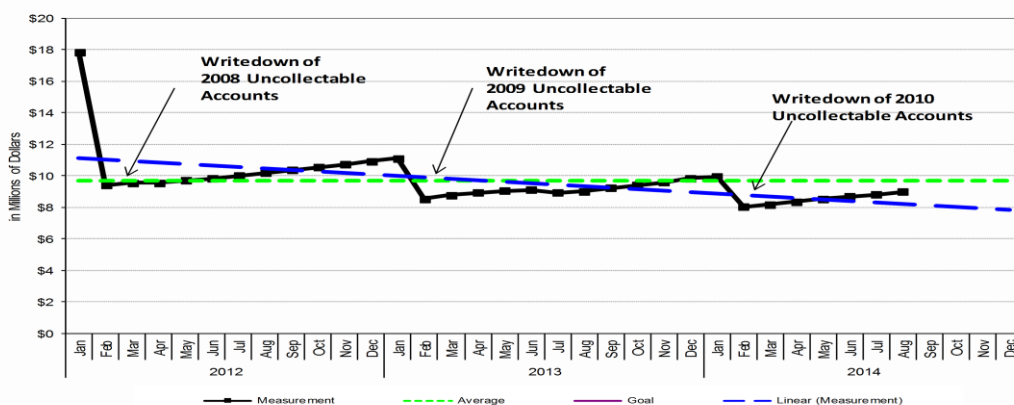
Trend: **Favorable**

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				



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SWB notes that they're collecting on 98.5% of their billed amount.

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



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Responsible Organization:
Department of Parks and Parkways


Data Source:
Department of Parks and Parkways

Related Strategy:
Protect and preserve parks and other green spaces

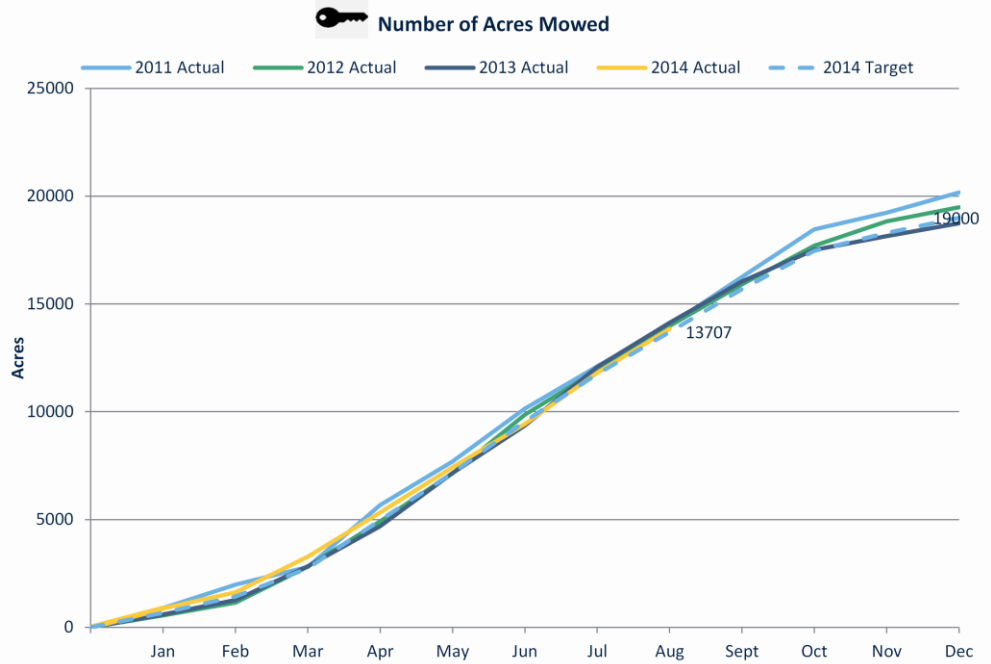
Notes:
This is a seasonal measure, as peak mowing season will begin the summer.

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	●	13,707	19,000	●



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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

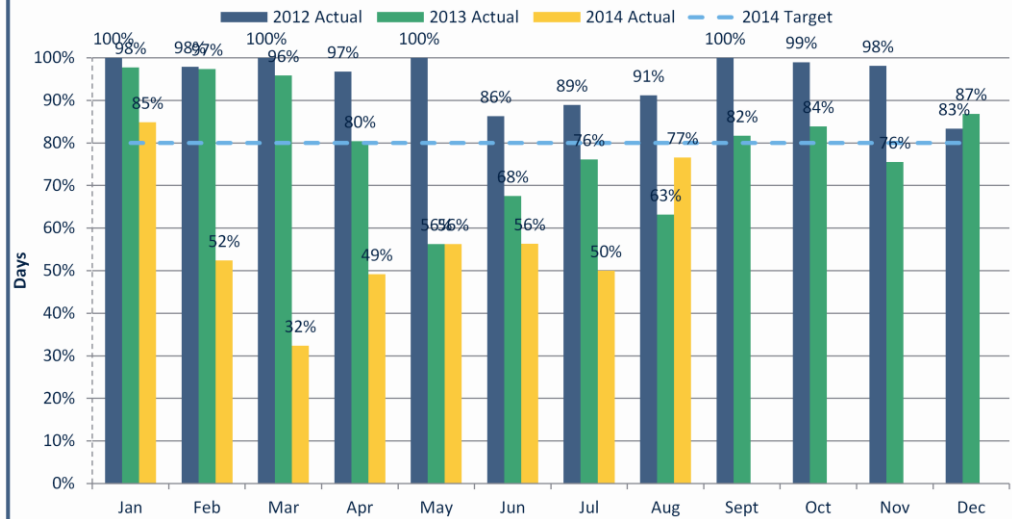
Legend:



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

Parks and Parkways was below target.

Percent of Non-Emergency Tree Service Requests Completed Within 260 Days



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
98%	-	95%	-	79%	-	57%	≤ 80%	Off Target



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

Definitions:

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

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

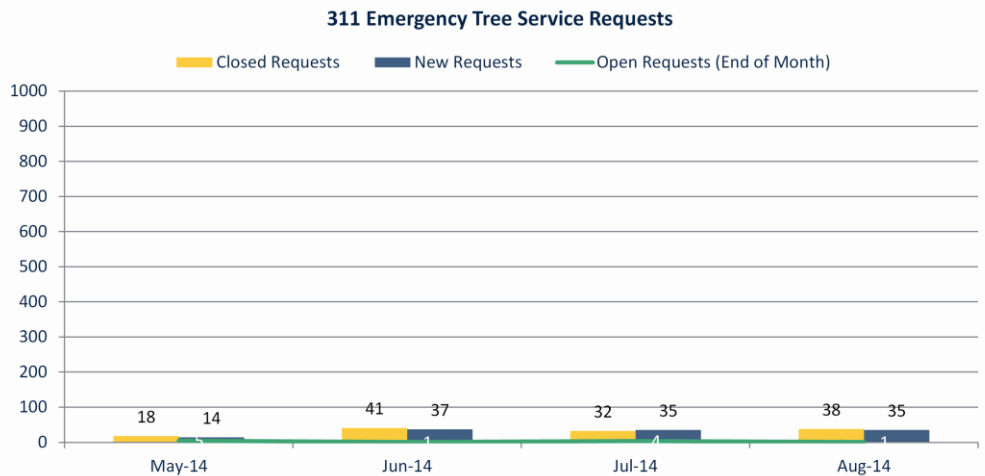
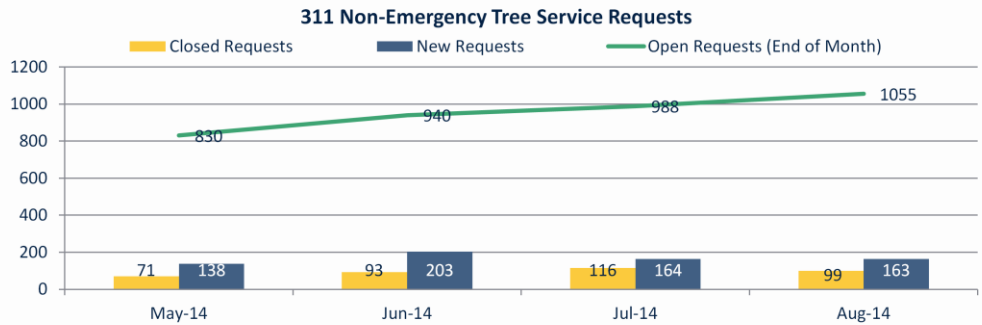
Related Strategy:

Protect and preserve parks
and other green spaces

Note:

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

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



Responsible Organization:
Department of Parks and Parkways

Data Source:
311

Related Strategy:
Protect and preserve parks and other green spaces

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

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

Service Request (SR)	Open SRs (8/1)	New SRs	Closed SRs	Open SRs (8/31)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Grass Service	4	14	18	<u>0</u>	<u>-4</u>	0	7
Park Maintenance	0	0	0	<u>0</u>	<u>0</u>	0	0



Responsible Organization:
Department of Parks and
Parkways

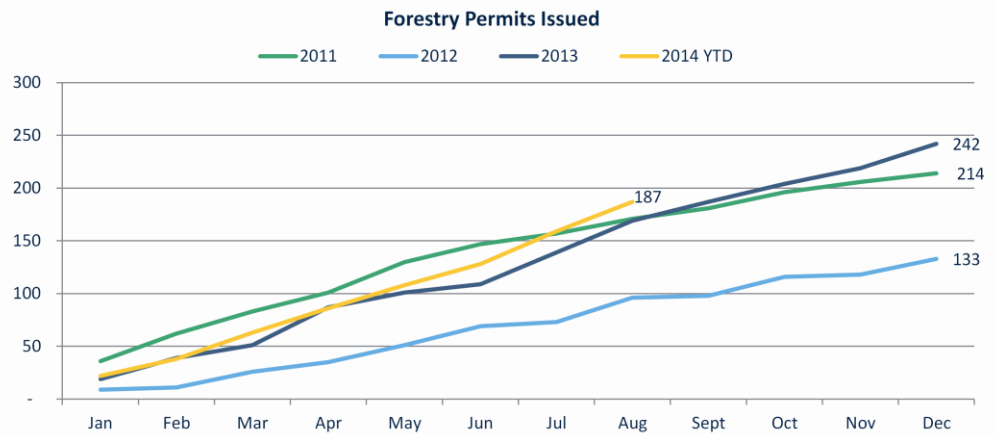
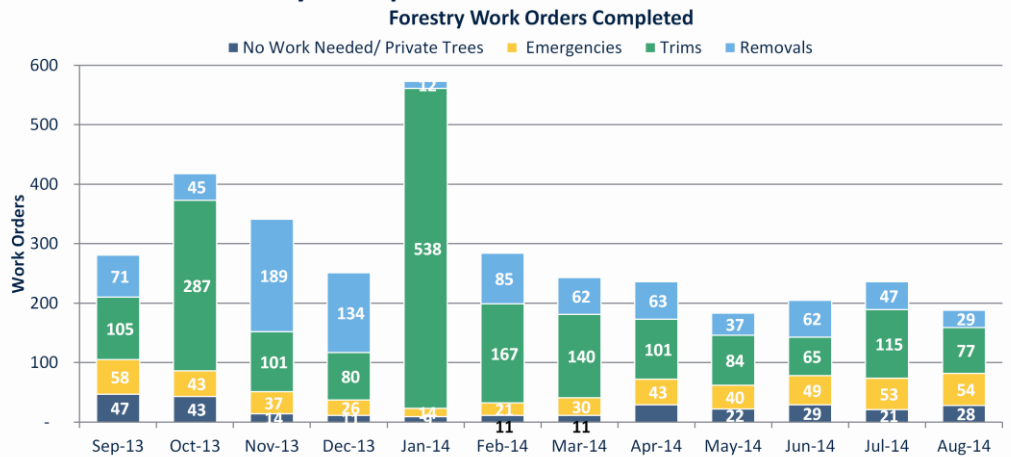
Data Source:
Department of Parks and
Parkways

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 a moderate number of work orders.



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Responsible Organization:
Department of Sanitation
Department of Parks and
Parkways

Data Source:
Department of Sanitation
Department of Parks and
Parkways

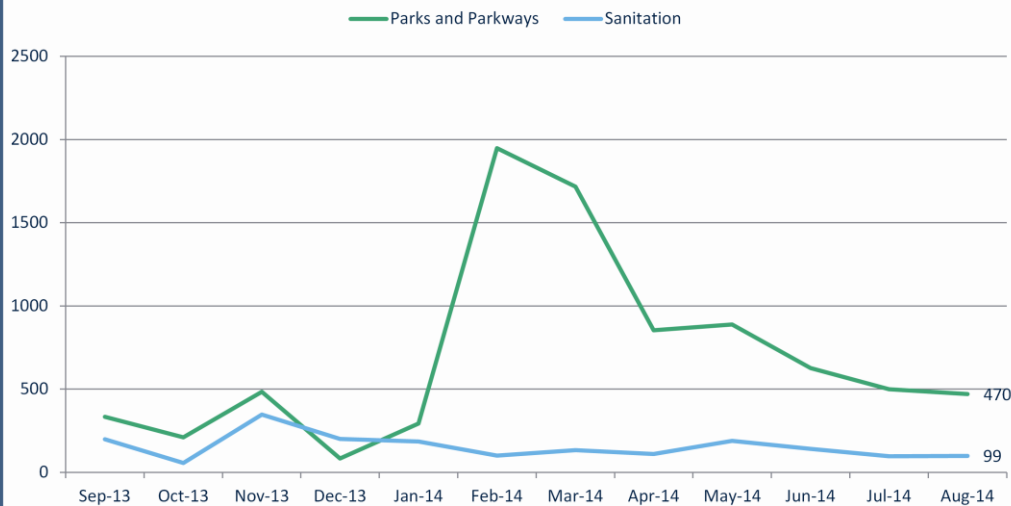
Definition:
Bandit sign: A flyer or
advertisement posted on a
public row in an unauthorized
location.

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

Note:
Bandit sign spike in February
and March due to election
signs.

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

Bandit Signs Removed



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 Discount Tree owner case has been disposed, with the owner paying all fines and fees, and continuing to remove remaining signs. Law and Sanitation notifying and – granting a window of time for the owner to remove them.
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.

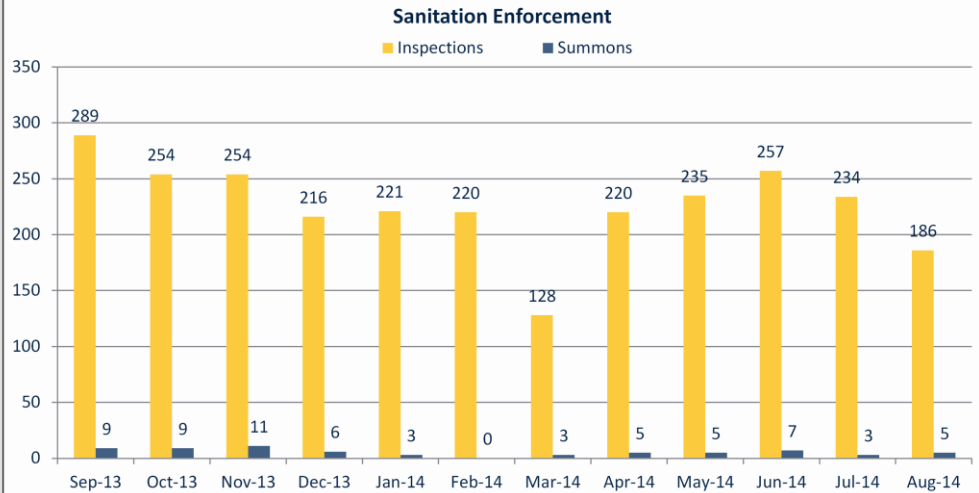
Responsible Organization:
Department of Sanitation
New Orleans Police Department

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 lower number of inspections than usual.



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 and sent to the Governor for signature. The City will now work with the Law department to finalize exactly which violations will be considered citable offenses.
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.



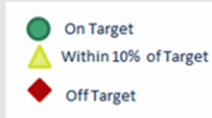
QualityofLifeSTAT September 18, 2014 47

Responsible Organization:
Department of Sanitation

Data Source:
Department of Sanitation

Related Strategy:
Provide effective sanitation services to residents and businesses

Legend:

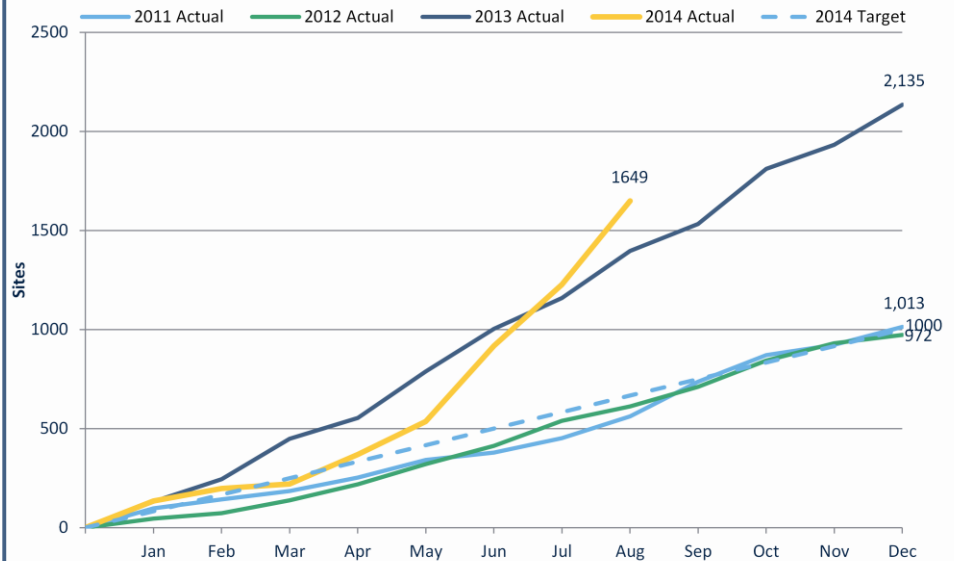


Key Key measure that best indicates whether City activities are achieving the desired results

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	1,649	1,000	On Target



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Responsible Organization:
Department of Sanitation

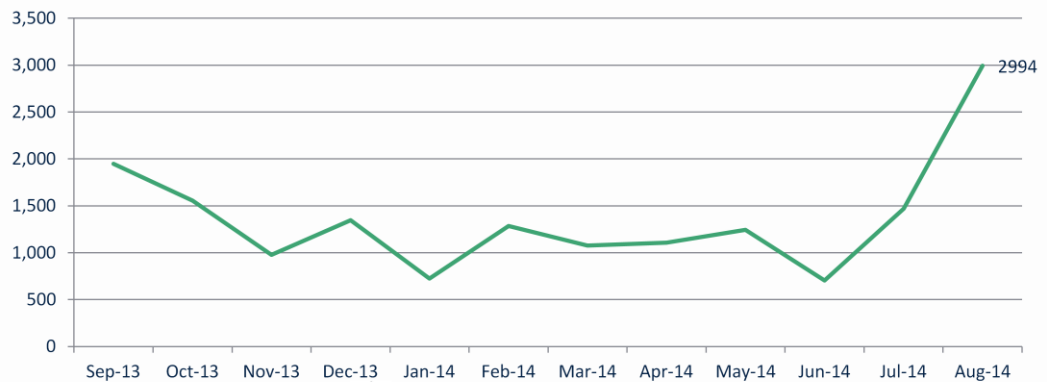
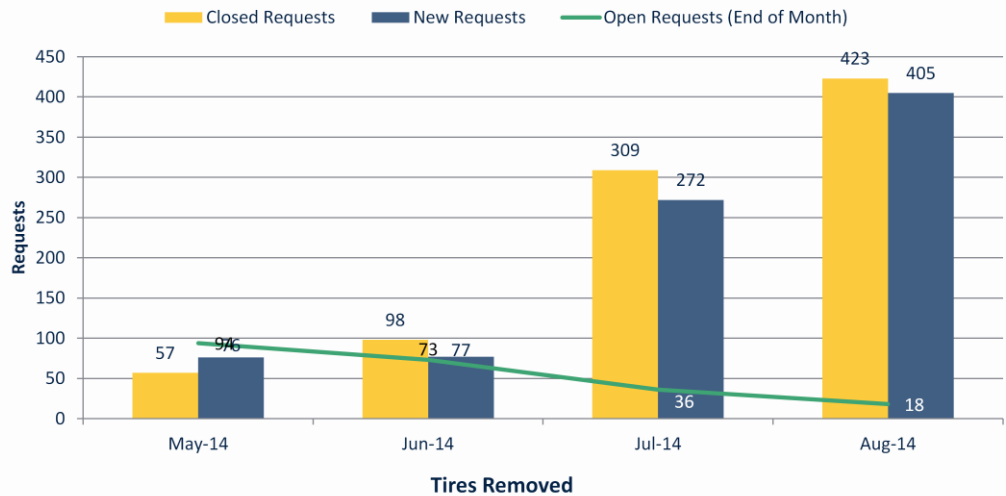
Data Source:
Department of Sanitation
311

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 cases decreased.

311 Illegal Dumping Service Requests



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Much of the uptick in 311 illegal dumping requests can be attributed to Sanitation staff, who are putting every service request they receive into the 311 system. Sanitation and the Mosquito Board emphasized that there is a need to return to prioritizing tire dumping enforcement, as there has been not only a large number of dumped tires, but a large number of health hazards associated with dumped tires. In recent months, Sanitation has observed an increased number of hypodermic needles being found in tires, one of which injured a Sanitation employee; also, the Mosquito Board found West Nile-spreading mosquitoes in many of the tires picked up by the vendor in charge of transporting the tires. Both departments will meet with the transport vendor to see if they will transport directly to the vendor's facility rather than dropping them off at Sanitation's facility in the middle of the city.

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

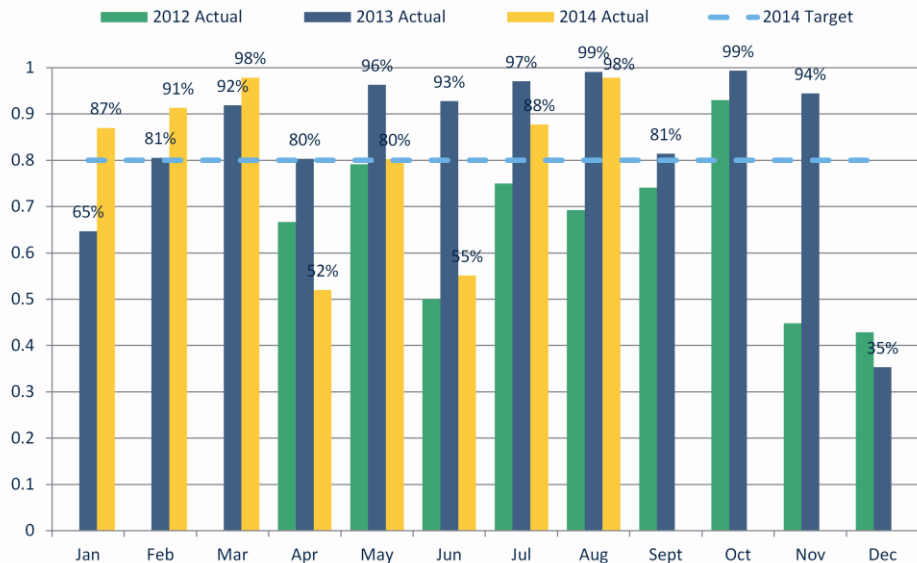
Legend:

- 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 with its 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
80%	80%	●



Responsible Organization:
Department of Sanitation vendors

Data Source:
311

Related Strategy:
Provide effective sanitation services to residents and businesses

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

*Erroneously reported in July 2014 report as 38%.

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.

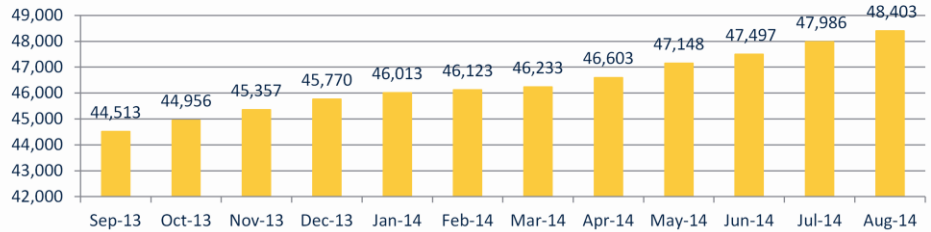
Legend:

- 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.

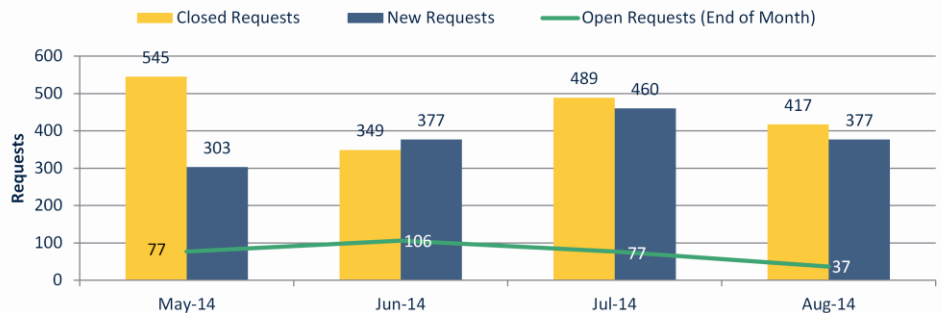
Number of Household Registered for Recycling



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.

Other sanitation 311 service requests remained at a manageable level, with all types of requests having an average age of less than a month.

Service Request (SR)	Open SRs (8/1)	New SRs	Closed SRs	Open SRs (8/31)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Dead Animal Pickup (Vendor)	7	14	20	1	<u>-6</u>	2	10
Large Item Pickup (Vendor)	128	195	262	61	<u>-67</u>	27	12
Trash/Garbage Pickup (Vendor)	162	392	426	128	<u>-34</u>	14	14
Change size of Trash Cart	1	8	5	<u>4</u>	<u>3</u>	20	0
Damage Caused By Contractor	4	13	13	<u>4</u>	<u>0</u>	2	13
Missed Collection	13	90	89	<u>11</u>	<u>-2</u>	5	7
Replace Trash Cart	23	43	49	<u>17</u>	<u>-6</u>	18	13
Start Trash Service	86	152	170	<u>68</u>	<u>-18</u>	14	17
Stop Trash Service	1	1	2	<u>0</u>	<u>-1</u>	N/A	12
Trash/Garbage Pickup	0	18	14	<u>4</u>	<u>4</u>	16	0
Repair Trash Cart	34	70	84	<u>20</u>	<u>-14</u>	12	18



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The Interim CIO discussed the possibility of adding an additional vendor complaint case to the system rather than citizens calling the vendor directly. Sanitation agreed on the condition that weekend calls would be able to be automatically routed to the vendor on account of 311's limited business hours. Sanitation also observed that 13 public trash cans have gone missing around the city over the past year, including one recent incident involving a U-Haul.

Public Safety

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

Objectives and Strategies

Rebuild citizen confidence in public safety offices

1. Reform NOPD policies and operations
2. Employ proactive policing and positive community engagement
3. Support oversight entities to promote transparency, accountability, and trust

Outcome Measures

- Citizens reporting feeling safe in their neighborhood (NOCC survey)
- Percent of citizens reporting confidence in NOPD (NOCC survey)

Ensure safe and secure neighborhoods, and reduce the murder rate

1. Prevent illegal activity
2. Intervene when conflicts occur to resolve them non-violently
3. Enforce the law with integrity
4. Effectively and fairly administer justice
5. Rehabilitate the incarcerated so that they do not recidivate
6. Coordinate the criminal justice system

- Rate of homicide per 100,000 population
- Rate of violent crime per 100,000 population
- Rate of property crime per 100,000 population
- Felony recidivism rates
- Percent of citizens rating police protection fair, good, or very good (UNO Quality of Life Survey)
- Average number of days from case acceptance to disposition by the court
- Number of fatal traffic accidents per 100,000 population

Prepare for, mitigate, and effectively respond to emergencies

1. Respond to emergencies, including fire and medical, effectively
2. Plan and prepare for disasters

- Fires per 100,000 population
- Fatalities due to fire
- Percent of citizens rating fire protection fair, good, or very good (UNO Quality of Life Survey)
- Cardiac arrest with pulse at delivery to hospital
- Percent of City plans, procedures, and other strategies that are National Incident Management System (NIMS) compliant



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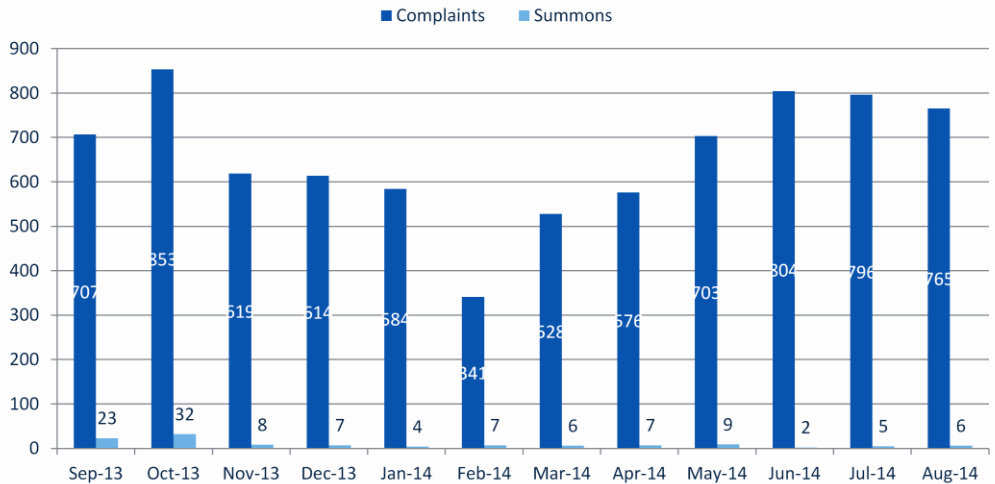
Responsible Organization:
New Orleans Police Department

Data Source:
New Orleans Police Department

Related Strategy:
Effectively and fairly administer justice

NOPD received a high number of complaints, and issued a low number of summons.

Complaints Received and Summons Issued by NOPD Quality of Life Officers



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	9/4/14	A training could not be held prior to the 9/4 sweep. It will be scheduled for a future date.



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NOPD noted that received some noise complaints due to some jackhammering being done at late hours by DPW's vendor. DPW will make note and address this with their vendor.

Responsible Organization:
New Orleans Police Department,
Data Source:
311

Related Objective:
Employ proactive policing and
positive community engagement

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

**Most open 311 priority requests remained low and steady. The
abandoned vehicle backlog diminished substantially.**

NOPD Priority 311 Service Requests

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

Service Request (SR)	Open SRs (8/1)	New SRs	Closed SRs	Open SRs (8/31)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Abandoned Vehicle Reporting/Removal	44	1	18	<u>10</u>	<u>-34</u>	10	120
Code Enforcement General Request	0	15	15	<u>0</u>	<u>N/A</u>	0	0
Illegal Dumping Reporting	0	3	3	<u>0</u>	<u>N/A</u>	0	11
Large Item Trash/Garbage Pickup	0	0	0	<u>0</u>	<u>N/A</u>	0	0
Park Maintenance	0	0	0	<u>0</u>	<u>N/A</u>	0	0
Pothole/Roadway Surface Repair	5	1	0	<u>5</u>	<u>N/A</u>	5	0
Rodent Complaint	0	0	0	<u>0</u>	<u>N/A</u>	0	0
Street Flooding/Drainage	1	0	0	<u>0</u>	<u>N/A</u>	0	0
Street Light	5	0	0	<u>6</u>	<u>1</u>	6	0
Traffic Sign	2	1	0	<u>3</u>	<u>-1</u>	3	0
Traffic Signal	2	0	0	<u>2</u>	<u>N/A</u>	2	0
Trash/Garbage Pickup	0	0	0	<u>0</u>	<u>N/A</u>	0	0
Tree Service	0	2	2	<u>0</u>	<u>N/A</u>	0	1
Tree Service Emergency	0	0	0	<u>0</u>	<u>N/A</u>	0	0



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CAO requested that DPW look into and address their open priority pothole requests.

Responsible Organization:
New Orleans Police Department,

Data Source:
New Orleans Police Department

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.

A Quality of Life sweep was conducted in September along
Claiborne Avenue from MLK to Napoleon:

- 8 summons were issued for illegal signage and permitting violations. This effort was a result of complaints received by the 6th District regarding illegal signage on the exterior of businesses and on poles.



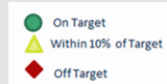
Responsible Organization:
Law Department

Data Source:
Law Department

Related Strategy:
Effectively and fairly administer justice

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

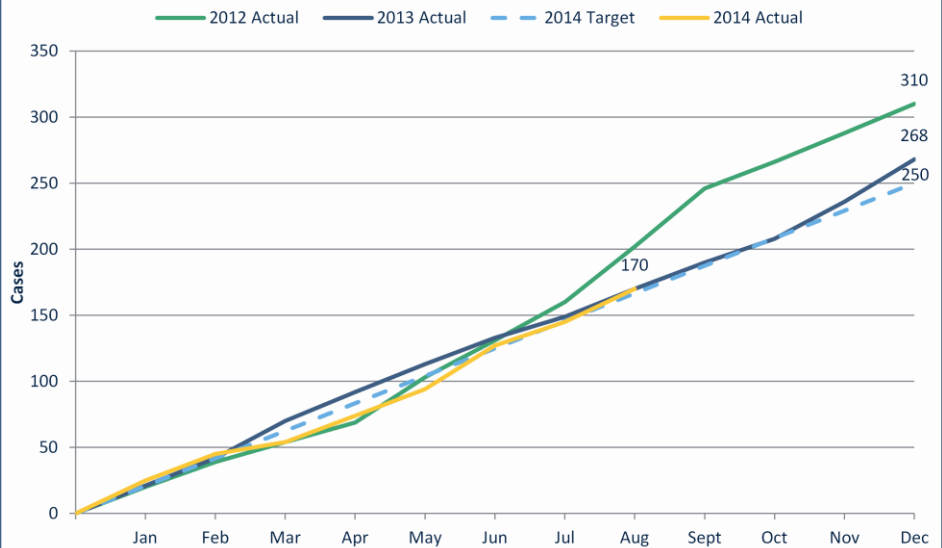
Legend:



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

The Law Department was on track towards meetings 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	On Target	310	On Target	236	On Target	170	250	On Target



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)



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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:

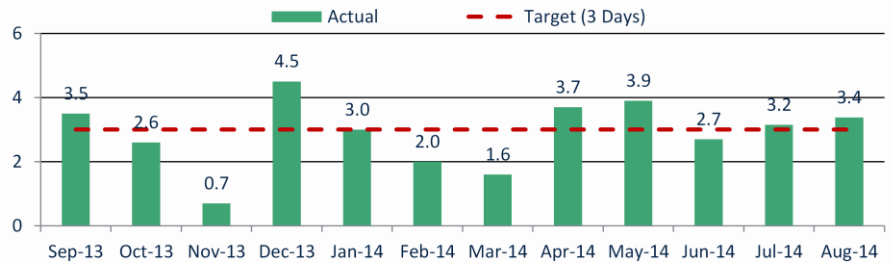
- On Target
- ▲ Within 10% of Target
- ◆ Off Target



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

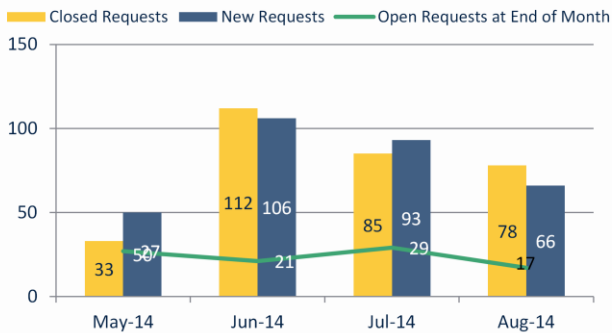
The Mosquito Board was slightly off track on its goal of business days to close mosquito service requests.

🔑 Average Business Days to Close Mosquito Service Requests

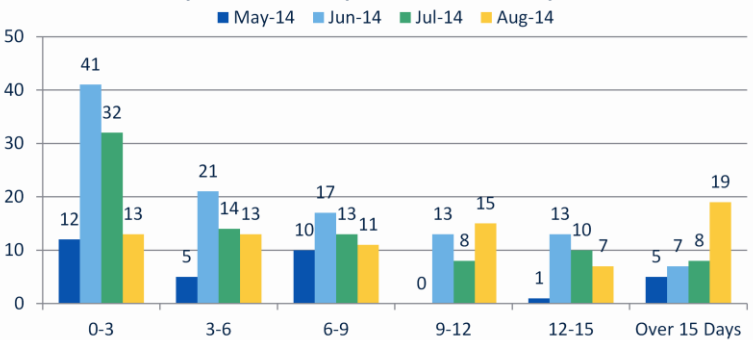


2013		2014		Status
YTD Actual	Annual Target	YTD Actual	Annual Target	
2.6	3	3.1	3	▲

311 Mosquito Control Service Requests



Days to Close Mosquito Control 311 Requests



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Responsible Organization:

New Orleans Mosquito, Termite, and Rodent Control Board

Data Sources:

New Orleans Mosquito, Termite, and Rodent Control Board
311

Related Strategy:

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

Legend:

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

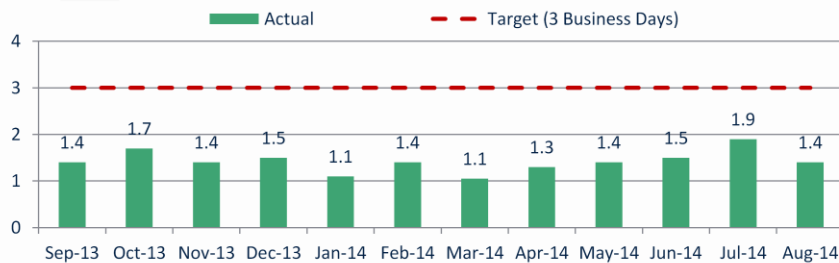


Key measure that best indicates whether City activities are achieving the desired results

The Mosquito & Termite Control Board substantially exceeded its target number of days to respond to rodent service requests.

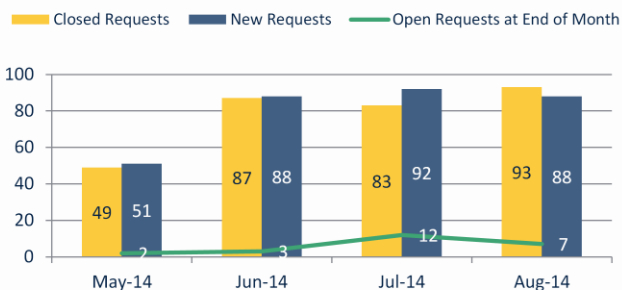


Average Business Days to Complete Rodent Service Requests

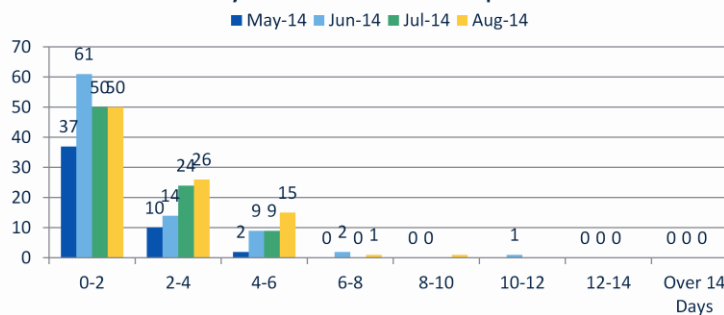


2013		2014		
YTD Actual	Annual Target	YTD Actual	Annual Target	Status
1.4	●	1.4	3	●

311 Rodent Complaints



Days to Close 311 Rodent Requests



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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?

