



CITY OF NEW ORLEANS
Quality of Life STAT

August 18, 2016
(Reporting Period: July 2016)

www.nola.gov/opa



QualityOfLifeSTAT August 18, 2016

Agenda

- Introduction and Announcements
- Open and Effective Government
- Sustainable Communities
- Public Safety
- Children and Families



Purpose and Scope

Purpose: The Landrieu Administration developed a strategic framework to map out the City's overall direction. The framework links services, programs, strategies, objectives, and goals to the City's mission, values, and vision, and incorporates performance measures to assess performance.

In QualityofLifeSTAT, City leaders and managers review key performance results related to citizens' quality of life. In order to improve results, City leaders and managers review and assess progress achieved, overall trend data, and the likelihood of meeting performance targets. For programs at risk of not meeting targets, leaders and managers identify prospects and tactics for performance improvement, and make adjustments to operational plans as needed. To account to citizens and Councilmembers for the spending of resources provided, QualityofLifeSTAT meetings are open to the public.

Scope: QualityofLifeSTAT focuses on Citywide topics that lead to a perception of neglect and are reported frequently to multiple sources (e.g. 311, Councilmembers, department heads, the NOPD, and at community meetings). QualityofLifeSTAT does not focus on performance managed in other STAT programs or initiatives, nor does it include in depth discussions of complaints about specific locations.

Questions and Comments: Index cards are available to the public at the sign-in table, which can be used to submit questions and comments or to report specific issues. Throughout the meeting, completed cards will be reviewed. General questions and comments may be discussed by the group and specific issues will be assigned to departments.



Action Items

Assigned	Responsible	Action Item	Notes
9/17/15	A. Norton C. Sylvain-Lear D. McNamara	Reduce illegal tire disposal through targeted enforcement against unlicensed tire shops.	<ul style="list-style-type: none"> Legal changes are required to strengthen enforcement strategy, as City currently lacks sufficient authority to sanction tire shops operating without proper licenses. Updated list requested and obtained from LDEQ on 8/16/16 of tire shops which have not replied to LDEQ's Notices of Deficiencies issued in June, July and August 2015. LDEQ has forwarded to their Enforcement Division. Sanitation continues to work with Finance, LDEQ, Law and Safety & Permits on this issue.
11/19/15	R. Wainwright J. Munster C. Sylvain-Lear	Develop and implement enforcement strategy for quality-of-life violations.	<ul style="list-style-type: none"> Communication plan is being developed with Intergovernmental Relations and Communications teams. Safety and Permits is working with Law to streamline Municipal Court litigation process. Next step will be to present to CAO and determine if additional feedback is needed from other deputy mayors.
1/21/2016	E. Delarge	Bring enforcement actions to deter illegal sign placement.	<ul style="list-style-type: none"> Law Department has held initial meetings to develop strategy.
4/21/2016	J. Williams M. Jernigan	Further streamline process for resolving abandoned vehicle complaints.	<ul style="list-style-type: none"> Next step will be for NOPD and DPW to reach agreement on allocation of NOPD resources to provide security during vehicle removal.
4/21/2016	M. Jernigan	Secure additional resources to keep pace with traffic engineering workload.	<ul style="list-style-type: none"> Existing resources may not be sufficient to manage portfolio of work currently assigned to DPW traffic engineers.
6/16/2016	C. Sylvain-Lear M. Jernigan	Pilot monitoring system to deter illegal dumping and abandoned vehicles.	<ul style="list-style-type: none"> Using 311 data, staff will identify hotspots for quality of life violations.

9/17/15 – Four more Sanitation trucks are getting permits for tire removal.

4/21/2016 (a) – DPW is currently writing a request for proposals for vendors that can handle abandoned/junk vehicle removal and disposal.

4/21/2016 (b) – DPW has submitted an official budget offer, which includes funds dedicated for traffic engineering.

6/16/2016 – Sanitation is meeting with the City's Information Technology and Innovation team to discuss cameras and other technology that can be put in place to deter illegal dumping

City of St. Louis August 18, 2016

311 and EMD



Responsible Organization:
311

Data Source:
311 performance reporting

311 dashboard

Existing Onboarded Departments

Onboarding Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	NORDC	Sanitation	Taxi	EMS
Timeliness to Close Requests (Closed cases meeting target > 80%, 50-80%, <50%)	98%	38%	40%	95%	67%	32%	75%	25%	77%	34%	N/A
Request Closure Rate (Closed Cases >= New Cases Yes/No)	Y	Y	Y	N	Y	Y	N	Y	Y	N	Y
Backlog to Closed Requests Ratio (<5, 5-7, >=8)	0.0	34.6	1.2	4.9	0.2	0.2	6.3	0.8	0.3	4.6	1.0



PUBLIC WORKS



QualityOfLifeSTAT August 18, 2016

7

A city-wide pavement assessment survey has been completed; the results of which will be reported, and used in the decision making process on how to best allocate funds received from the City's recent \$2 billion FEMA settlement.

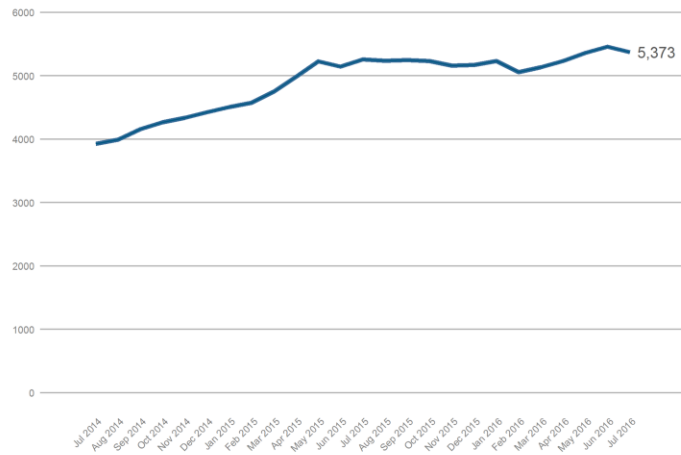
Responsible Organization:
Department of Public Works
(DPW)

Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

In July, the road surface repair backlog saw a slight dip.

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



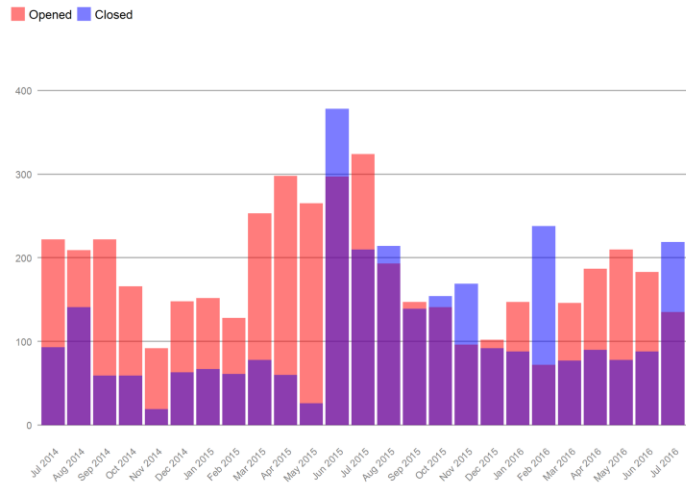
Responsible Organization:
Department of Public Works
(DPW)

Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

DPW resolved nearly twice as many street repair complaints in July relative to June.

Pothole/Roadway Surface Repair service requests net per month



Responsible Organization:
Department of Public Works
(DPW)

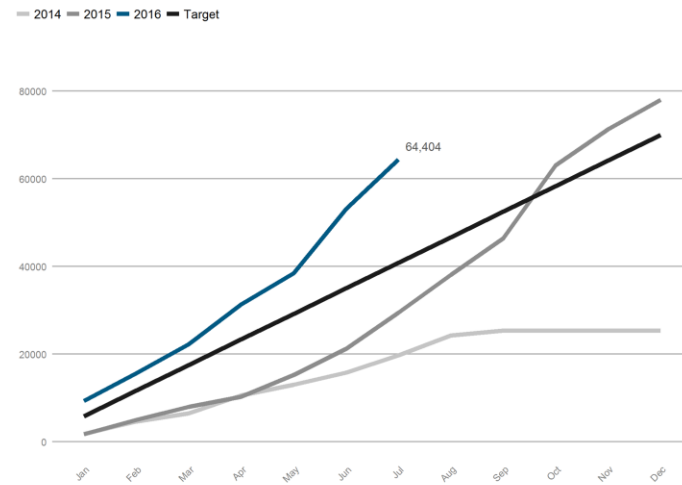
Data Source:
DPW maintenance reports

Related Strategy:
Maintain and improve road
surface infrastructure

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

Even with a higher 2016 goal, DPW has remained ahead of target with regard to street repairs throughout 2016

Cumulative number of potholes filled



Responsible Organization:
Department of Public Works

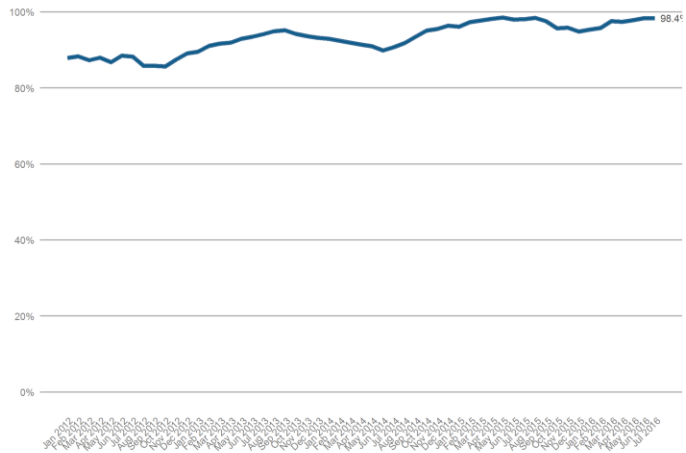
Data Source:
DPW Streetlights Monthly
Report

Related Strategy:
Maintain and improve road
surface infrastructure

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

The percent of streetlights functioning is at its highest level this year.

Percent of street lights functioning



Responsible Organization:
Department of Public Works

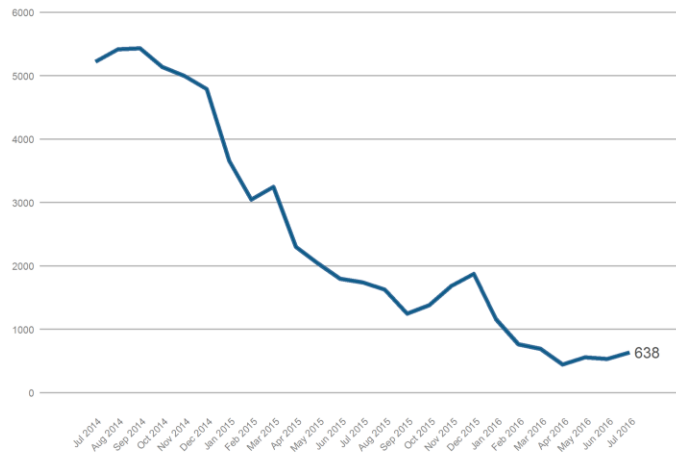
Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

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

The streetlight service request backlog remains near a two-year low throughout 2016.

Street Light service requests open at end of month



Responsible Organization:
Department of Public Works

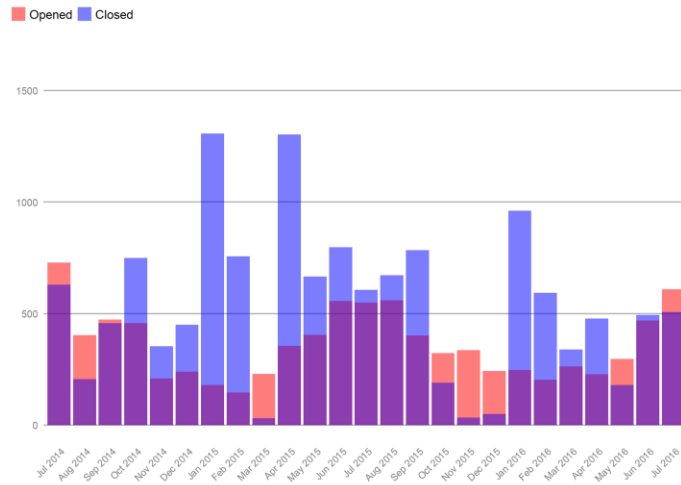
Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

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

**In July, more streetlight requests were opened than closed, which
has only happened in one other month this year.**

Street Light service requests net per month



Responsible Organization:
Department of Public Works

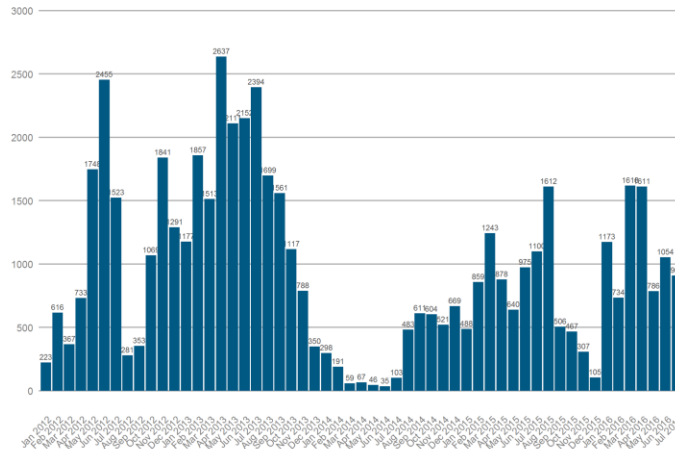
Data Source:
DPW Streetlights Monthly Report

Related Strategy:
Maintain and improve road surface infrastructure

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

DPW has exceeded their year-end target of 7000 streetlight outages restored after only seven months.

Number of streetlight outages restored



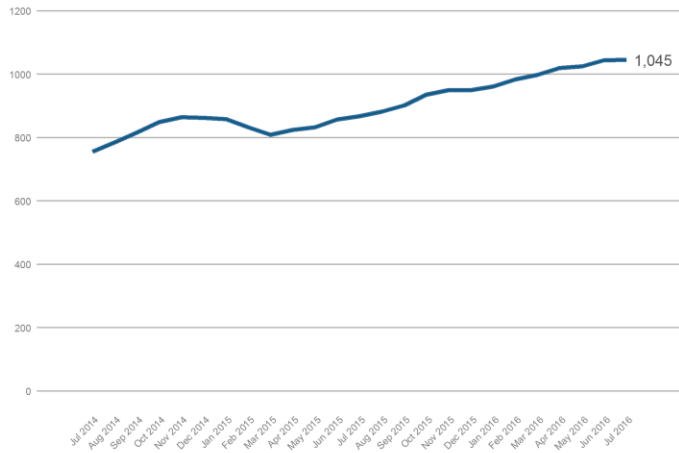
Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

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

The backlog of 311 traffic sign requests remains high, but 311 requests make up only a small portion of traffic signs installed

Traffic Sign service requests open at end of month



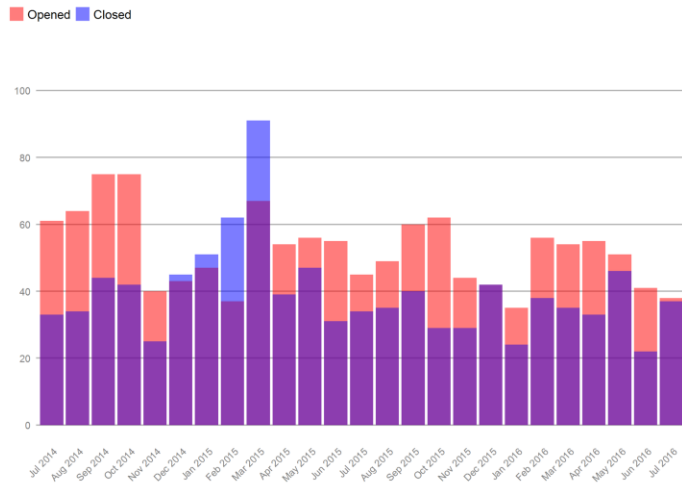
Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

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

DPW closed almost as many traffic sign requests as were opened in July.

Traffic Sign service requests net per month



Responsible Organization:
Department of Public Works

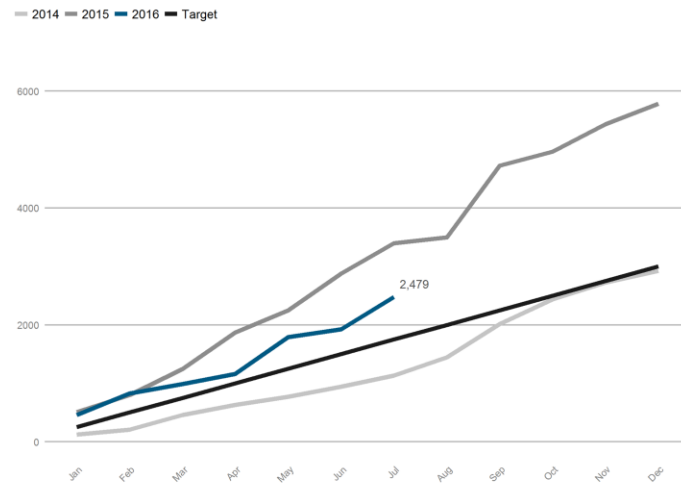
Data Source:
DPW Maintenance Reports

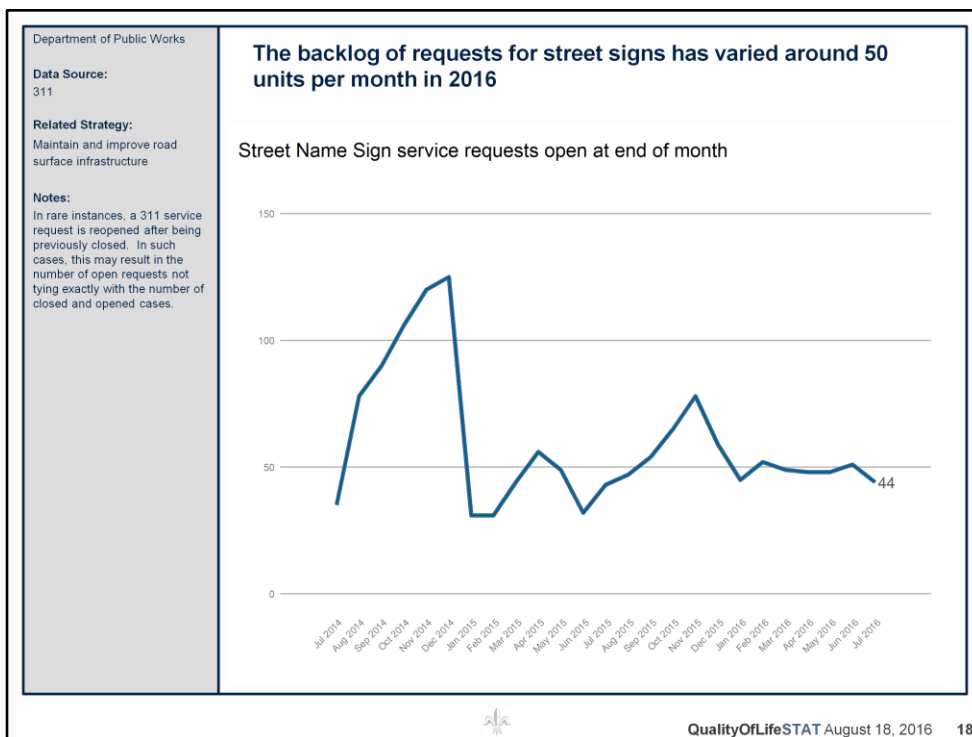
Related Strategy:
Maintain and improve road
surface infrastructure

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

Traffic sign installations have remained ahead of target throughout the year

Cumulative number of traffic signs installed





Normally, there is a 2-3 week period between street sign requests and completions for stand-alone signs. However, this timeline is typically longer for street-name signs attached to traffic lights/posts.

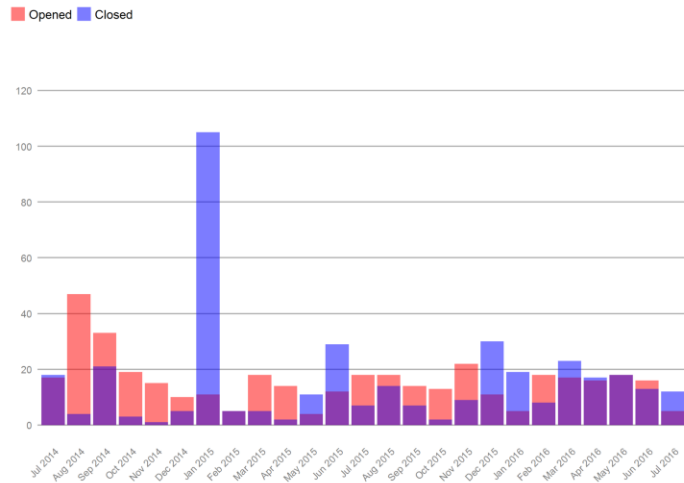
Data Source:
311

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.

New street sign requests per month have been trending under 20 units through the first half of 2016

Street Name Sign service requests net per month



Responsible Organization:
Department of Public Works

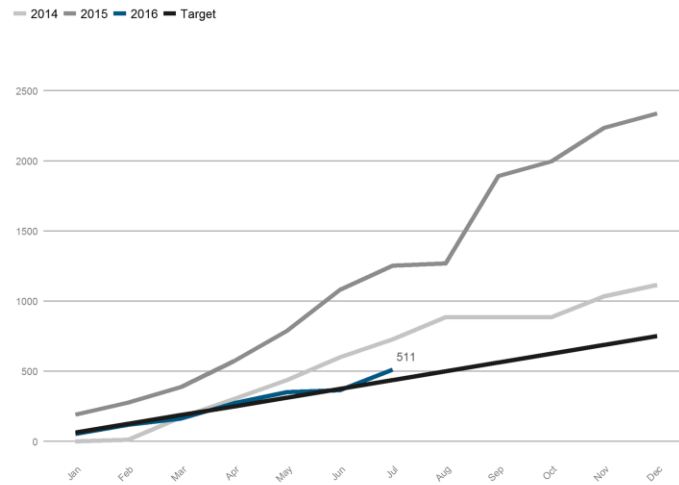
Data Source:
DPW Maintenance Reports

Related Strategy:
Maintain and improve road
surface infrastructure

Notes:
In rare instances, a 311 service
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.

**With a new goal that more closely matches demand, the number
of street sign installations is above target.**

Cumulative number of street name signs installed



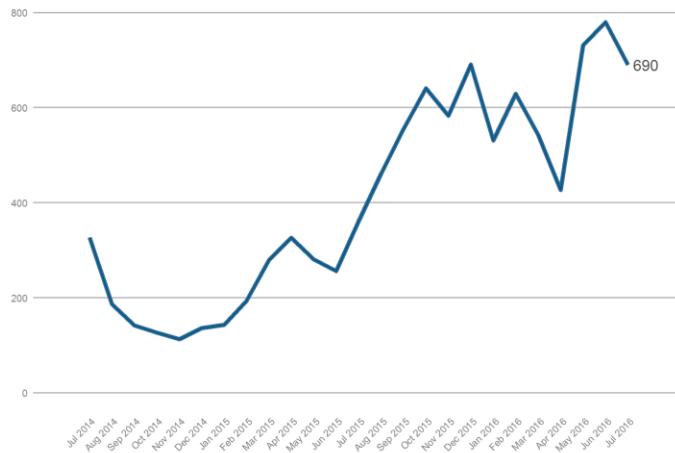
Responsible Organization:
Department of Public Works

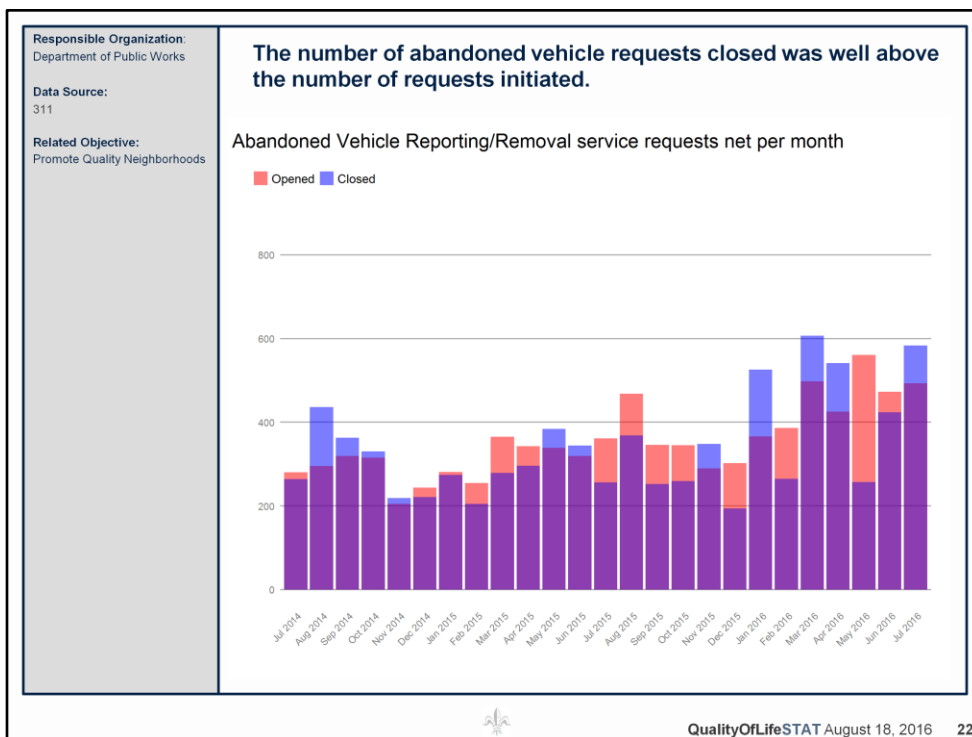
Data Source:
311

Related Objective:
Promote Quality Neighborhoods

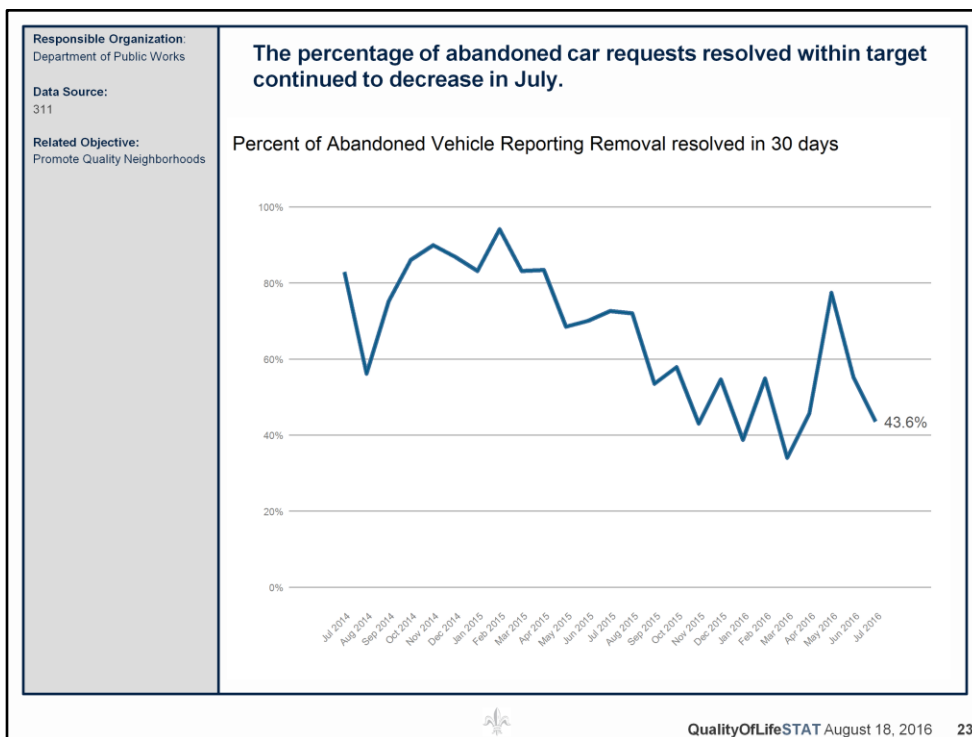
The abandoned vehicle request backlog decreased significantly in July after two months of increases.

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





The last five months have seen the highest number of abandoned vehicle requests in years.



The next abandoned vehicle auction is expected to be held September 12, 2016.

Responsible Organization:
Department of Public Works

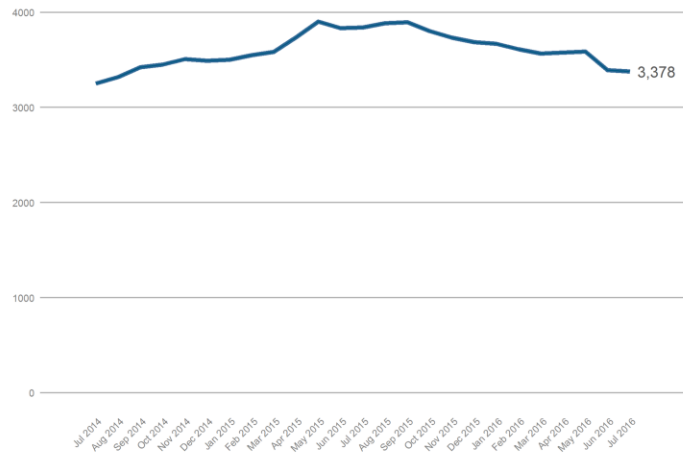
Data Source:
311

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

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

The number of drainage and street flooding requests remained about the same in June and July.

Street Flooding/Drainage service requests open at end of month



Responsible Organization:
Department of Public Works

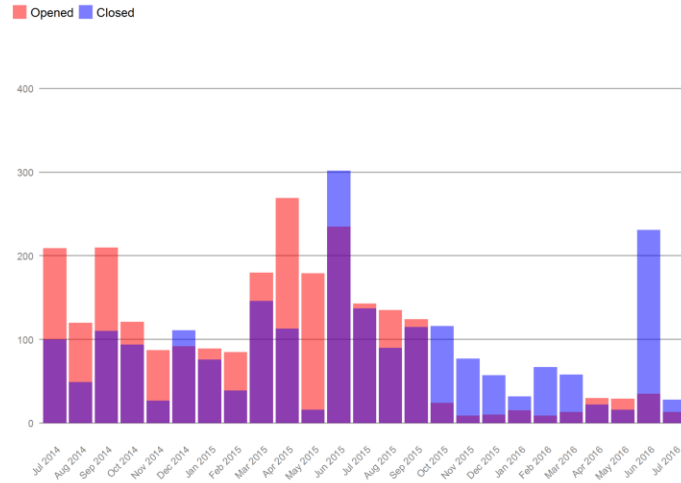
Data Source:
311

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

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

DPW closed significantly more flood/drainage requests than were opened during the last two months.

Street Flooding/Drainage service requests net per month



Responsible Organization:
Department of Public Works

Data Source:
DPW maintenance reports

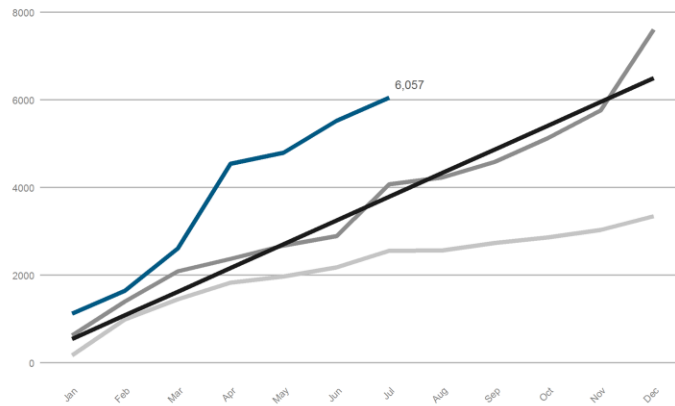
Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
ensure resilient neighborhoods

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

Catch basin cleanings have almost reached the revised year-end target through the first seven months of the year.

Cumulative number of catch basins cleaned

— 2014 — 2015 — 2016 — Target



Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Potholes filled	64,404	40,833	70,000
Streetlights functioning (%)	98.4	92	92
Streetlight outages restored	7,885	4083	7,000
Permanent traffic signs installed	2,479	1,750	3,000
Street name signs installed	511	438	750
Abandoned vehicle requests closed within 30 days (%)	46.6	80	80
Catch basins cleaned	6,057	3,792	6,500
Catch basins cleaned (%)	8.9	4.8	4.8



SEWERAGE AND WATER BOARD



QualityOfLifeSTAT August 18, 2016 28

Vegetative growth in the canals occurs on the sides and at the bottoms of canals. The canal sides are cut several times each year to remove the growth. The canal bottoms have not been routinely dredged since Hurricane Katrina. S&WB is evaluating plans to determine the extent that canal dredging is needed.

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

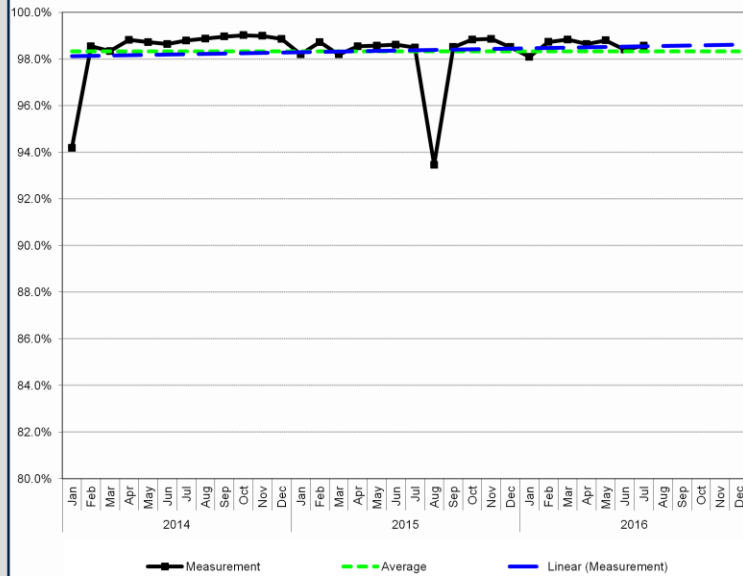


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Meters read as a percentage of total meters

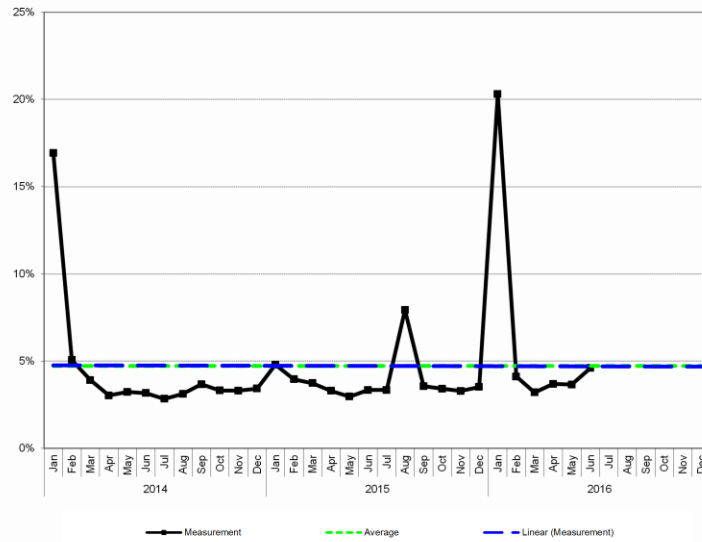


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Bills estimated as a percentage of total bills

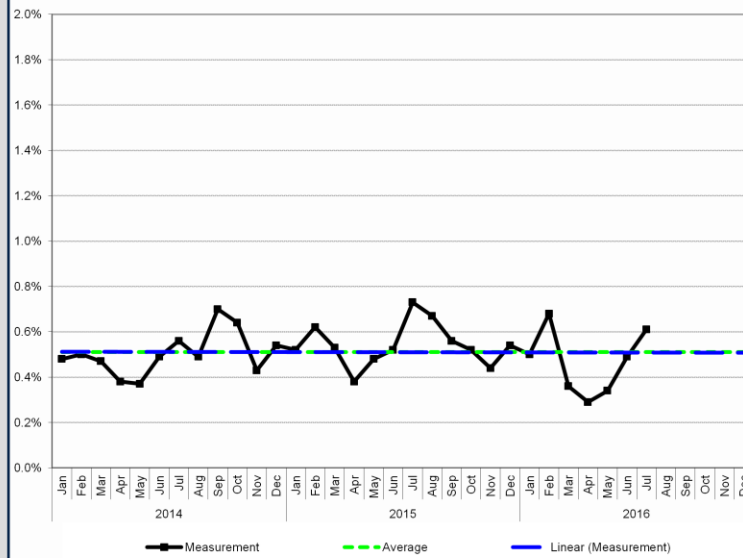


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Investigations from high bill complaints as a percentage of total bills

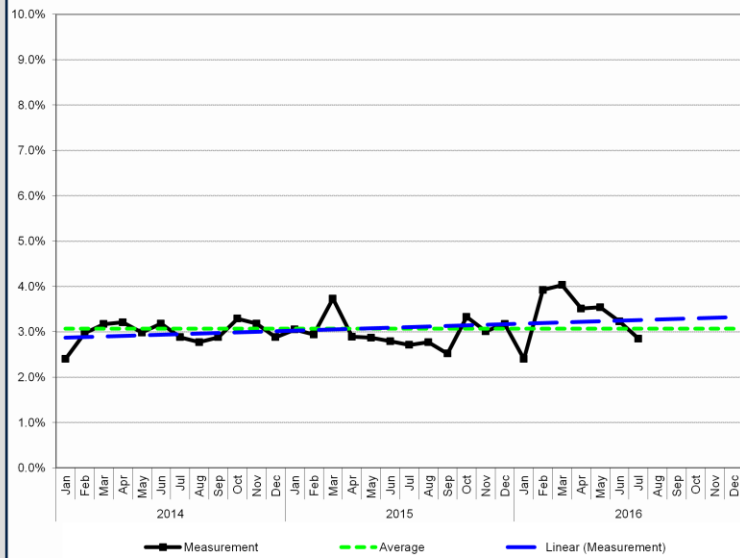


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Bills adjusted as a percentage of total bills computed



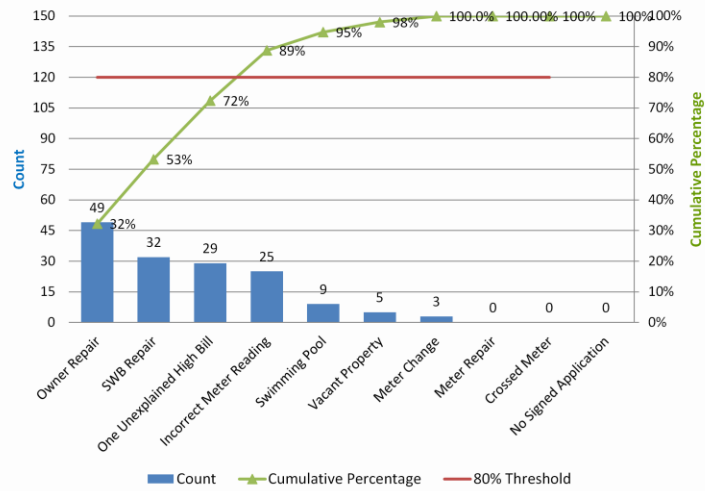
Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Reasons for adjustments

Sewerage and Water Board of New Orleans Chart of Reasons for Adjustments July 2016

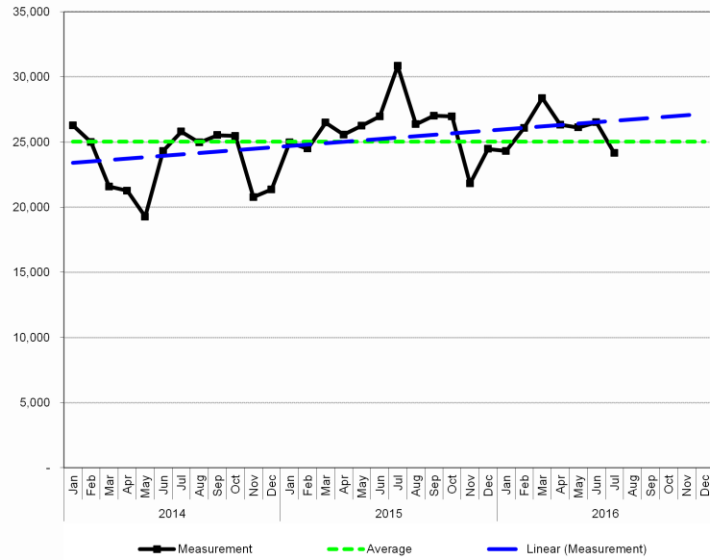


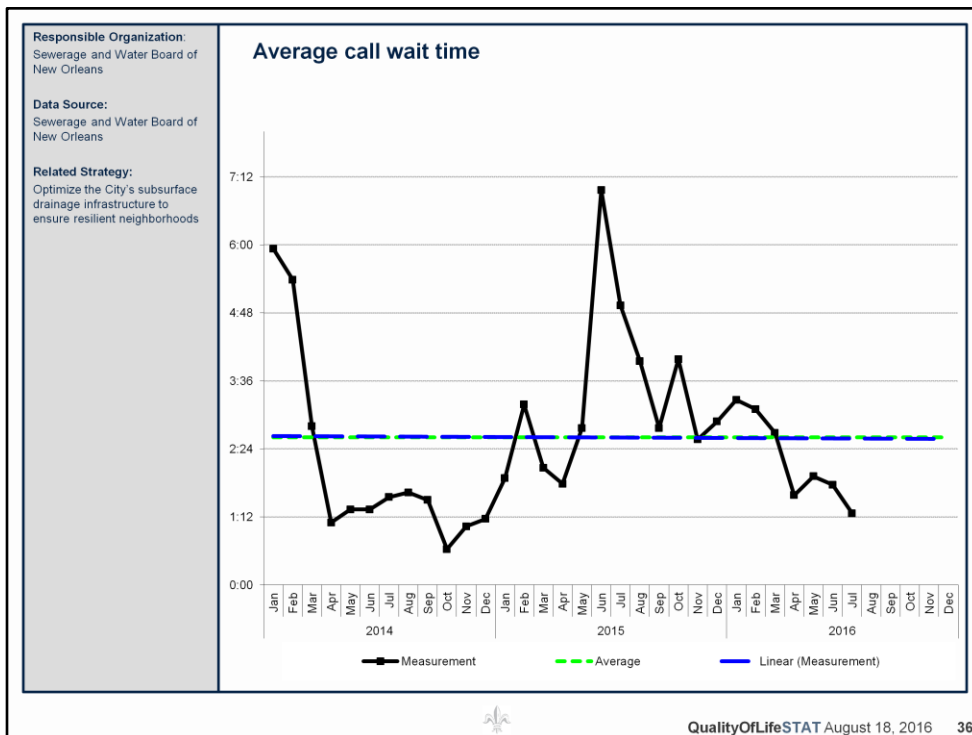
Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

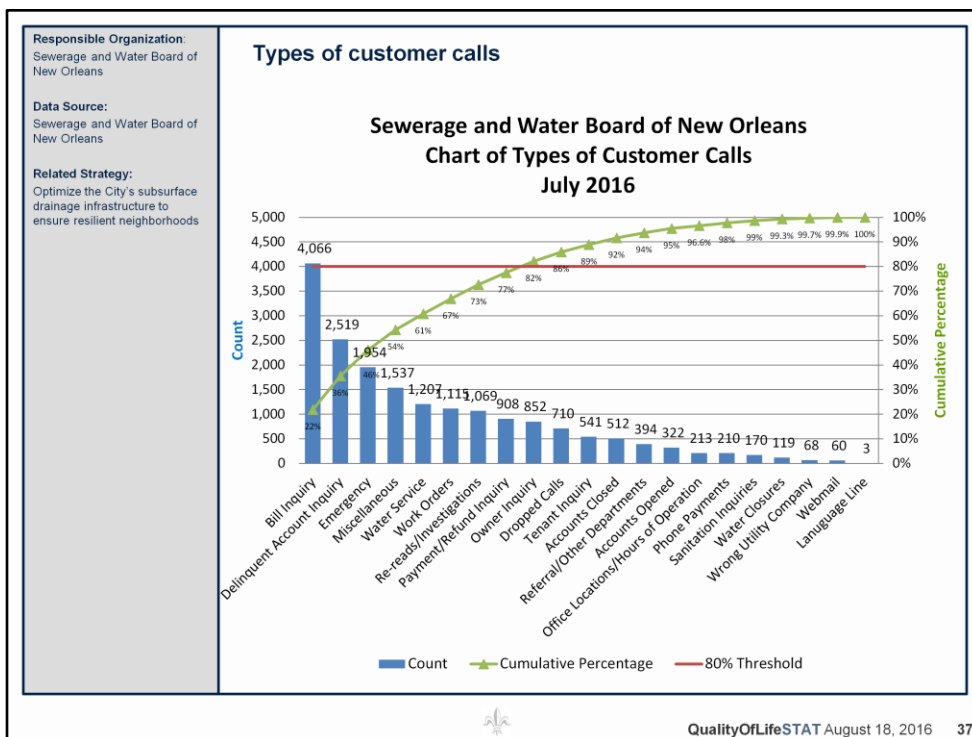
Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
ensure resilient neighborhoods

Total inbound customer contacts





Includes the first day of every month, when call volumes are typically at their highest.



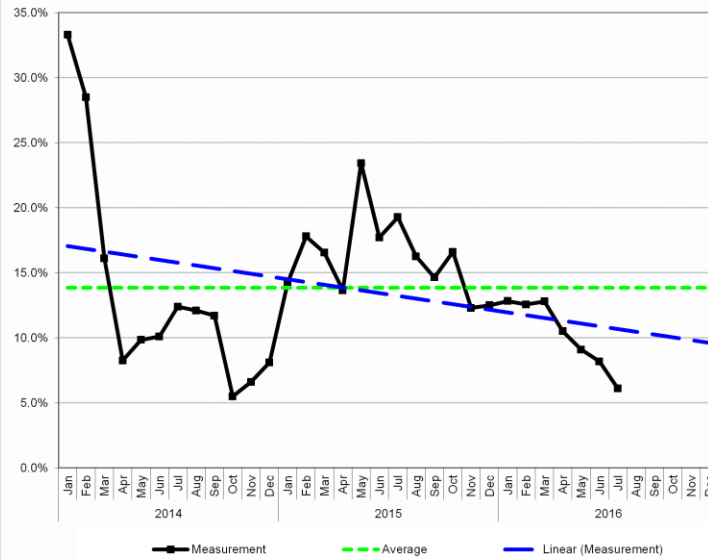
Most of the types of calls that S&WB currently receives, will be resolvable using the new mobile app. being rolled-out in October.

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

Calls abandoned by customers as a percentage of total

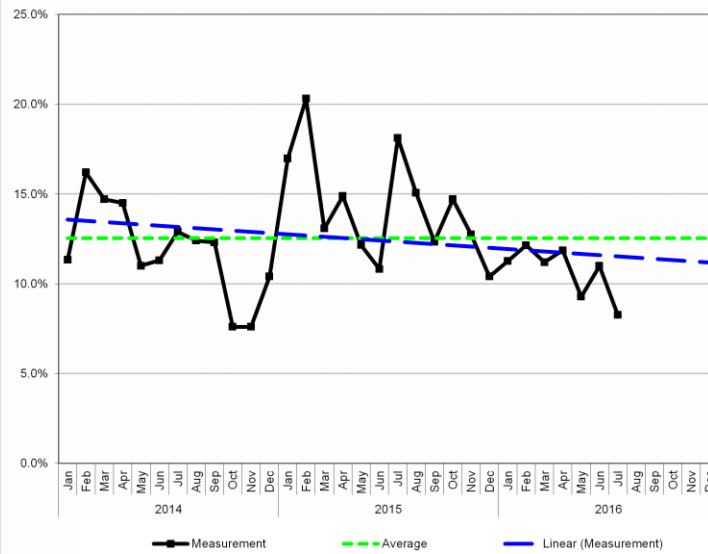


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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

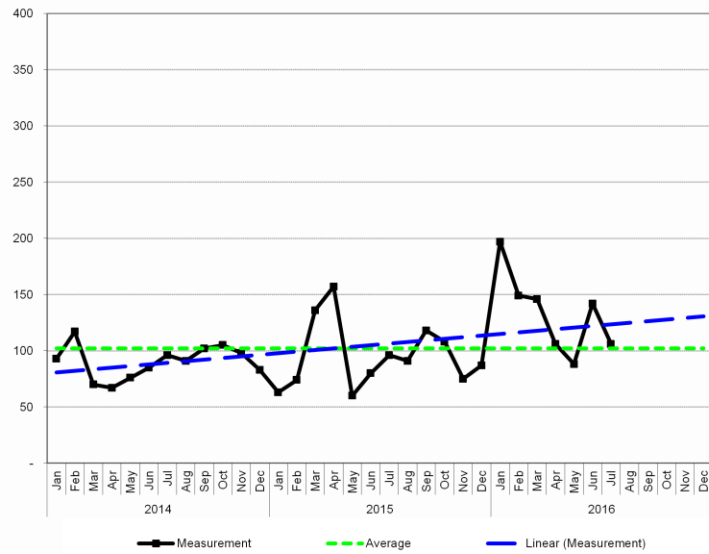


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Total service requests about low water pressure

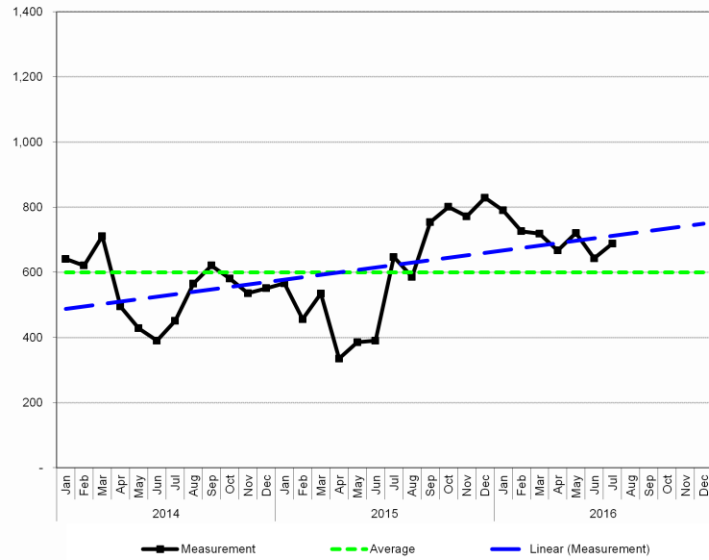


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Total service requests for water system leaks

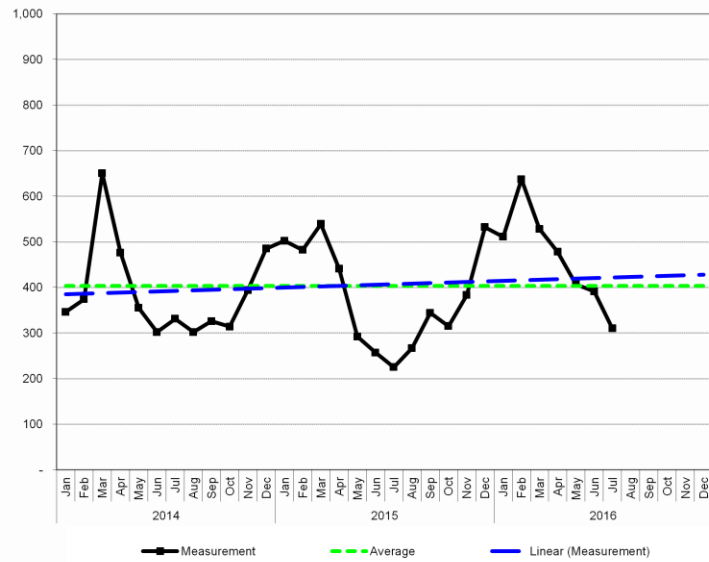


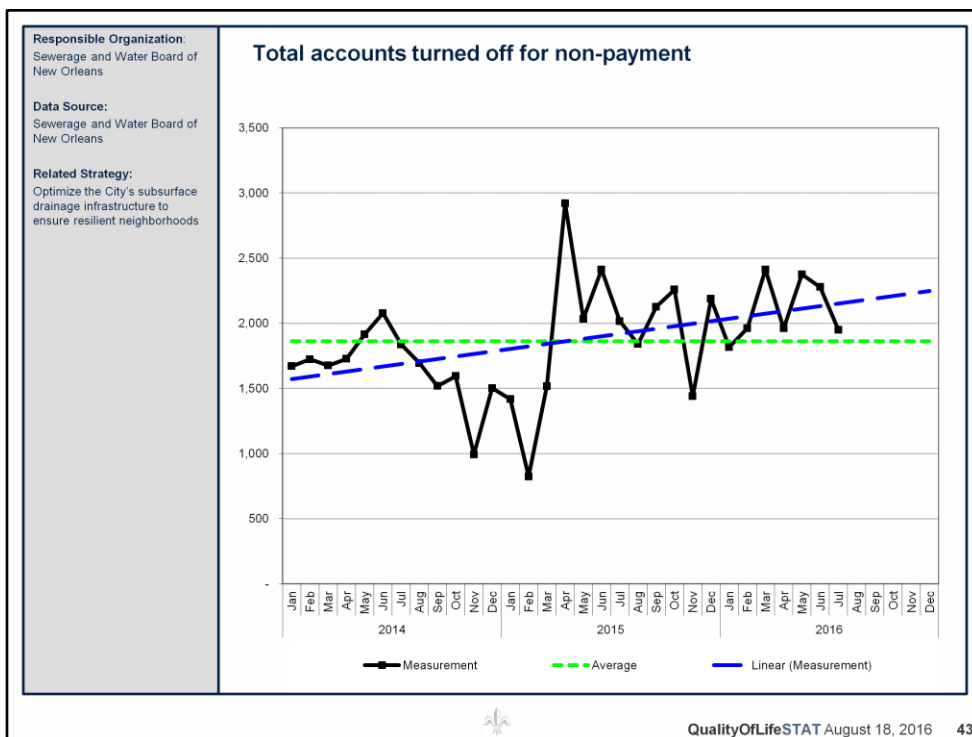
Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Total service requests for sewer system leaks





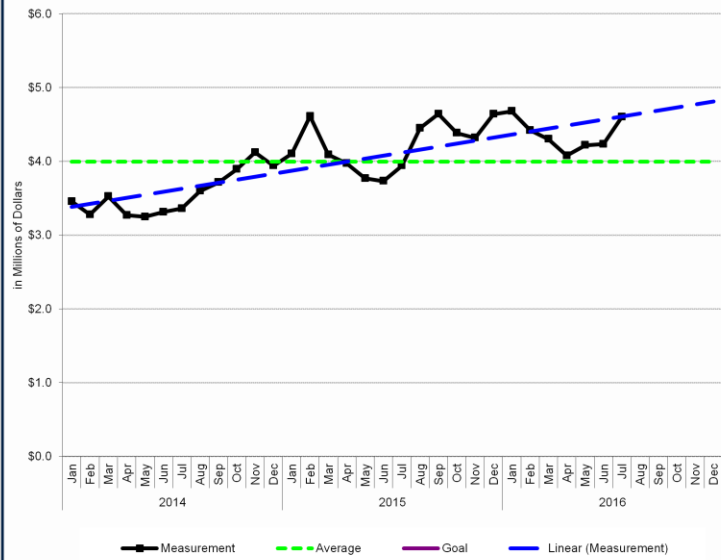
Payment plans will be available through S&WB's new billing system.

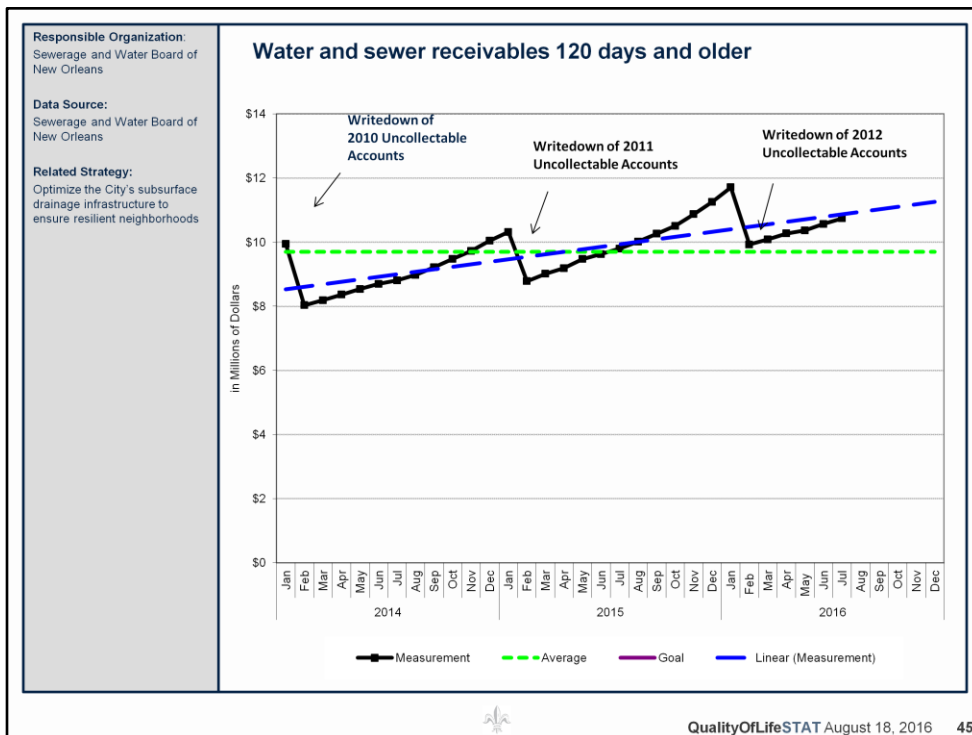
Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Water and sewer receivables 30 to 120 days old

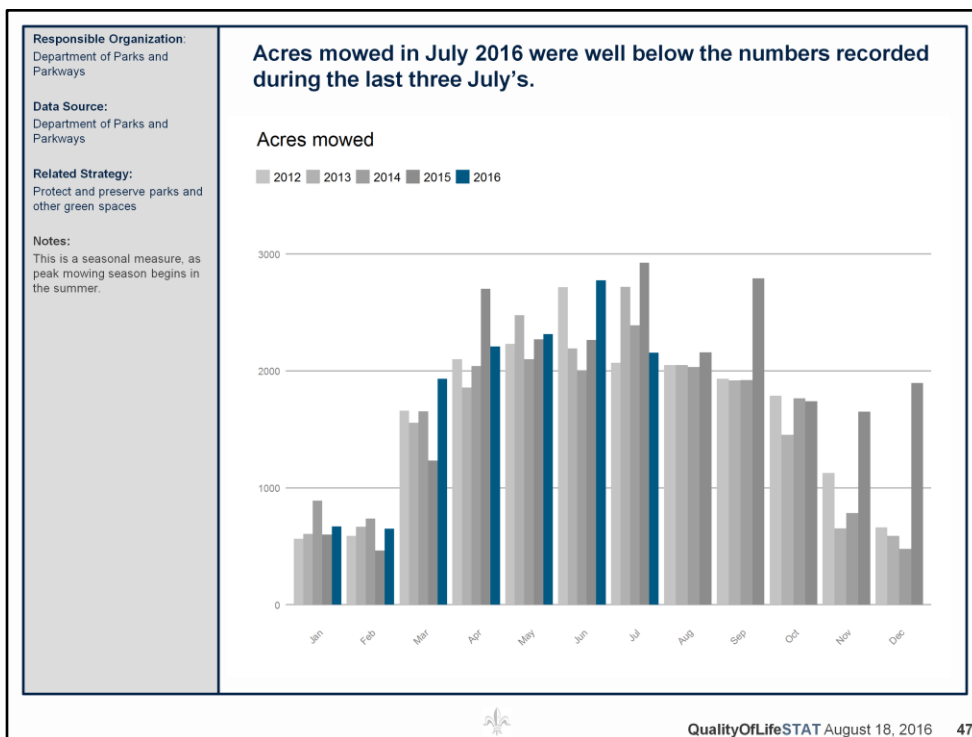




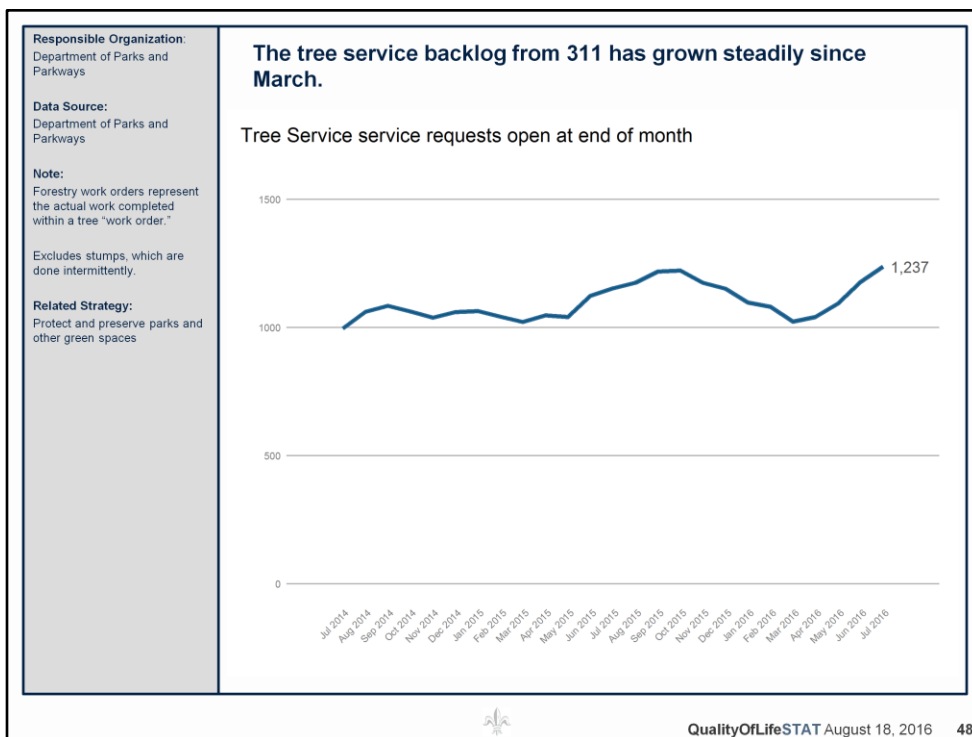
Delinquent Sanitation billing will now be sent to City collections.

PARKS AND PARKWAYS





In July, parks and Parkways lost over 500 man-hours due to rain.



Tree emergencies, attributed to heavy rain events, take precedent over routine tree maintenance.

Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

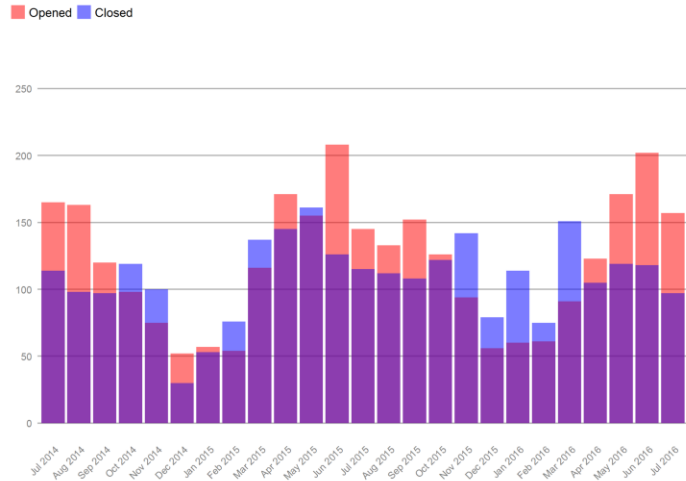
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

The number of tree service requests has outpaced the number of closed request during each of the last four months.

Tree Service service requests net per month



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

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

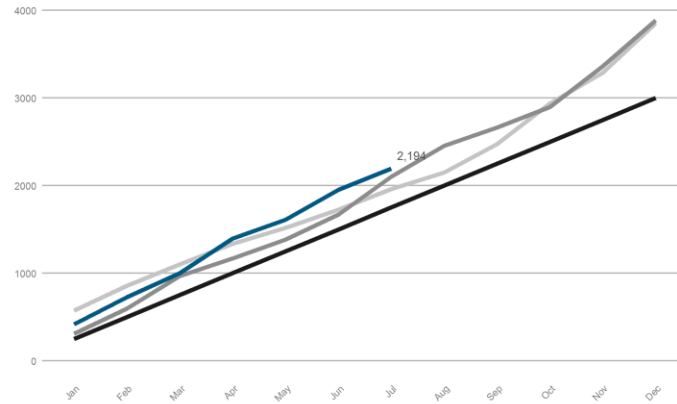
Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

Cumulative tree trims and removals are ahead of both current targets and prior-year trends

Cumulative number of tree trims and removals

— 2014 — 2015 — 2016 — Target



Responsible Organization:

Department of Sanitation
Department of Parks and
Parkways

Data Source:

Department of Sanitation
Department of Parks and
Parkways

Definition:

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

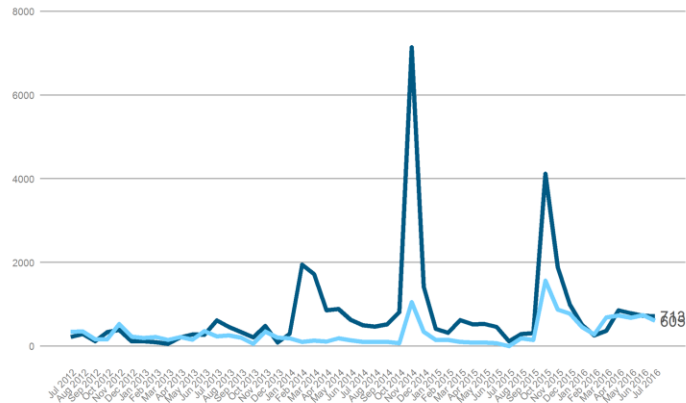
Related Strategies:

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

Sign removals remain fairly constant for both departments.

Bandit signs removed

■ Parks and Parkways ■ Sanitation



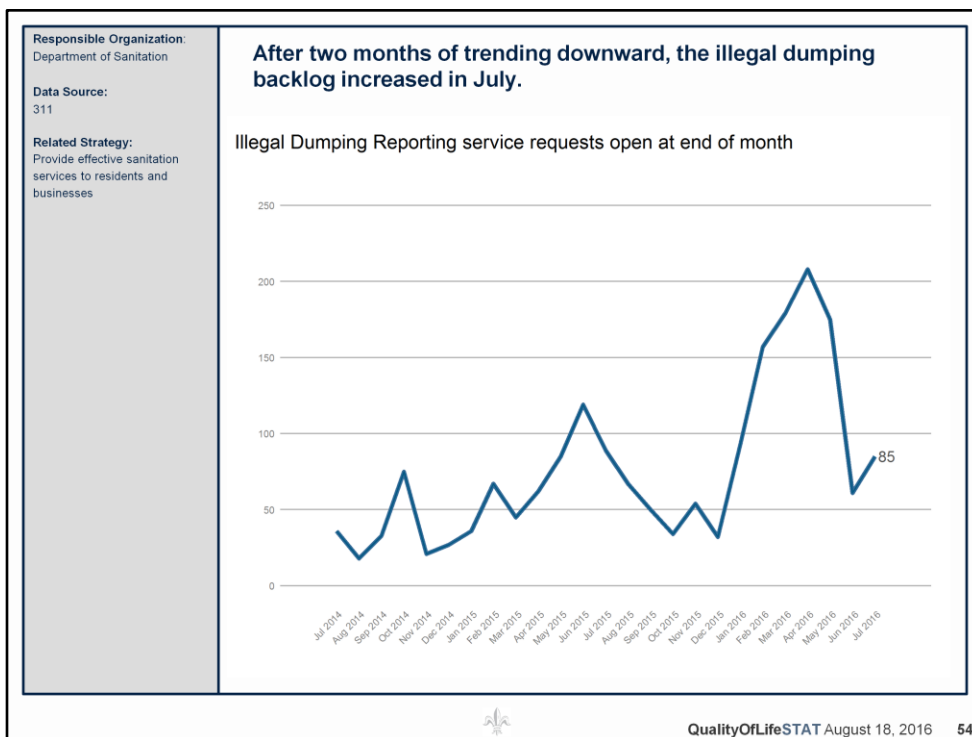
Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Acres mowed	12,706	11,083	19,000
Tree trims and removals	2,194	1,750	3,000



SANITATION





Sanitation is also working on cases not entered in 311.



QualityOfLifeSTAT July 21, 2016 55



Responsible Organization:
Department of Sanitation

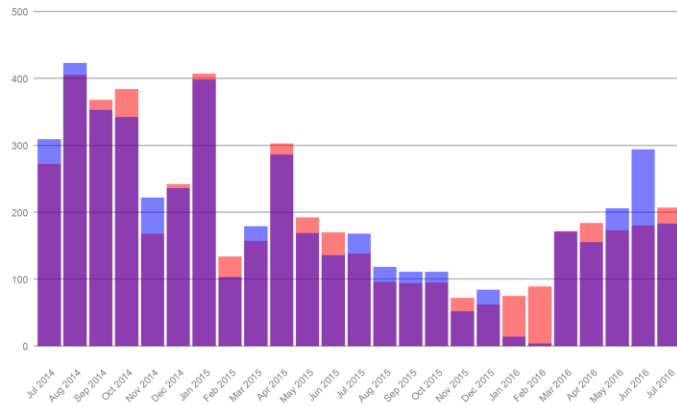
Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

In July, Sanitation saw more illegal dumping service requests opened than closed for the first time in three months.

Illegal Dumping Reporting service requests net per month

Opened Closed



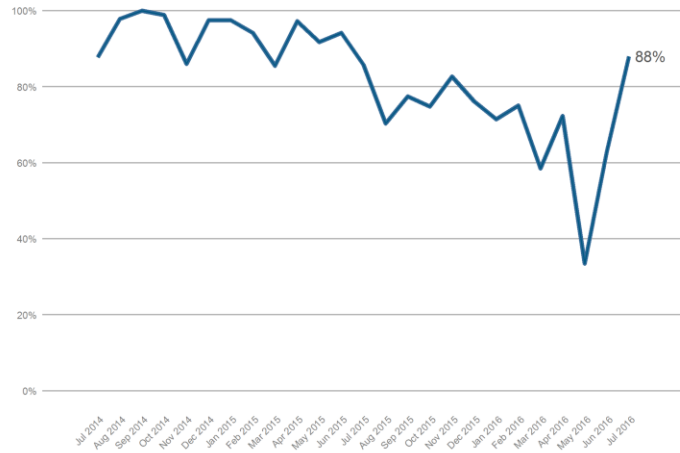
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

The portion of illegal dumping requests closed within 30 days sharply increased during the last two months.

Percent of Illegal Dumping Reporting resolved in 30 days



Responsible Organization:
Department of Sanitation

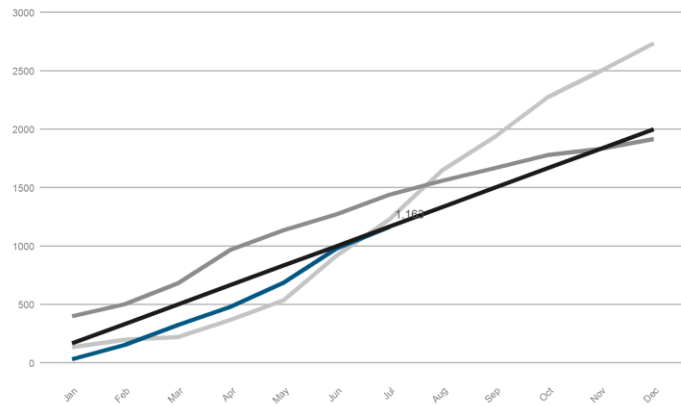
Data Source:
Department of Sanitation

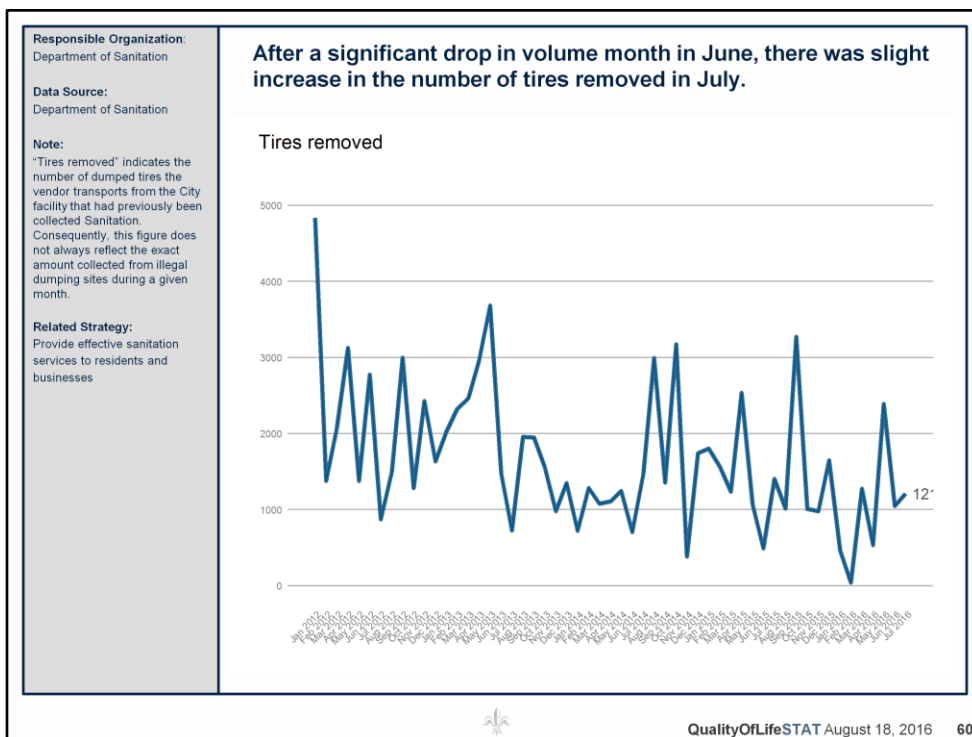
Related Strategy:
Provide effective sanitation
services to residents and
businesses

The number of illegal dump sites cleared has reached the 2016 target, but may not reflect all activities outside the 311 system.

Cumulative number of illegal dumping sites cleared

— 2014 — 2015 — 2016 — Target





Sanitation had removed more than 6700 tires through the first seven months of 2016.

Department of Sanitation



The Sanitation crew remove several thousand tires that were illegally dumped on Gentilly Road. Before the crew could complete the removal of all tires, more tires were illegally dumped – see picture #4.



61
QualityOfLifeSTAT August 18, 2016

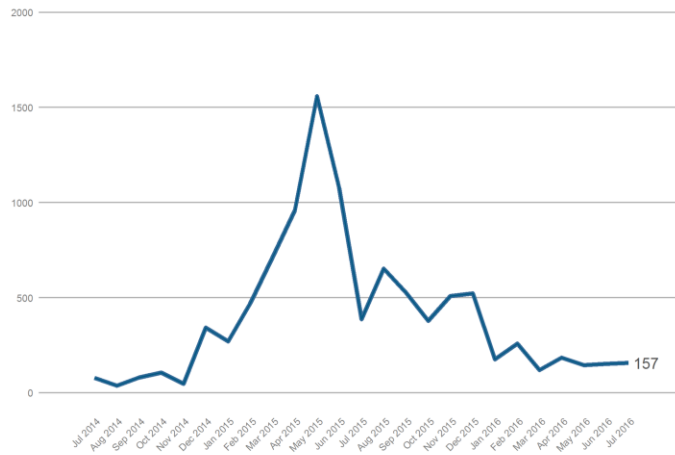
Responsible Organization:
Department of Sanitation

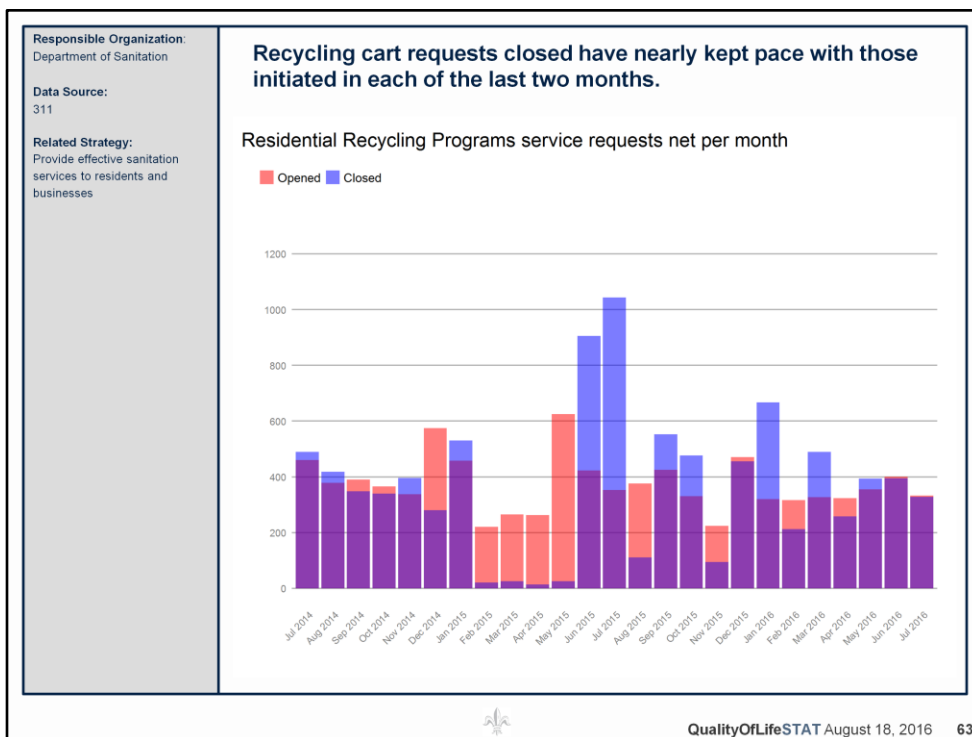
Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

The number of outstanding requests for recycling carts remained steady over the past few months.

Residential Recycling Programs service requests open at end of month





Sanitation is currently requesting additional funds to purchase recycling carts.

Responsible Organization:
Department of Sanitation
vendors

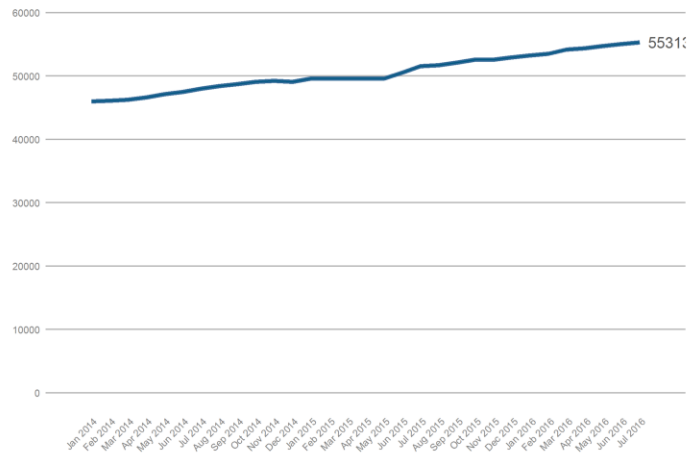
Data Source:
Sanitation Department

Related Strategy:
Provide effective sanitation
services to residents and
businesses

Definitions:
Household: Every household in
New Orleans Parish receiving
sanitation service. Current
estimate is 134,891.
*Households Registered for
Recycling:* Every household
that is not only registered for
recycling, but has received a
recycling cart.

The number of houses registered for recycling continues to increase steadily

Houses registered for recycling



Responsible Organization:
Department of Sanitation
New Orleans Police Department

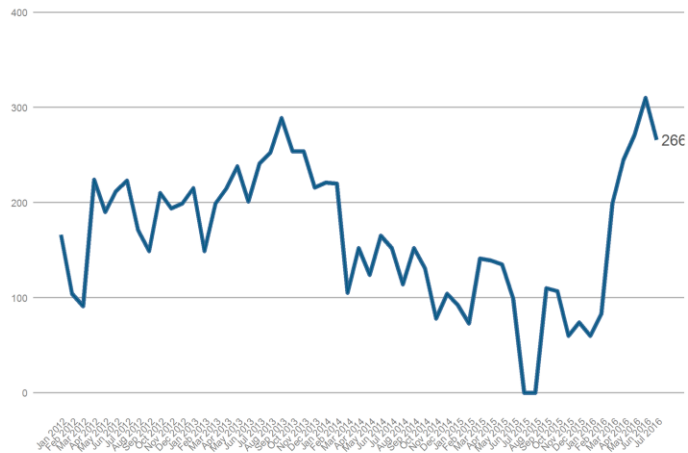
Data Source:
Department of Sanitation

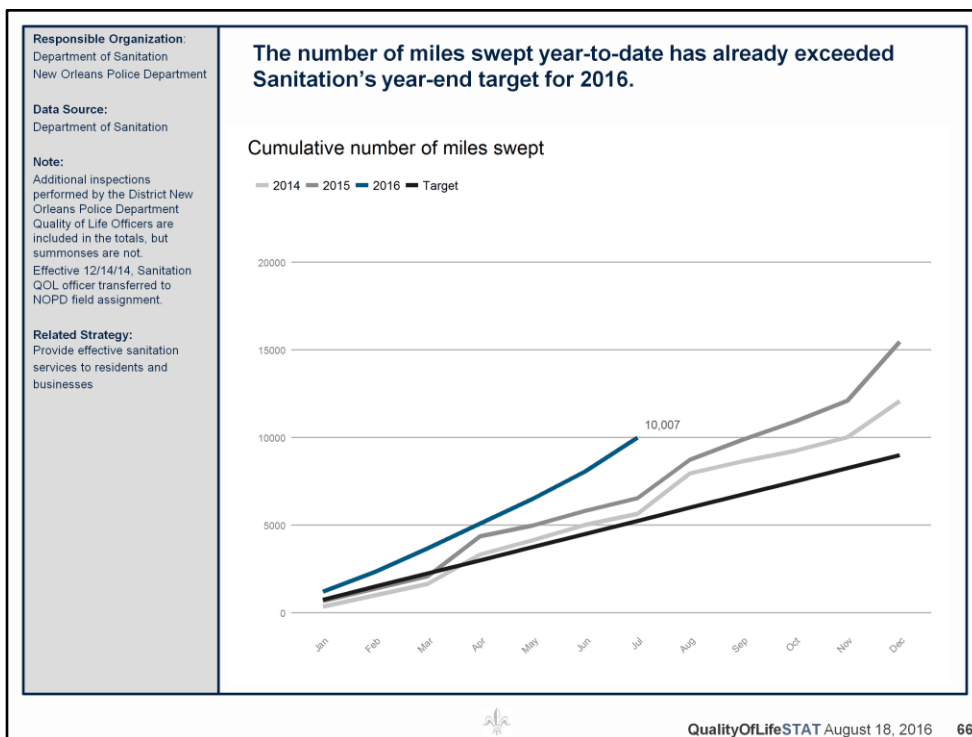
Note:
Additional inspections performed by the District New Orleans Police Department Quality of Life Officers are included in the totals, but summonses are not.
Effective 12/14/14, Sanitation QOL officer transferred to NOPD field assignment.

Related Strategy:
Provide effective sanitation services to residents and businesses

Even with a slight decrease in July, inspections per month remain close to an all-time high this summer.

Sanitation inspections





The figures above do not include miles swept after Mardi Gras parades.

Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Illegal dumping sites cleared	1163	1167	2,000
Illegal dumping service requests closed within 30 days (%)	62.3	80	80
Households registered for recycling (%)	40.4	42	42



LAW



Responsible Organization:
Law Department

Data Source:
Law Department

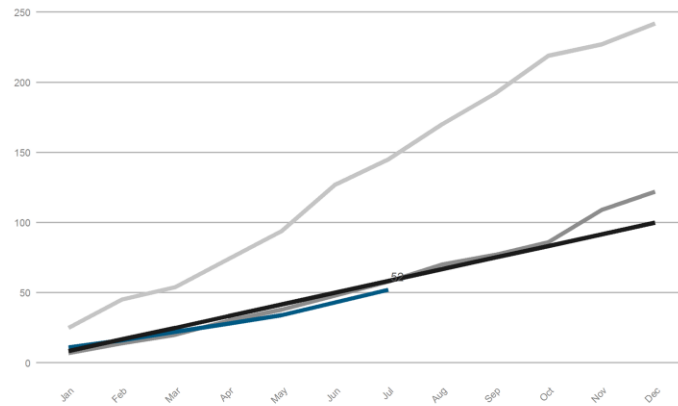
Related Strategy:
Effectively and fairly administer justice

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

At 52, current year ABO filings are just below the revised 2016 target

Cumulative number of ABO filings

— 2014 — 2015 — 2016 — Target



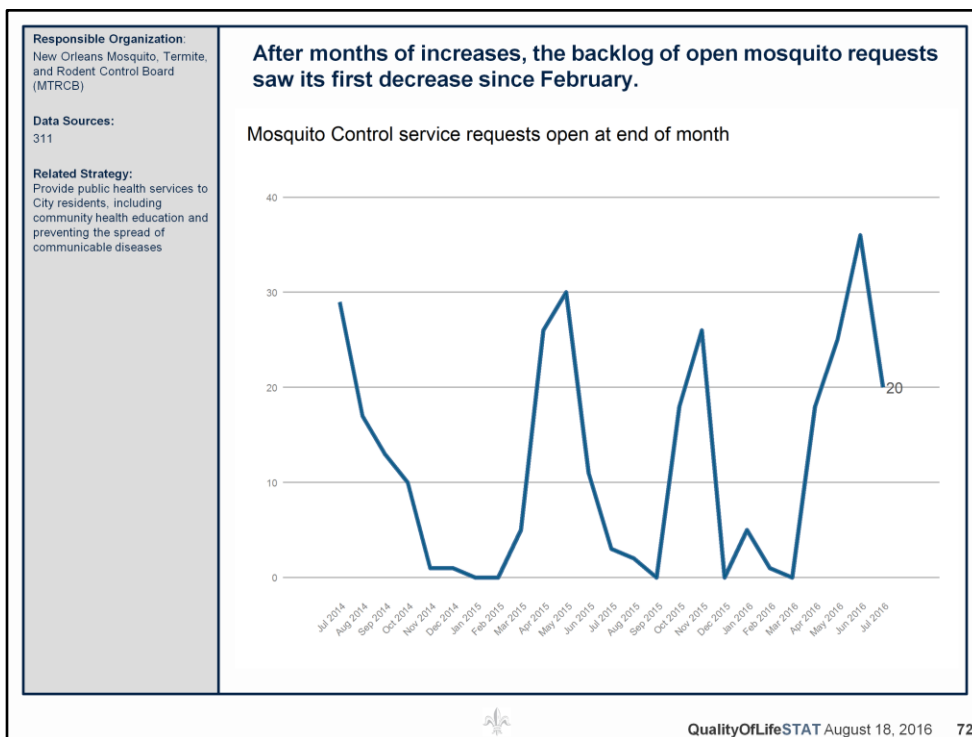
Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Tax and public nuisance cases filed before ABO board	52	58	100

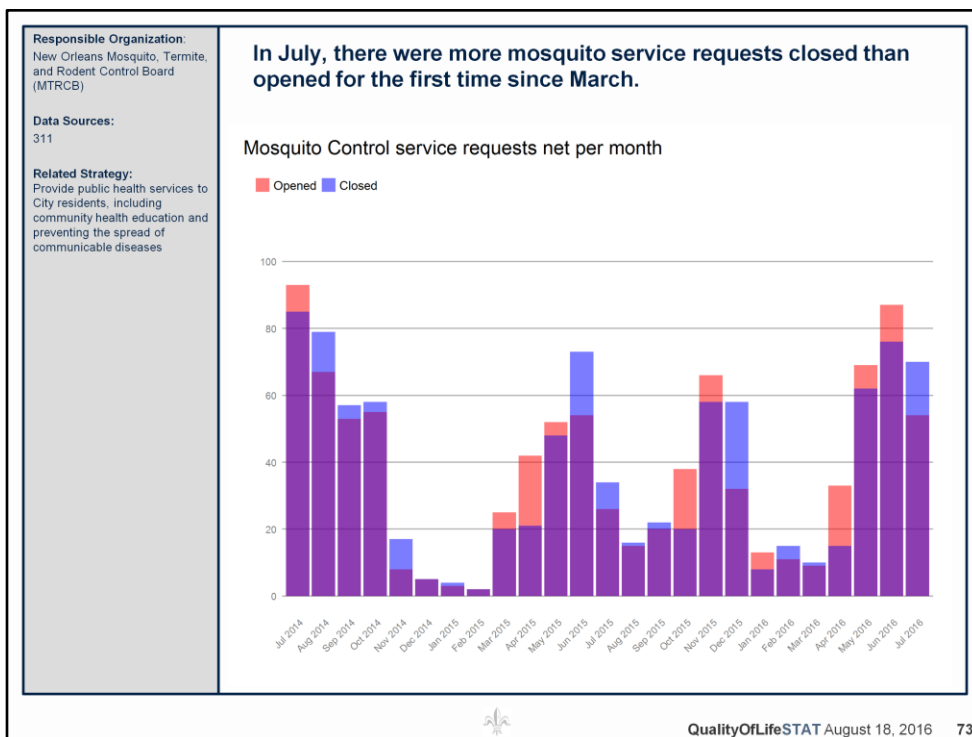


MOSQUITO AND TERMITE CONTROL





Additional staff, including temporary employees, were hired in response to high call volume related to Zika virus.



Some rodent staff also worked to address the high volume of mosquito service requests.

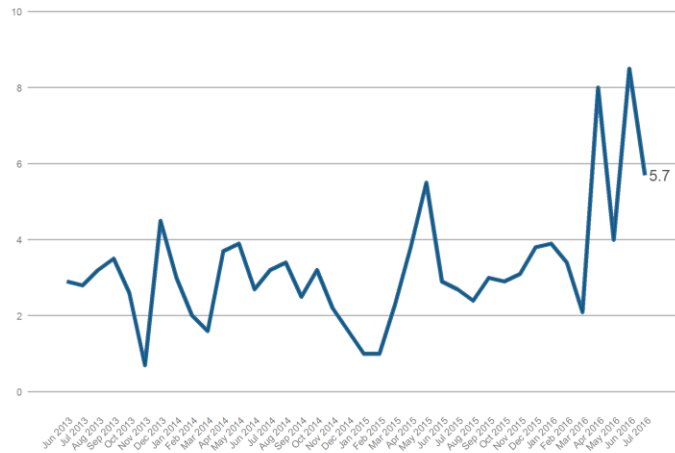
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
MTRCB

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

After a sharp increase in June, mosquito request resolution times were pushed back down in July.

Average days to close mosquito request



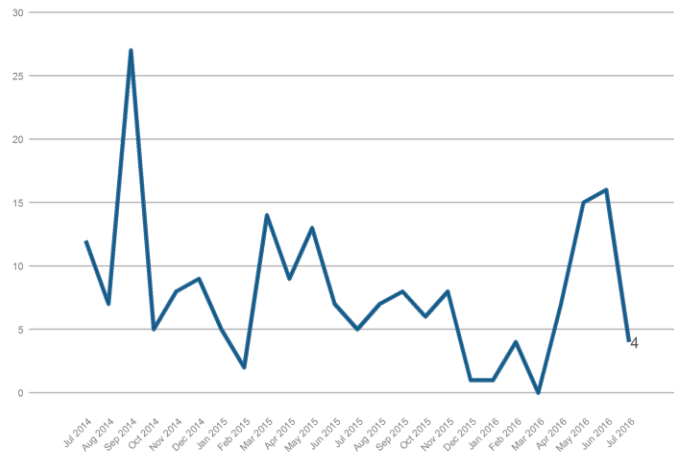
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

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

After months of increases, the rodent-related backlog is down significantly.

Rodent Complaint service requests open at end of month



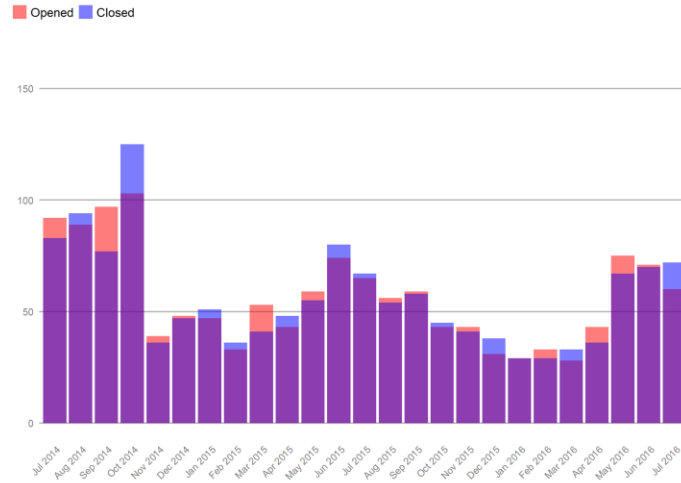
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

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

Resolution of rodent complaints in July exceeded the total number of service requests.

Rodent Complaint service requests net per month



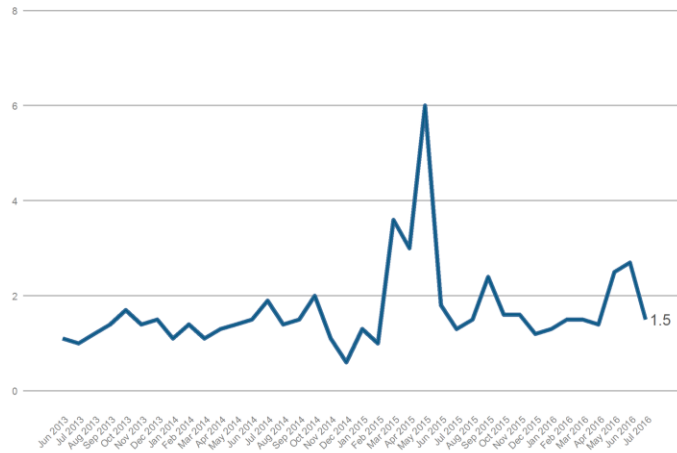
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

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

Time to close rodent complaints dropped from June to July.

Average days to close rodent request



Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Business days to complete mosquito service requests	5.1	3	3
Business days to complete rodent service requests	1.8	3	3



SAFETY AND PERMITS



Responsible Organization:
Safety and Permits

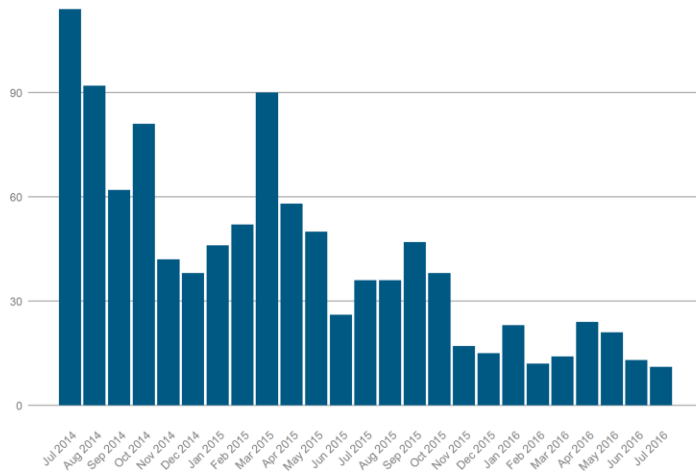
Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

Number of cases filed in prior
months has been revised to
include cases without a
complete initial inspections.
These cases had been excluded
from prior-month figures.

New building code violations recorded continue to trend downward.

Building Code: Violation cases filed by month



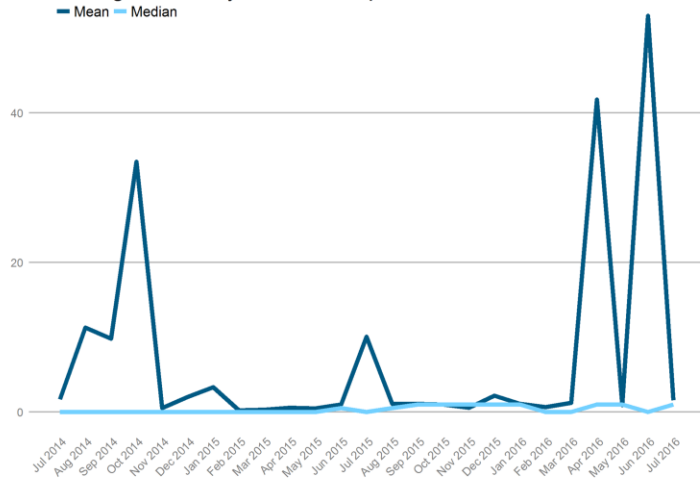
Responsible Organization:
Safety and Permits

Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

**With the closure of longstanding outliers, mean time to inspect
building code violations is now much closer to the median.**

Building Code: Days to initial inspection



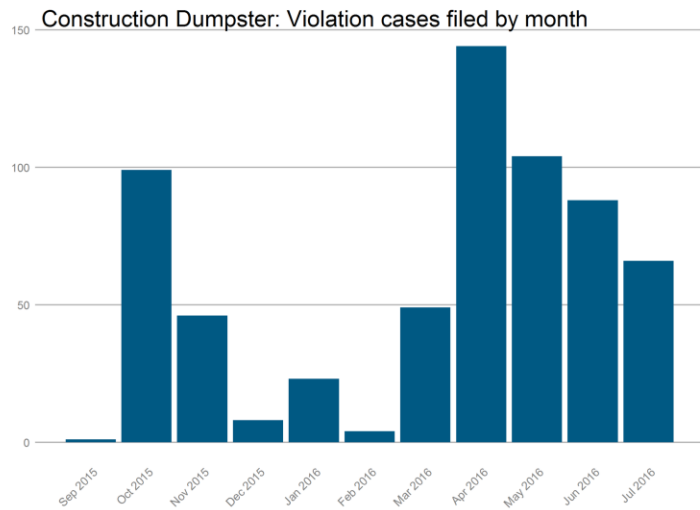
Responsible Organization:
Safety and Permits

Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

Number of cases filed in prior
months has been revised to
include cases without a
complete initial inspections.
These cases had been excluded
from prior-month figures.

Construction dumpster complaints have continued to decrease over the last four months.



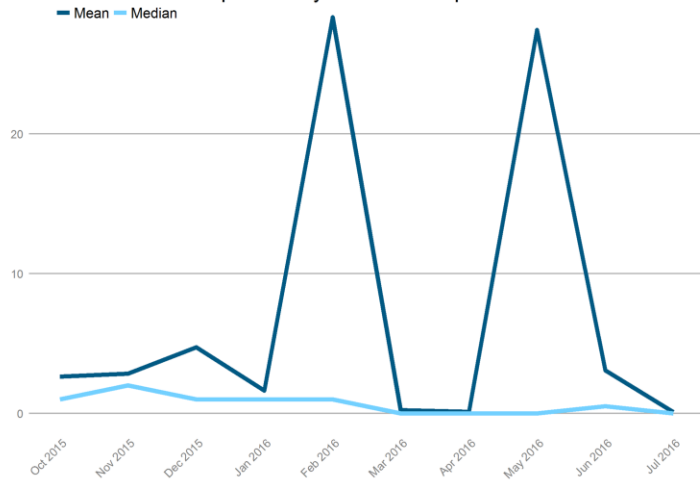
Responsible Organization:
Safety and Permits

Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

In July, construction dumpster cases were inspected in under a day, on average.

Construction Dumpster: Days to initial inspection



Responsible Organization:
Safety and Permits

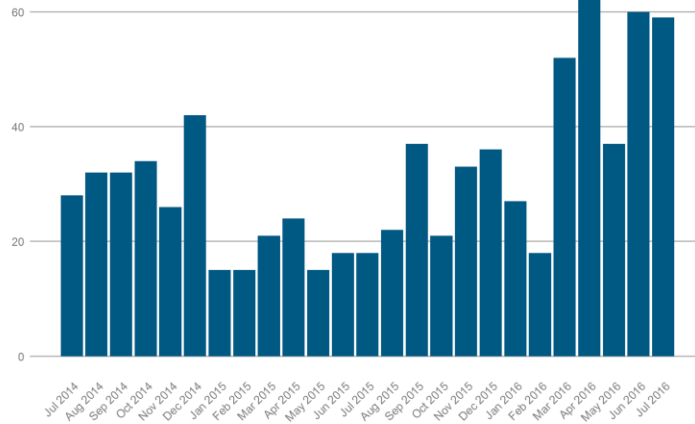
Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

Number of cases filed in prior
months has been revised to
include cases without a
complete initial inspections.
These cases had been excluded
from prior-month figures.

**Permit violations reported in LAMA have remained around their
highest levels in the last two years, over the past few months.**

Working Without Permit: Violation cases filed by month



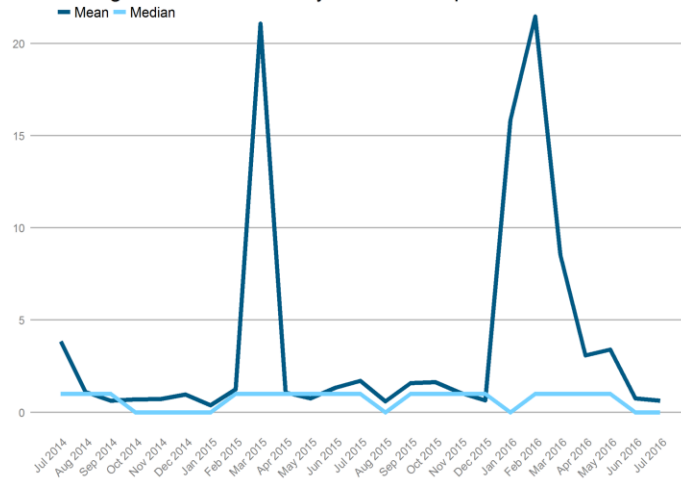
Responsible: Organization:
Safety and Permits

Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

Staff have pushed the time to complete permit violation inspections down to less than three days on average

Working Without Permit: Days to initial inspection



Responsible Organization:
Safety and Permits

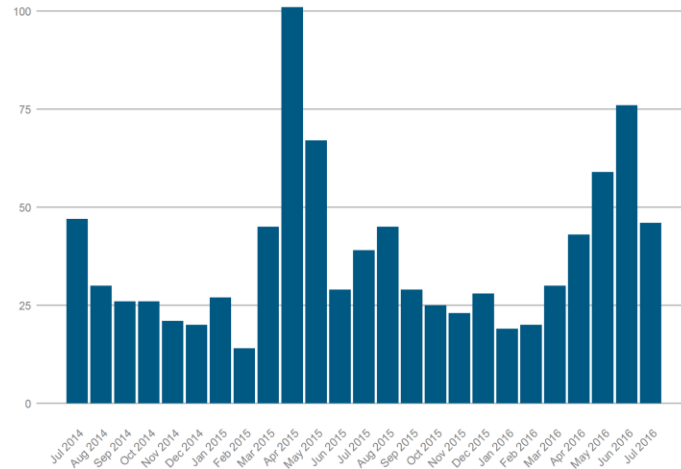
Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

Number of cases filed in prior
months has been revised to
include cases without a
complete initial inspections.
These cases had been excluded
from prior-month figures.

The number of zoning violations filed dropped significantly from June to July.

Zoning General: Violation cases filed by month

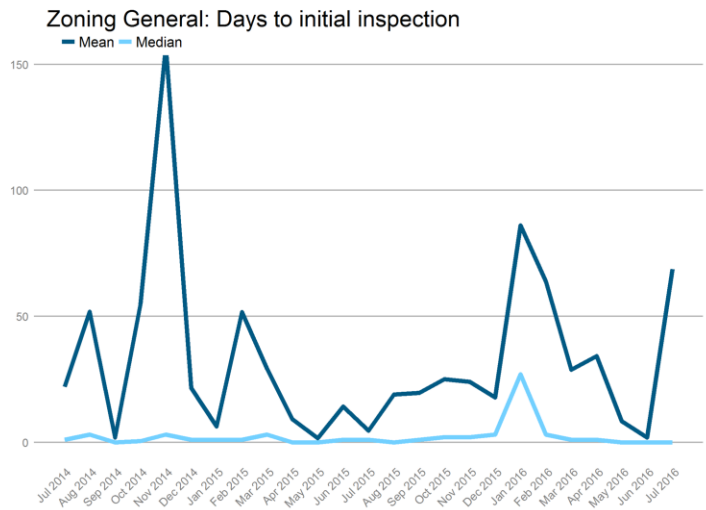


Responsible Organization:
Safety and Permits

Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

**Median time to inspect general zoning issues was zero days – with
one large outlier of several hundred days pushing up the average**



Responsible Organization:
Safety and Permits

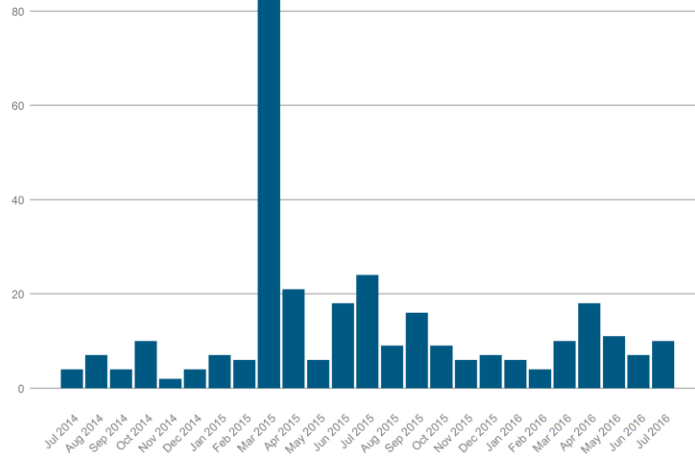
Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

Number of cases filed in prior
months has been revised to
include cases without a
complete initial inspections.
These cases had been excluded
from prior-month figures.

Paving/parking complaints typically make up a smaller portion of incidents recorded in LAMA

Zoning - Paving/Parking: Violation cases filed by month



Responsible Organization:
Safety and Permits

Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

Average number of days to inspect paving/parking violations has continued to decrease.

