



CITY OF NEW ORLEANS
Quality of Life STAT

September 17, 2015
(Reporting Period: August 2015)

www.nola.gov/opa



Quality of Life STAT September 17, 2015

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 Parties	Action Item	Notes
2/19/15	M. Jernigan P. Sullivan	Hire needed staff and order the vehicles necessary to achieve 2015 targets.	DPW is making their needed hires. Most vehicles have been ordered, with more on the way. Pothole killer expected to be operational by the summer.
6/18/15	M. Jernigan A. Macdonald	Determine plan for maintenance of streetlights in the City's parks.	
7/1/14	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.	House Bill 940 was approved. Sanitation is working with the Law Department to develop an implementation plan.
9/17/15	A. Matthews M. Jernigan	Increase number of vehicle removal contractors through supplier diversity initiative	Significant portion of disposal cost may arise from title clearing and associated work.
9/17/15	C. Sylvain-Lear Lt. J. Williams Law Department	Reduce illegal tire disposal through targeted enforcement actions against unlicensed tire shops	Meeting scheduled for September 22.



311 and EMD



Responsible Organization:
311

Data Source:
311 performance reporting

311 department adoption rate strong for all departments reported. MTCB and Taxi all very low in timeliness. Code enforcement, DPW maintenance, DPW Parking, MTCB and Parkways all saw net gain in requests.

311 Dashboard

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%	82%	61%	85%	80%	48%	73%	67%	14%	75%
Request Closure Rate (Closed Cases >= New Cases Yes/No)	N	N	N	Y	Y	N	N	Y	Y	Y
Backlog to Closed Requests Ratio (<5, 5-7, >=8)	0.0	31.4	1.2	4.5	0.0	0.1	6.1	0.6	0.5	0.0

Department Adoption Rate

Adoption Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	Sanitation	Taxi	EMS
Current Month	100.00%	100.00%	100.00%	100.00%	91.00%	100.00%	100.00%	100.00%	82.00%	100.00%
90d Average	97.00%	100.00%	100.00%	100.00%	88.00%	100.00%	100.00%	100.00%	94.00%	100.00%
DAR Avg Year-To-Date	85.00%	91.00%	100.00%	99.00%	95.00%	100.00%	100.00%	98.00%	93.00%	100.00%

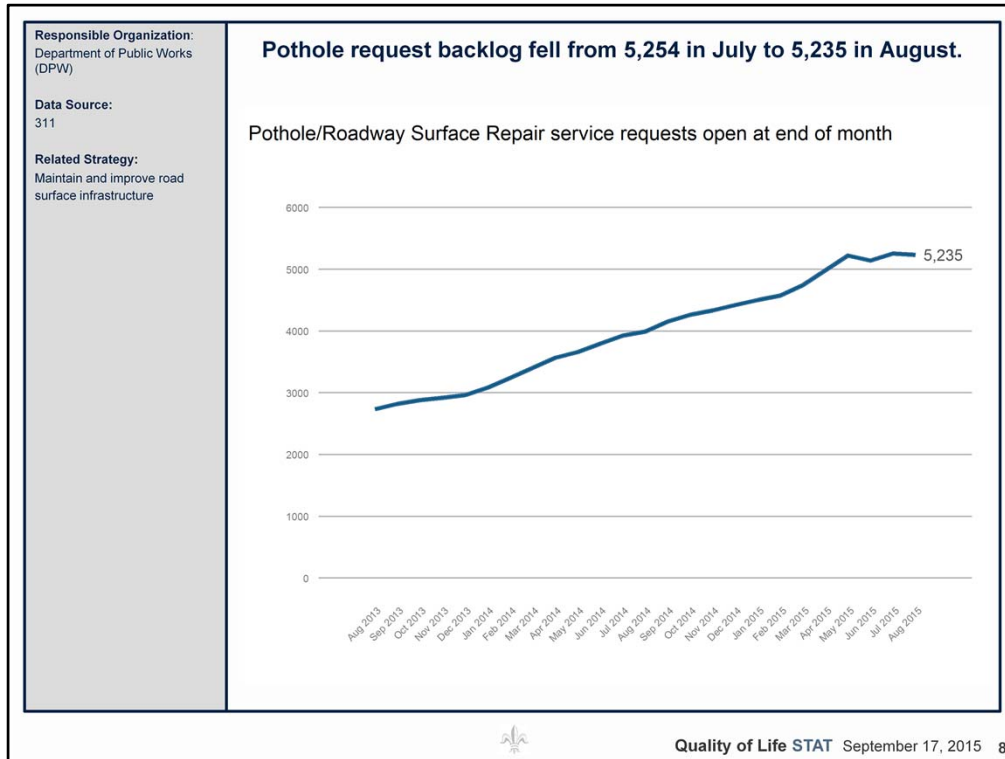


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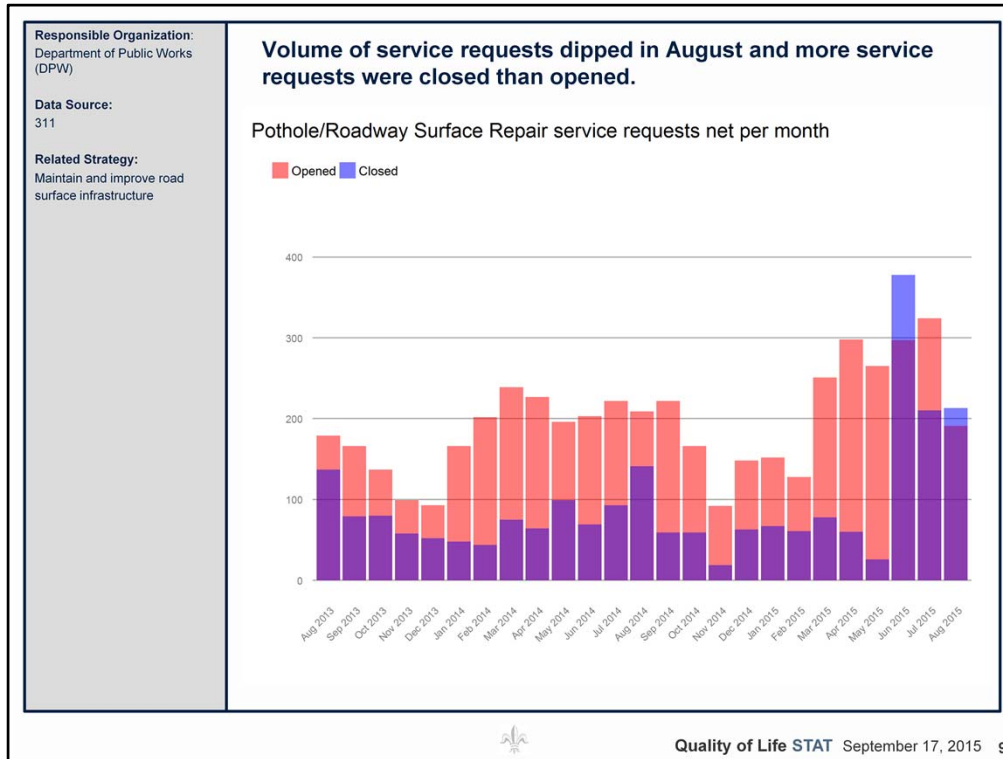
PUBLIC WORKS



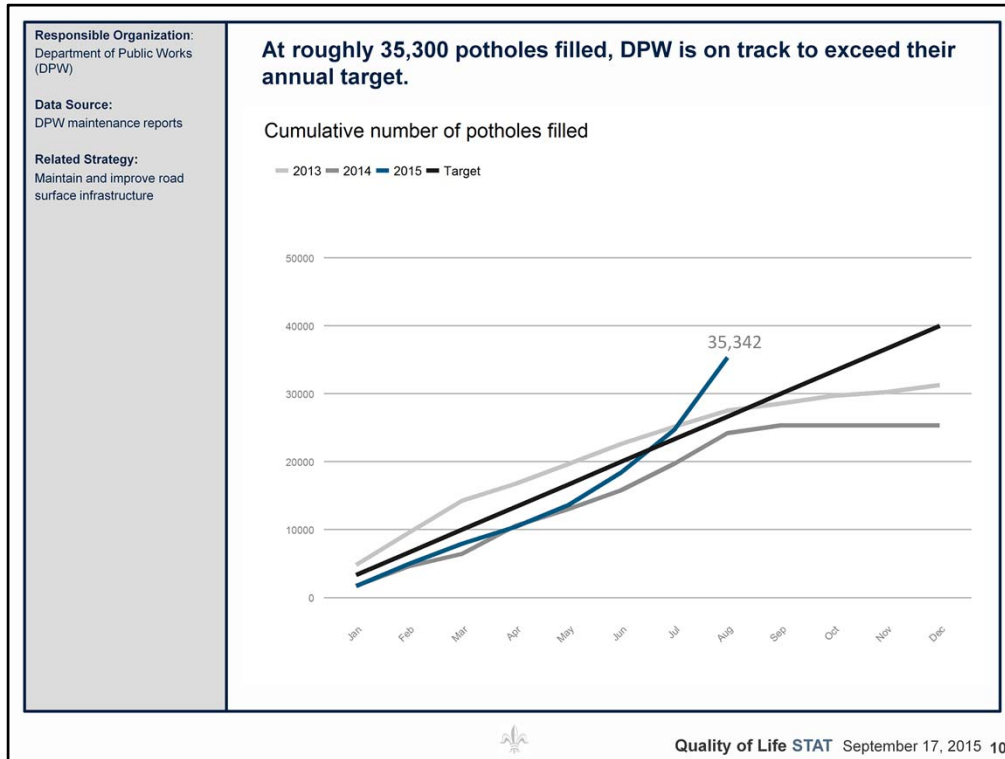
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Some work already completed may not yet have been closed out.



Net closures during June and August likely result from GIS reconciliation and additional staff resources available to close out work orders.



Uptick likely results from deployment of Pothole Killer truck. May need to revise Fourth Quarter target.

Responsible Organization:
Department of Public Works

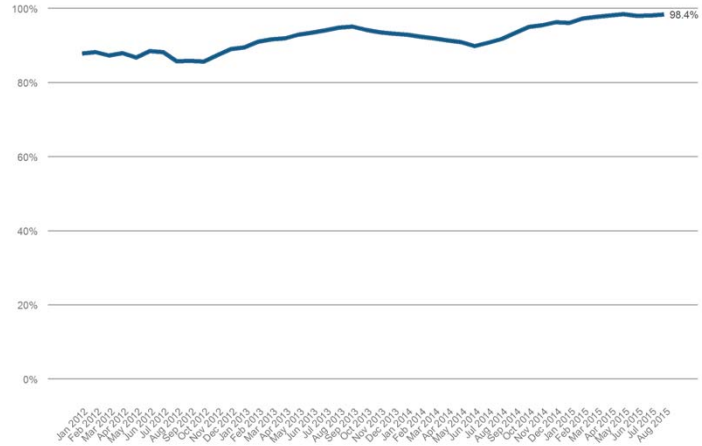
Data Source:
DPW Streetlights Monthly
Report

Related Strategy:
Maintain and improve road
surface infrastructure

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

Virtually all street lights in New Orleans are functioning.

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.

Backlog of streetlight service requests continued to decline for fifth consecutive month in August.

Street Light service requests open at end of month



Responsible Organization:
Department of Public Works

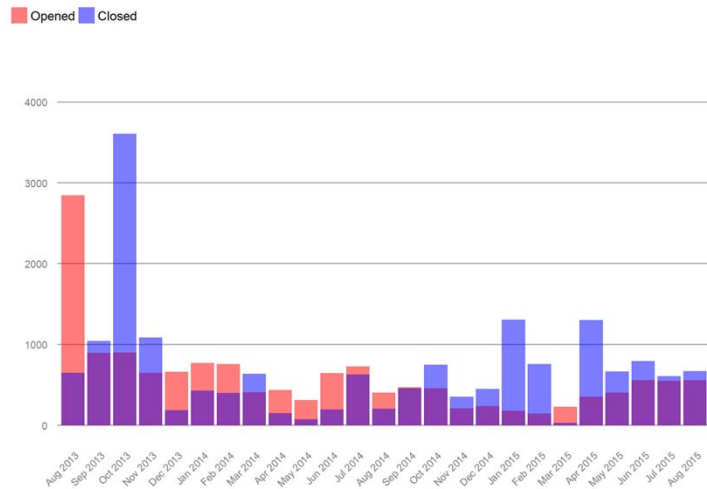
Data Source:
311

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.

Slightly more street light service requests closed than opened in August.

Street Light service requests net per month



Responsible Organization:
Department of Public Works

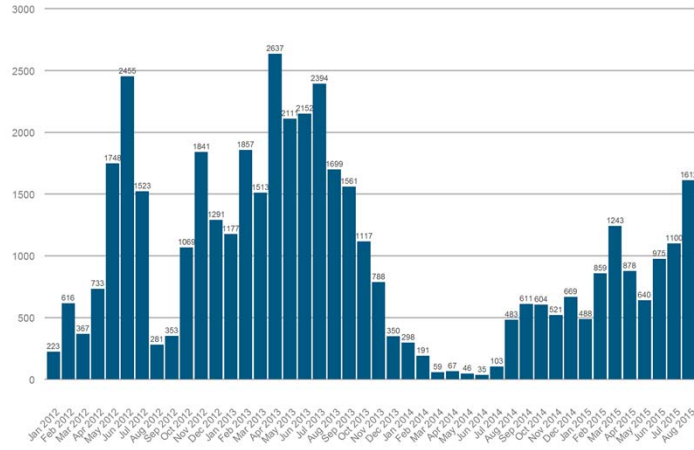
Data Source:
DPW Streetlights Monthly
Report

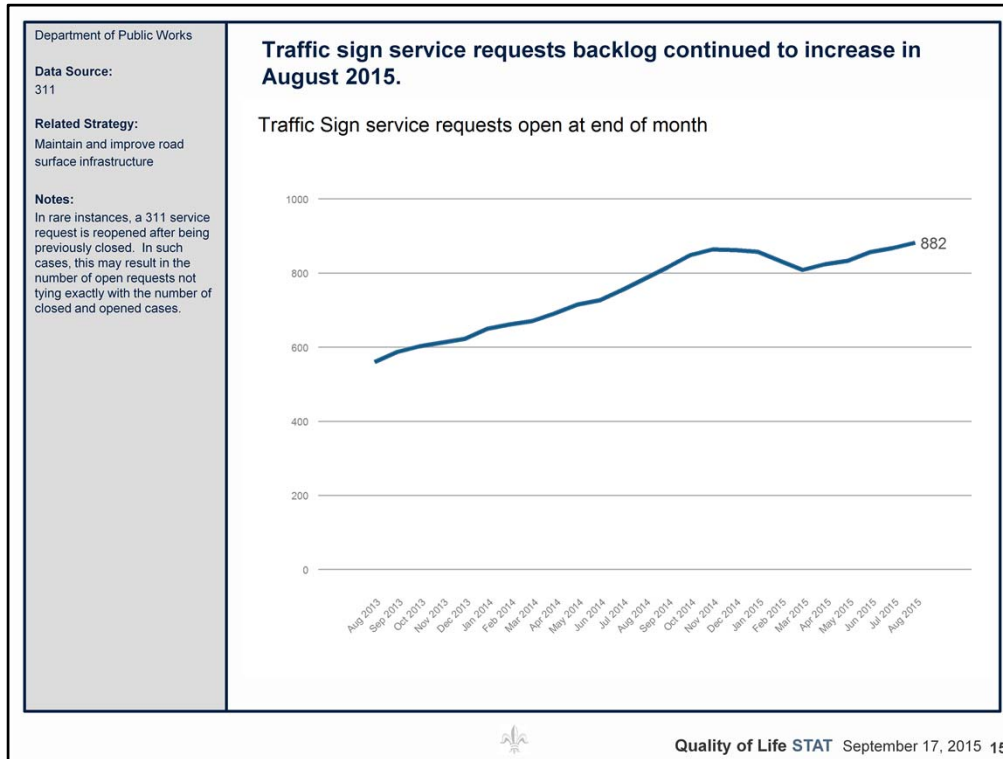
Related Strategy:
Maintain and improve road
surface infrastructure

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

Streetlight outages restored on the rise with 1,612 outages restored in August.

Number of streetlight outages restored





Decline from November 2014 to March 2015 likely due to absence of staff member that has since returned.

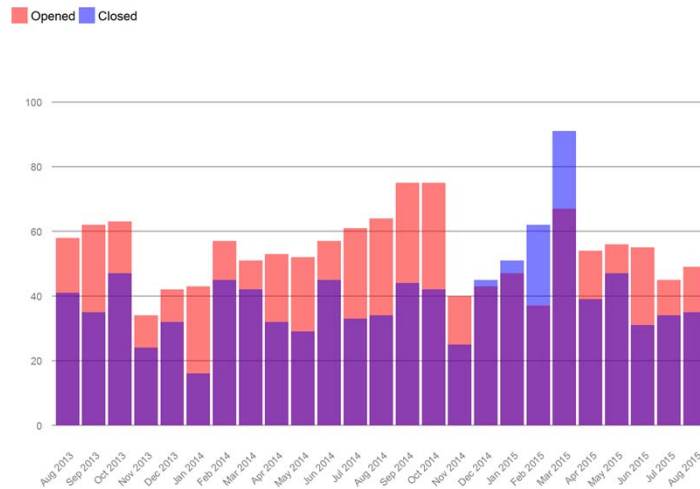
Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

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

More service requests for traffic signs were opened than closed in August.

Traffic Sign service requests net per month



Responsible Organization:
Department of Public Works

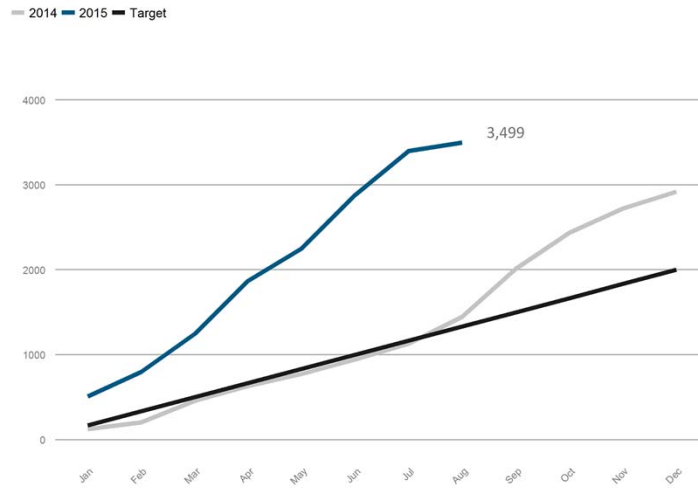
Data Source:
DPW Maintenance Reports

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.

DPW on track to meet revised target of 3,800 traffic signs installed.

Cumulative number of traffic signs installed



Department of Public Works

Data Source:
311

Related Strategy:

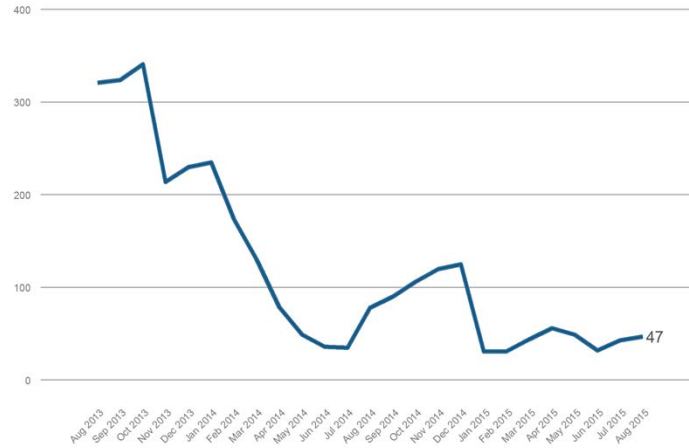
Maintain and improve road
surface infrastructure

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.

Street name sign request backlog ticks up slightly but remains relatively low.

Street Name Sign service requests open at end of month



Department of Public Works

Data Source:
311

Related Strategy:

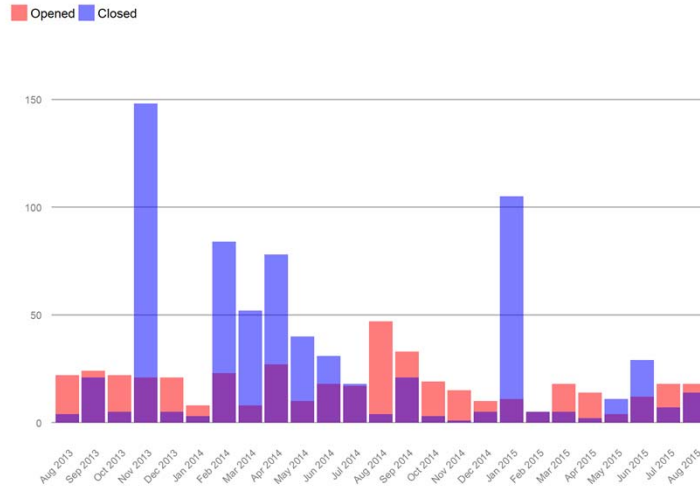
Maintain and improve road
surface infrastructure

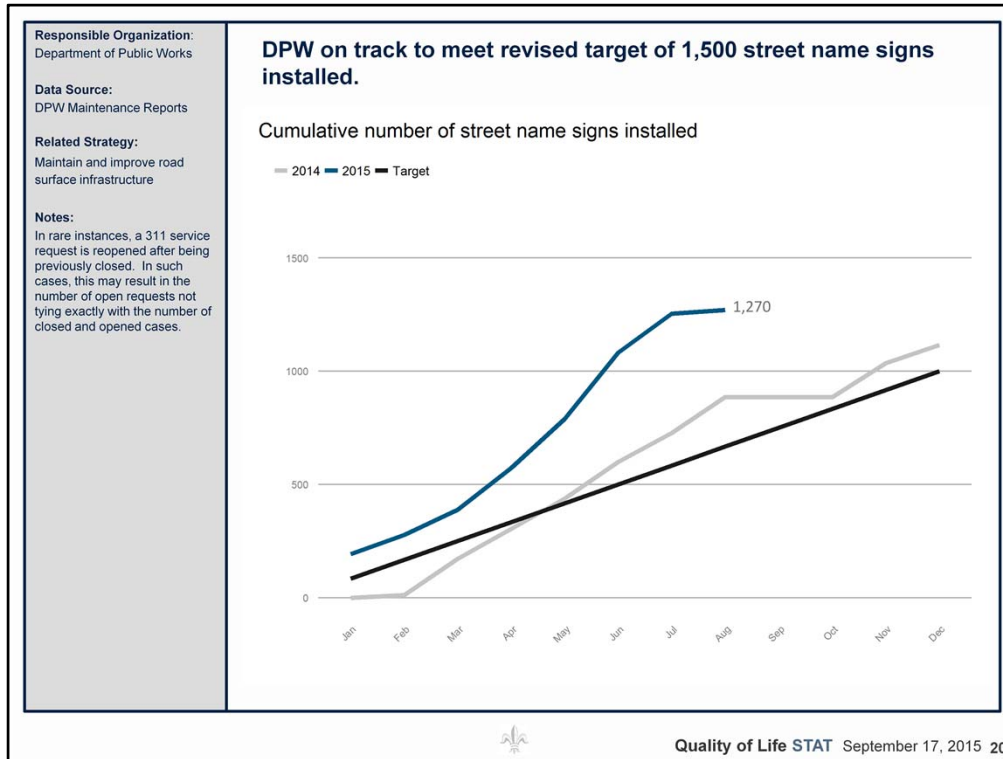
Notes:

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

Slightly more service requests for traffic signs were opened than closed in August.

Street Name Sign service requests net per month





Target needs to be updated.

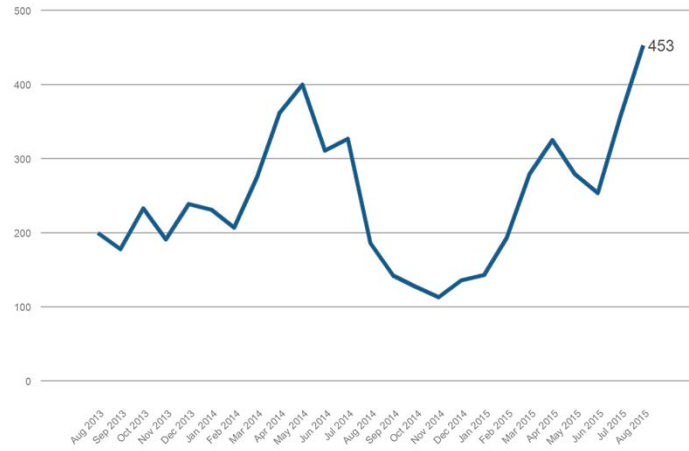
Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality Neighborhoods

Abandoned vehicle request backlog increased to 453 in August.

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



Responsible Organization:
Department of Public Works

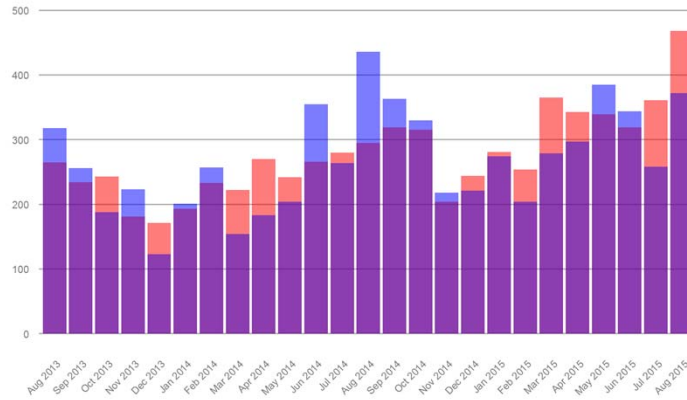
Data Source:
311

Related Objective:
Promote Quality Neighborhoods

While the number of Abandoned Vehicle Reporting/Removal service requests closed were at their highest point in two years, the number of new service requests were as well.

Abandoned Vehicle Reporting/Removal service requests net per month

Opened Closed



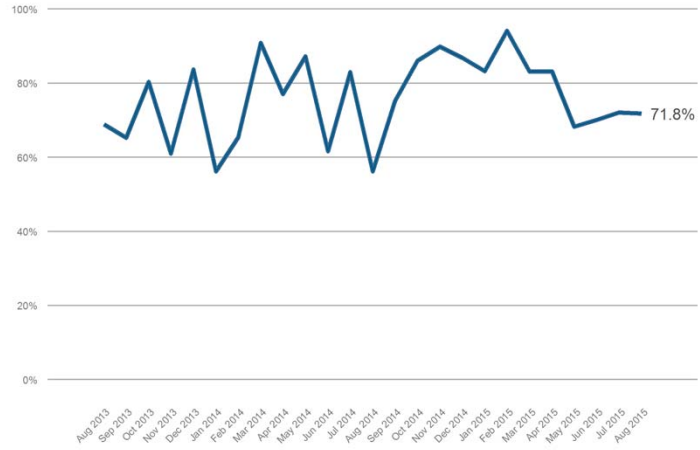
Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality Neighborhoods

Number of service requests closed within 30 days decreased slightly in August.

Percent of Abandoned Vehicle Reporting Removal resolved in 30 days



Responsible Organization:
Department of Public Works

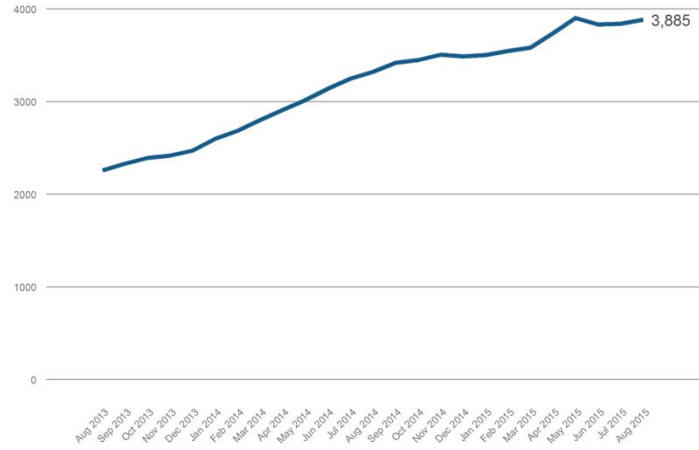
Data Source:
311

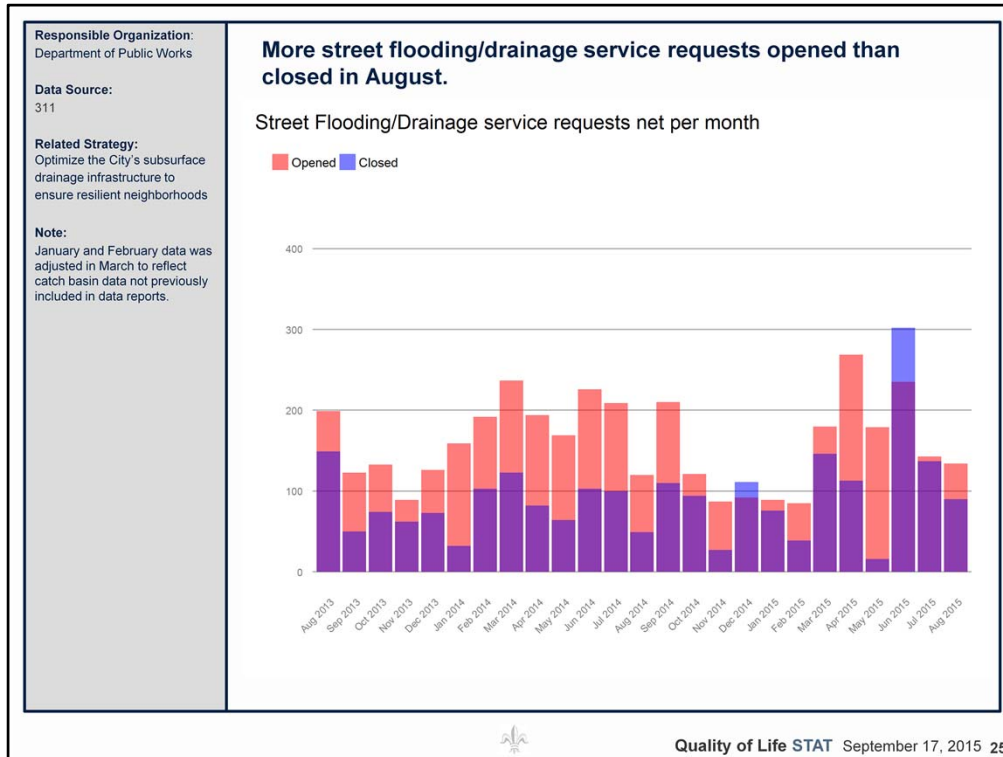
Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
ensure resilient neighborhoods

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

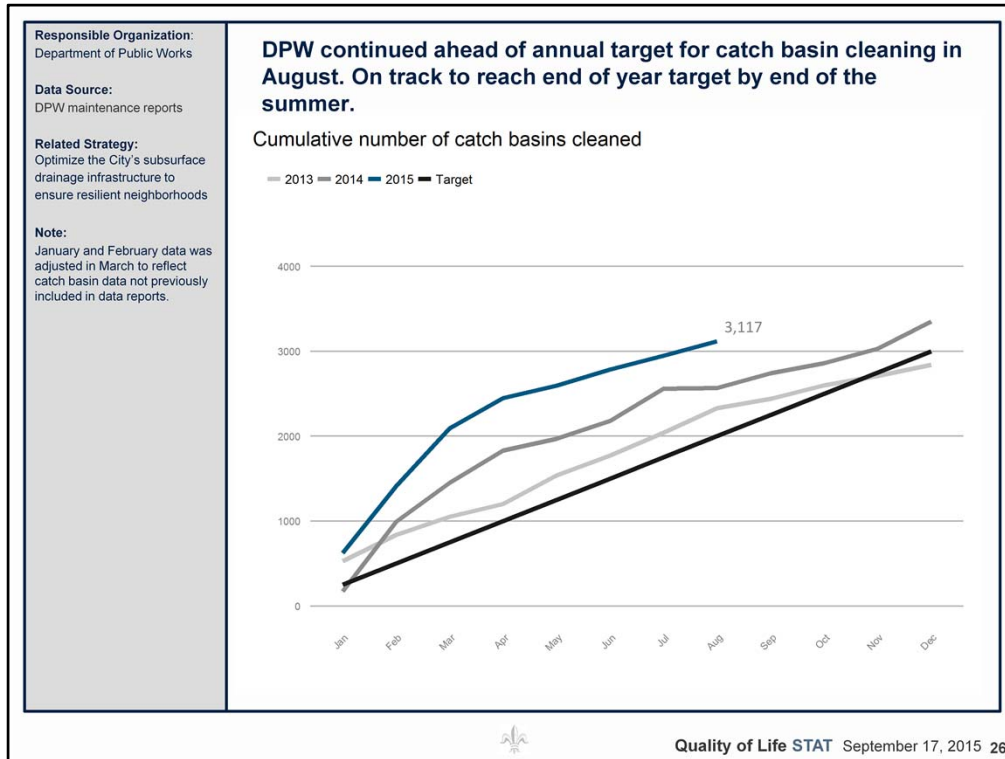
Street flooding service request backlog remained relatively steady.

Street Flooding/Drainage service requests open at end of month










DPW recently added new vacuum truck to the fleet. Net closures during June may result from GIS reconciliation and additional staff resources available to close work orders. Ditching capacity may be insufficient.



Target may need to be updated. Strong performance may have resulted from additional staff and equipment.

Key Performance Indicators

KPI	2014		2015		
	Actual	Target Met?	Actual	Target	Status
Number of Potholes Filled	25,348		35,342	40,000	
Percent of Streetlights Functioning	96%		98%	92%	
Number of Streetlight Outages Restored	3,018		7,795	8,000	
Percent of 311 Streetlight Service Requests Closed within 90 Days	27%	N/A	41%	75%	
Number of Permanent Traffic Signs Installed	2,921		3,499	3,800	
Number of Street Name Signs Installed	1,116		1,270	1,500	
Percent of 311 Abandoned Vehicle Requests Closed within 30 Days	73%		72%	80%	
Number of Catch Basins Cleaned	3,390		3,117	3,250	
Percent of Catch Basins Cleaned	5%	N/A	4.6%	4.8%	



SEWERAGE AND WATER BOARD



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Responsible Organization:
Sewerage and Water Board of
New Orleans

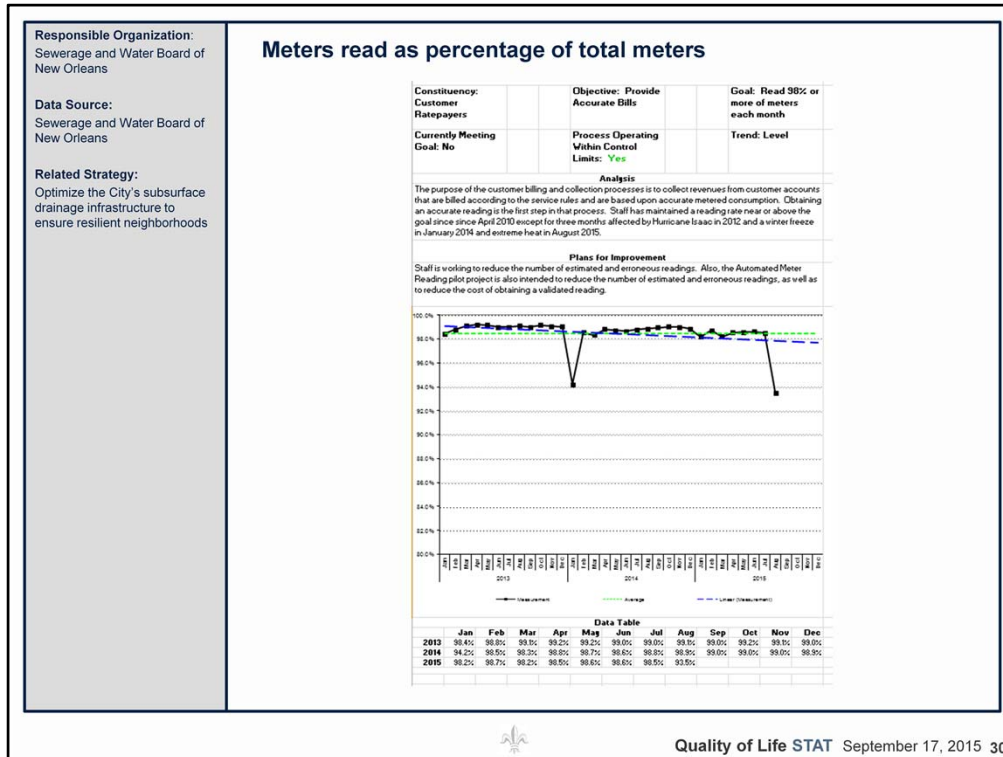
Data Source:
Sewerage and Water Board of
New Orleans

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

Customer Service Indicators

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





May lose some meter inspectors during hottest summer months.

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

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

Constituency:
Customer
Ratepayers

Objective: Provide
Accurate Bills

Goal: Bill Accounts
With Less Than 2%
Estimated

**Currently Meeting
Goal:** No

**Process Operating
Within Control
Limits:** Yes

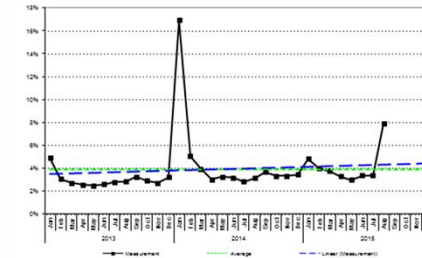
Trend: Level

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.

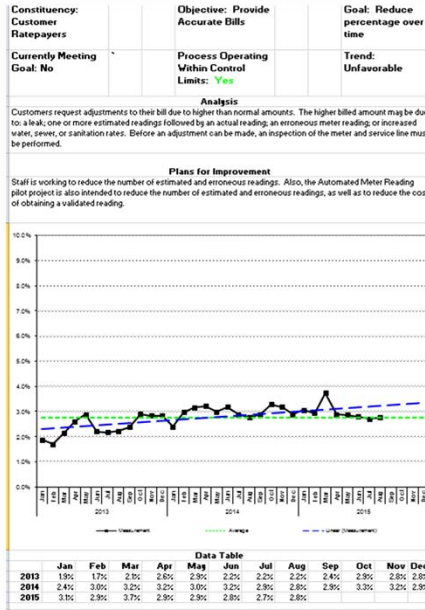


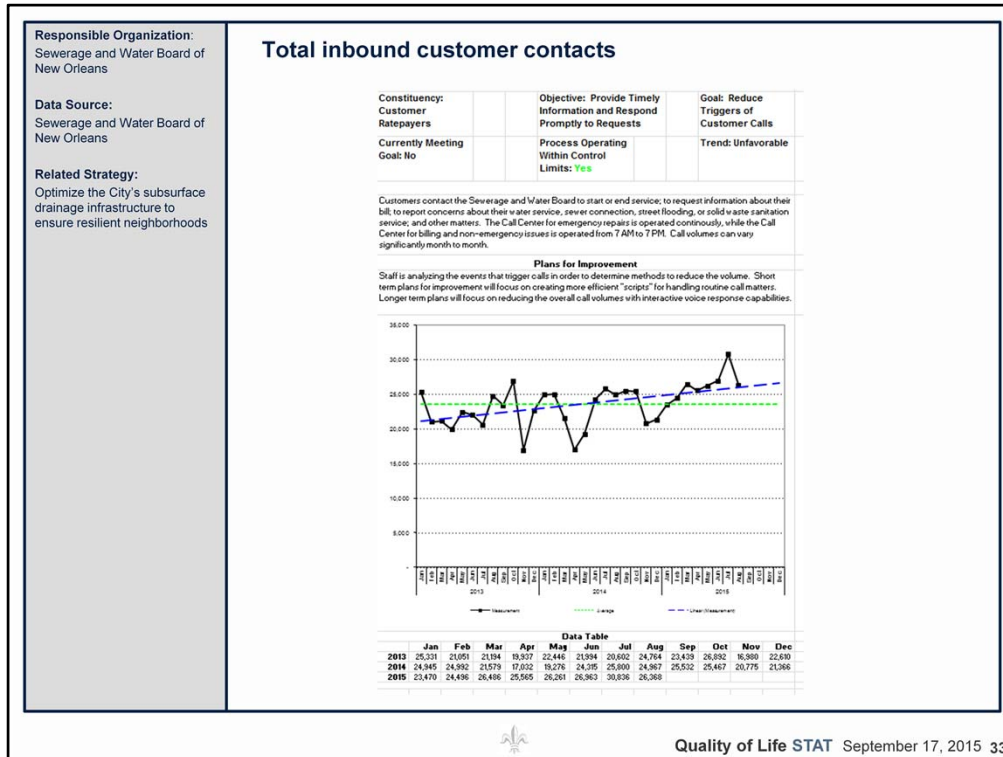
Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

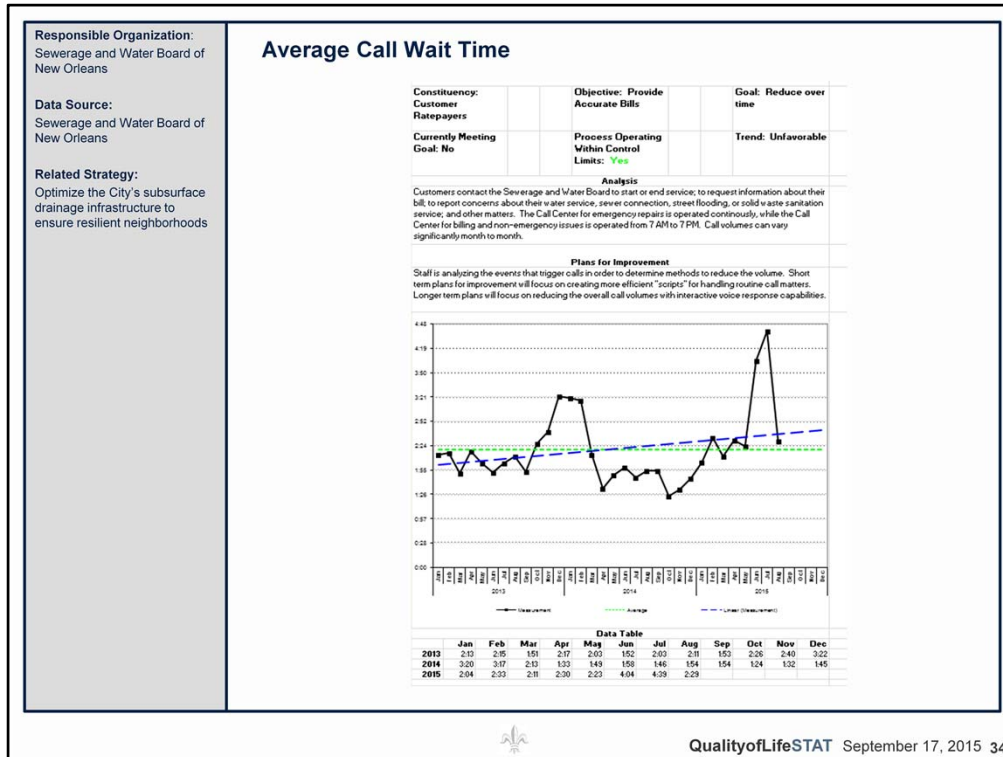
Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
ensure resilient neighborhoods

Bills adjusted as a percentage of total computed

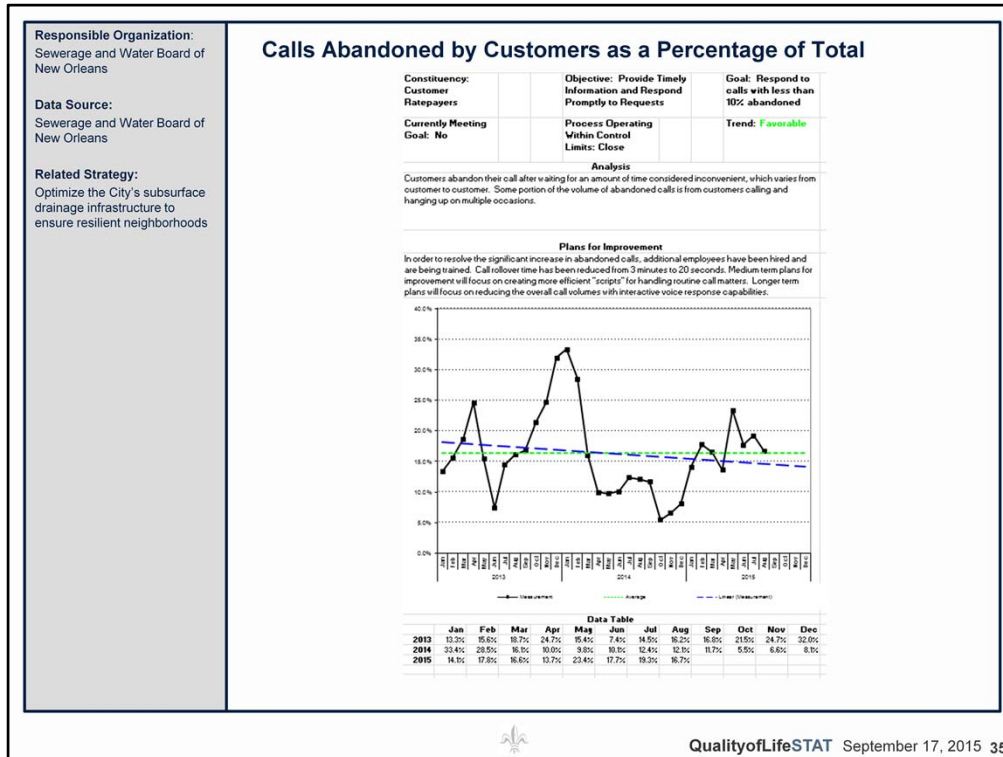




Boil advisory generates unusually high demand. SWB staff also hypothesized that there may have been some false negatives in the recording system.



Boil advisory generates unusually high demand. High turnover rate in call center.



High turnover rate in call center. SWB noted that call center manager had been replaced.

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

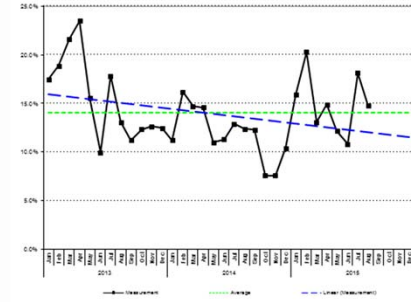
Constituency: Customer Ratepayers	Objective: Provide Timely Information and Respond Promptly to Requests	Goal: Respond to calls with less than 10% abandoned
Currently Meeting Goal: No	Process Operating Within Control Limits: Yes	Trend: Favorable

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 have been hired and are being trained. Call transfer time has been reduced from 3 minutes to 20 seconds. Scripts were created for more efficient handling of routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2013	17.5%	18.5%	24.0%	23.5%	15.0%	10.0%	17.0%	13.0%	11.2%	12.5%	12.7%
2014	11.2%	16.2%	14.7%	14.6%	11.0%	11.3%	12.9%	12.4%	12.3%	7.6%	7.6%
2015	15.9%	20.3%	13.1%	14.9%	12.2%	10.0%	10.1%	10.1%	14.6%		



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

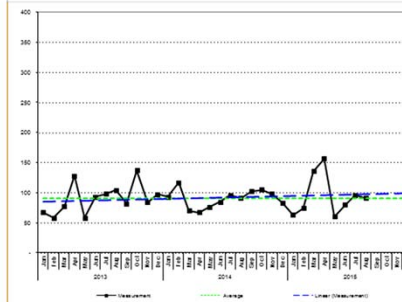
Constituency: Customer Ratepayers	Objective: Provide Timely Information and Respond Promptly to Requests	Goal: Reduce Number of Service Requests
Currently Meeting Goal: Yes	Process Operating Within Control Limits: Yes	Trend: Level

Analysis

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

Plans for Improvement

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



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2013	67	59	77	103	59	93	99	104	62	127	64	97
2014	93	117	70	67	76	85	96	91	102	105	98	83
2015	63	74	136	157	60	80	96	91				



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

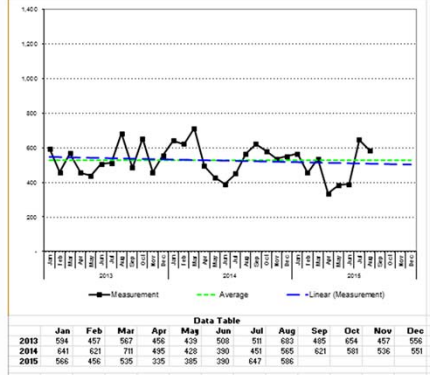
Constituency: Customer Ratepayers	Objective: Provide Timely Information and Respond Promptly to Requests	Goal: Reduce Number of Service Requests
Currently Meeting Goal: Yes	Process Operating Within Control Limits: Yes	Trend: Favorable

Analysis

Customers contact the Sewerage and Water Board to request repairs to leaking 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.



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

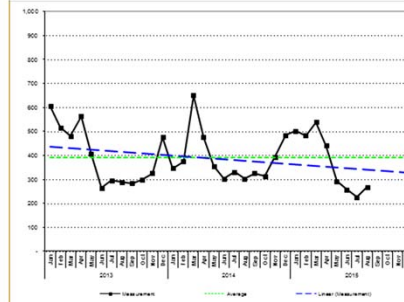
Constituency: Customer Ratepayers	Objective: Provide Timely Information and Respond Promptly to Requests	Goal: Reduce Number of Service Requests
Currently Meeting Goal: Yes	Process Operating Within Control Limits: Yes	Trend: Favorable

Analysis

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

Plans for Improvement

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



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2013	604	596	480	563	406	264	295	289	283	300	326
2014	346	374	650	476	355	302	331	302	326	314	394
2015	562	462	529	441	292	287	225	287			



Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Total Accounts Turned Off for Non-Payment

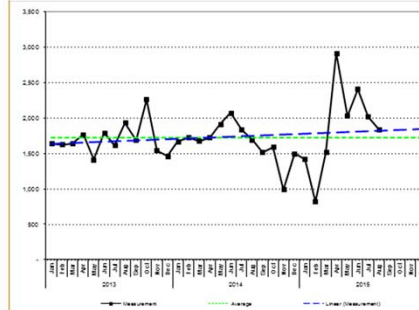
Constituency: Customer Ratepayers	Objective: Ensure Collection of Payments for Services Provided	Goal: None Established
Currently Meeting Goal: Not Applicable	Process Operating Within Control Limits: Yes	Trend: Level

Analysis

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

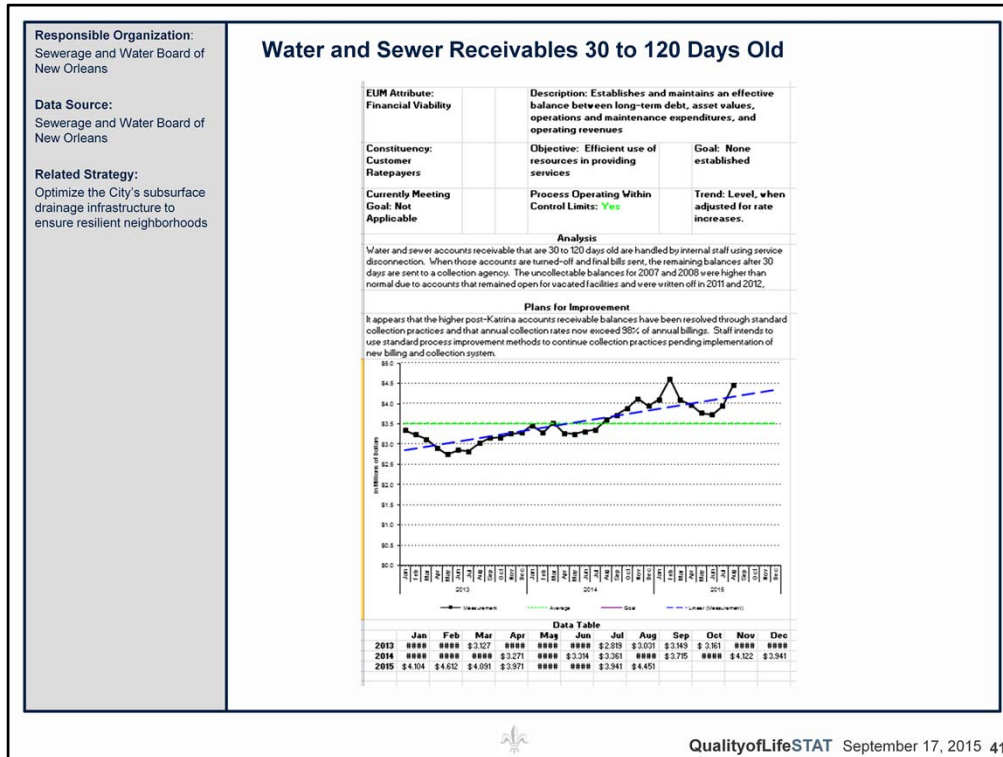
Plans for Improvement

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



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2013	1,641	1,628	1,638	1,770	1,415	1,785	1,613	1,302	1,687	2,265	1,540
2014	1,670	1,723	1,675	1,727	1,985	2,077	1,936	1,694	1,518	1,594	993
2015	1,417	823	1,517	2,320	2,033	2,411	2,086				1,502





Increase in rates may generate higher delinquency.

Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

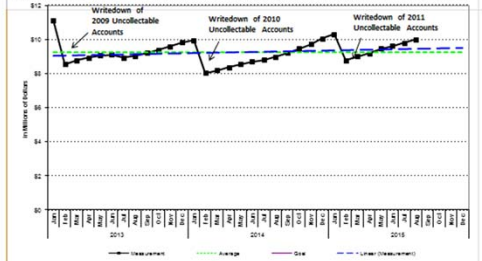
Related Strategy:
Optimize the City's subsurface
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Water and Sewer Receivables 120 Days and Older

EUM Attribute: Financial Viability		Description: Establishes and maintains an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues	
Constituency: Customer Ratepayers		Objective: Efficient use of resources in providing services	Goal: None established
Currently Meeting Goal: Not Applicable		Process Operating Within Control Limits: Yes	Trend: Level

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 90% 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
■	\$ 10.04	\$ 8.952	\$ 8.786	\$ 8.928	\$ 9.055	\$ 9.183	\$ 9.338	\$ 9.529	\$ 9.224	\$ 9.281	\$ 9.595
■	\$ 9.946	\$ 8.032	\$ 8.185	\$ 8.360	\$ 8.536	\$ 8.694	\$ 8.807	\$ 8.977	\$ 9.218	\$ 9.470	\$ 9.728
■	\$ 10.317	\$ 8.781	\$ 9.012	\$ 9.188	\$ 9.471	\$ 9.625	\$ 9.796	\$ 10.018			



PARKS AND PARKWAYS



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Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

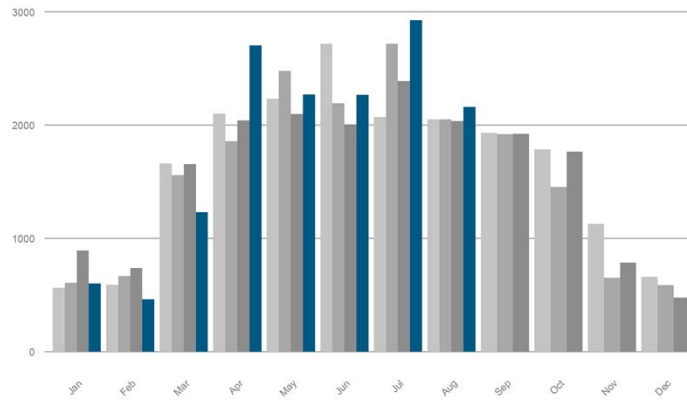
Related Strategy:
Protect and preserve parks and
other green spaces

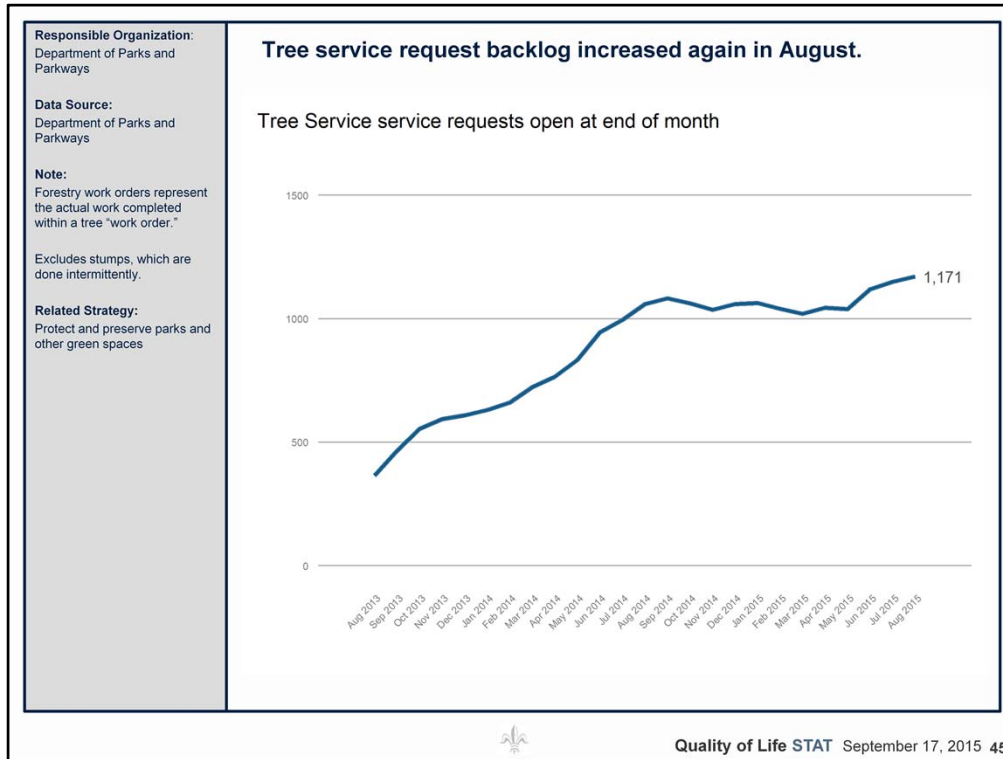
Notes:
This is a seasonal measure, as
peak mowing season begins in
the summer.

PPW mowed over 2,000 acres in August.

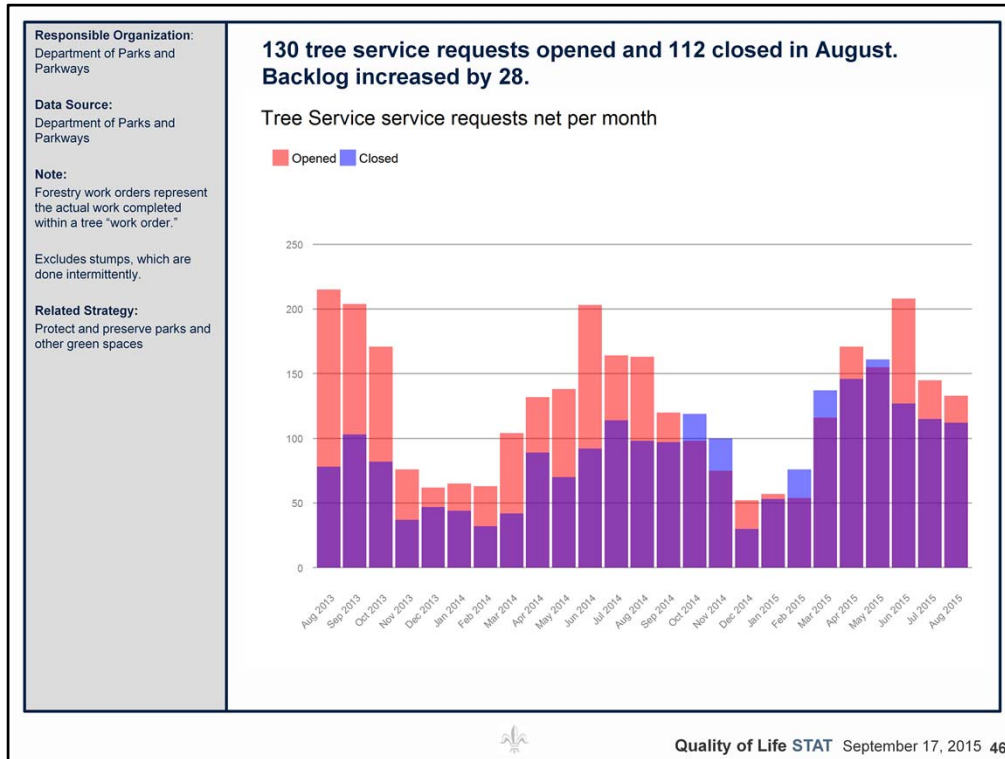
Acres mowed

■ 2012 ■ 2013 ■ 2014 ■ 2015





Internal number closer to 2,100 because multiple trees may need to be serviced at a single address.



311 data may not capture all tree trimming requests on public ways (for example, Lawless School bus route).

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."

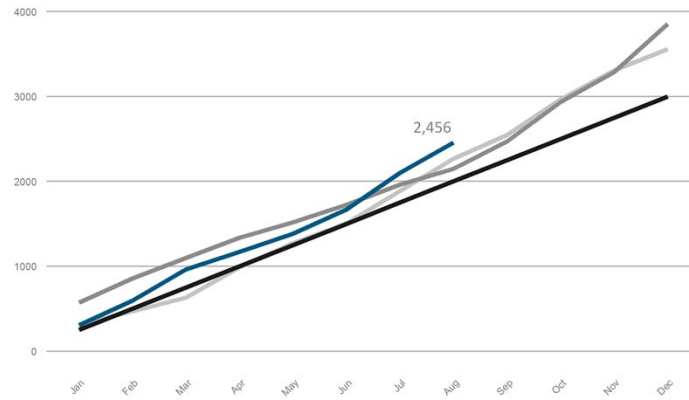
Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

PPW still on track to exceed annual target by end of the year.

Cumulative number of tree trims and removals

— 2013 — 2014 — 2015 — Target



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

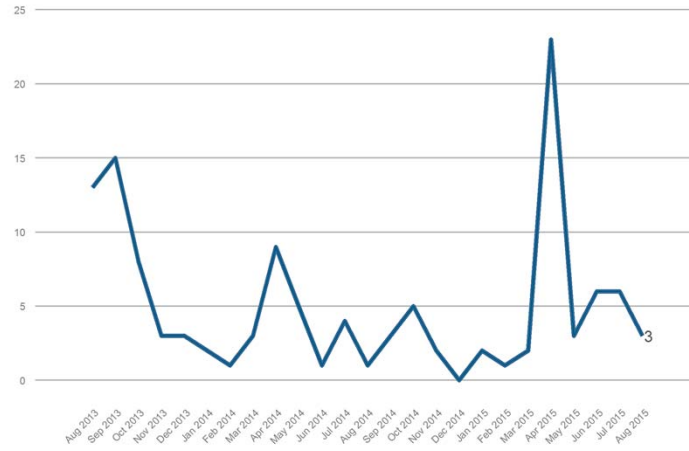
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

Three open emergency tree service requests at the end of August.

Tree Service Emergency service requests open at end of month



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

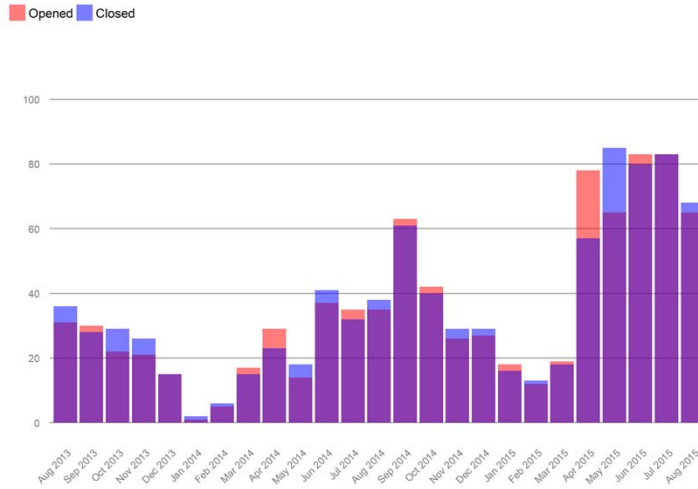
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

65 emergency tree service requests opened and 68 cases closed in August. Backlog decreased by 3.

Tree Service Emergency service requests net per month



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

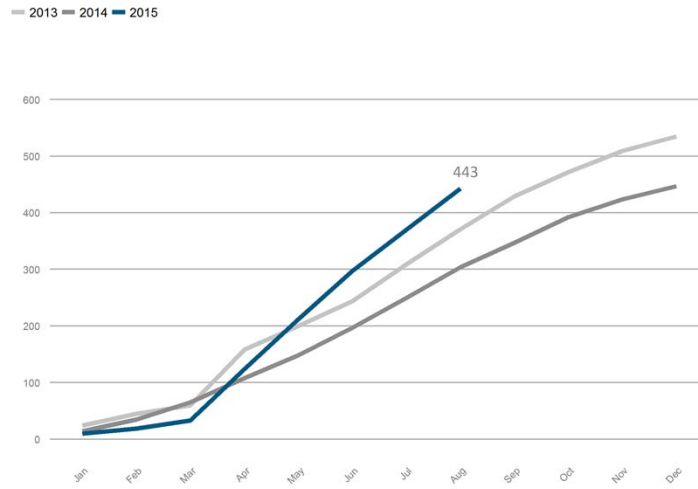
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

Emergency tree service requests this year exceeds 2014 and 2013.

Cumulative number of emergency tree requests



Responsible Organization:
Department of Sanitation
Department of Parks and
Parkways

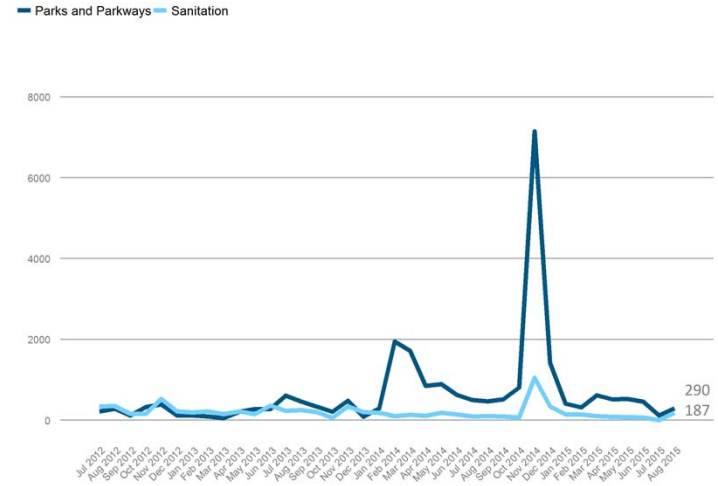
Data Source:
Department of Sanitation
Department of Parks and
Parkways

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

Over 290 bandit signs removed by PPW and 187 bandit signs removed by Sanitation.

Bandit signs removed



Key Performance Indicators

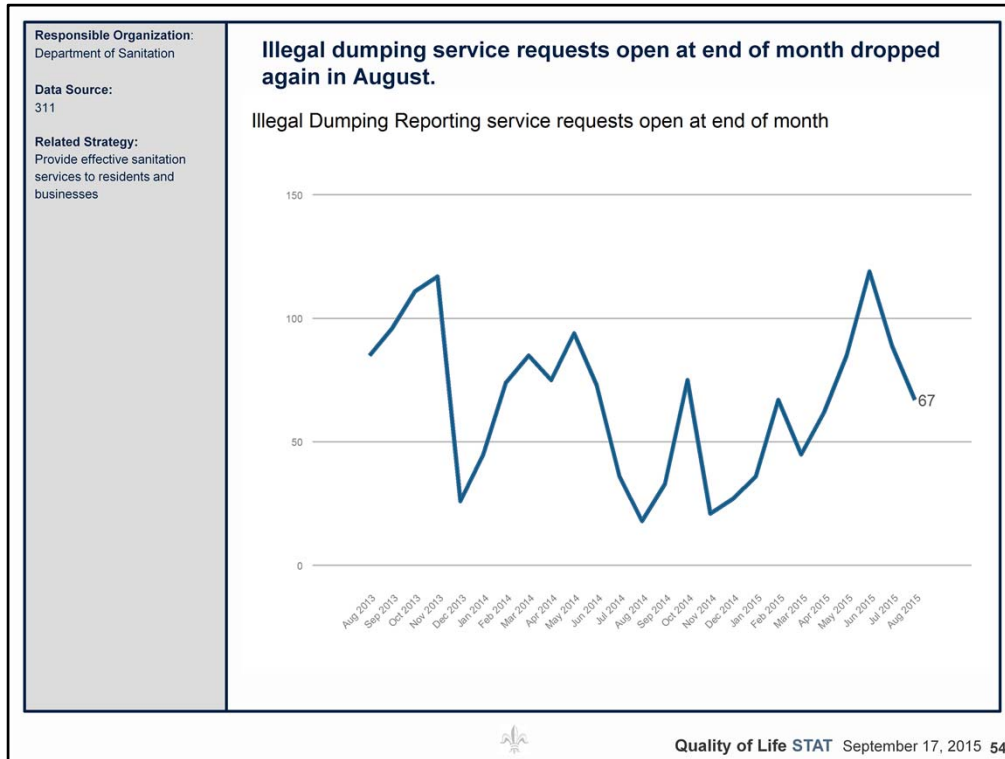
KPI	2014		2015		Status
	Actual	Target Met?	Actual	Target	
Number of acres mowed	18,801		14,618	19,000	
Number of tree trims and removals	NA		2,456	3,000	



SANITATION



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One of the office staff was out at the end of August, so they were unable to close out some cases for illegal dumping and recycling that were completed. K-10 cleanup not reflected in 311 data.

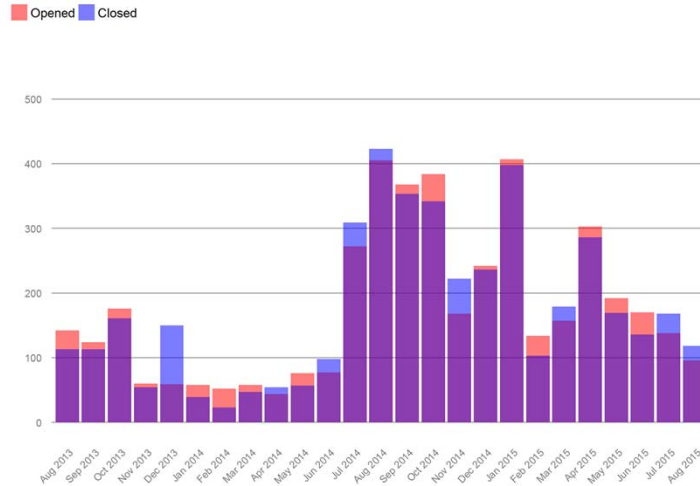
Responsible Organization:
Department of Sanitation

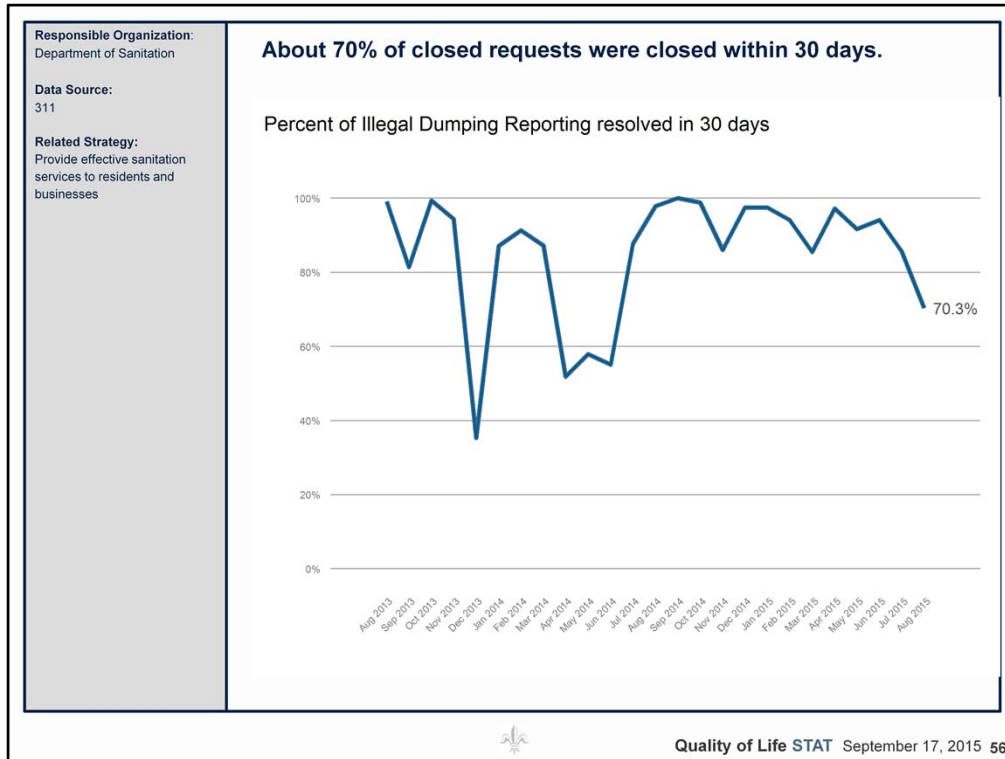
Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

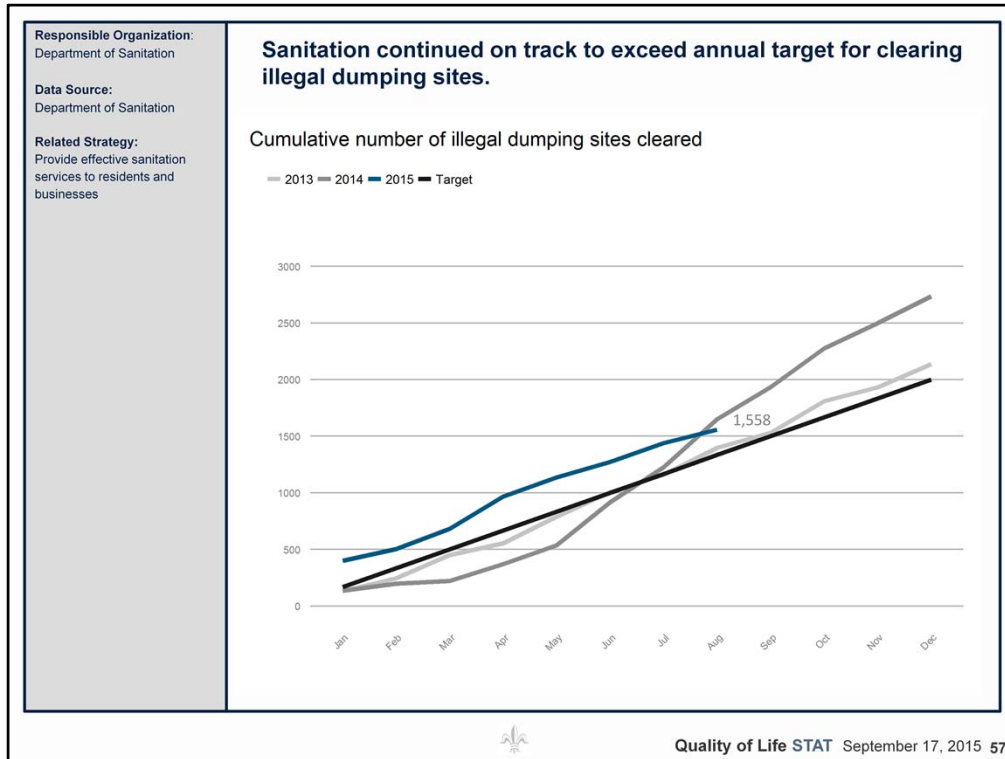
More illegal dumping reporting service requests closed than opened this month. Overall volume of requests is down.

Illegal Dumping Reporting service requests net per month

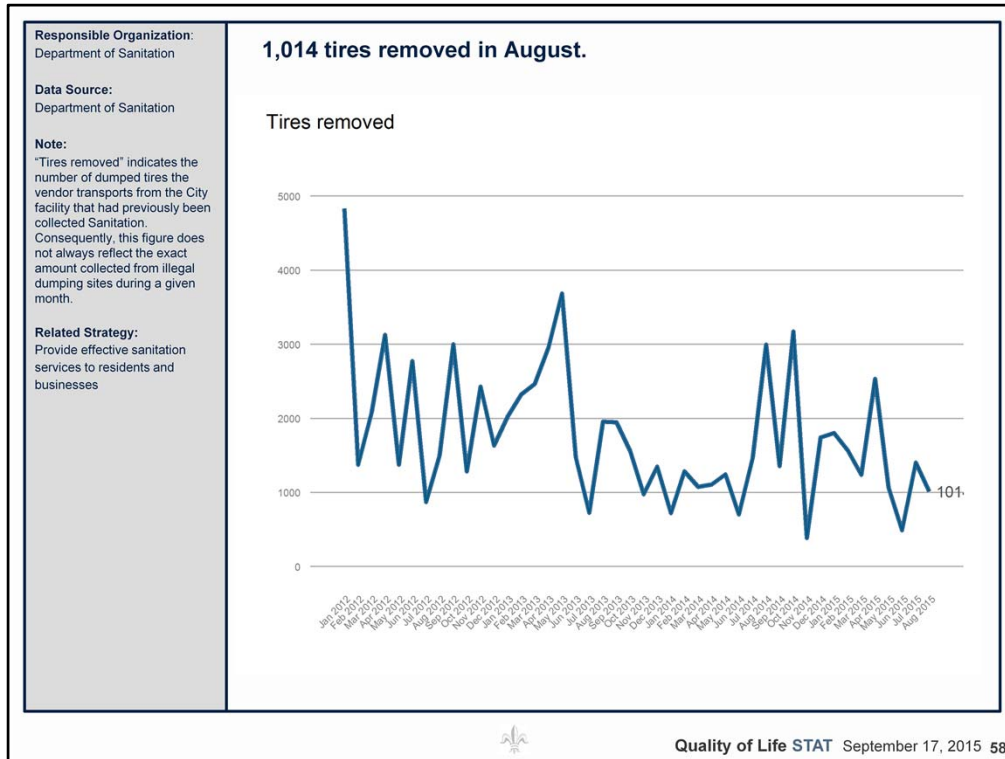




Additional work likely completed but not closed out.



New dump trucks have been added to fleet.



K-10 cleanup not reflected in August data but may appear in later months.

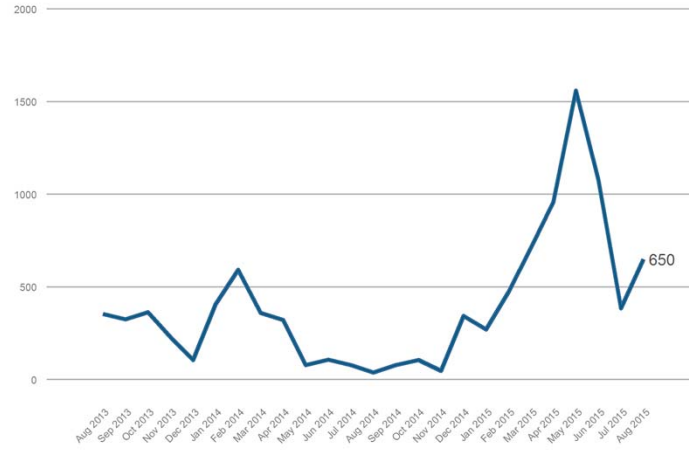
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

Recycling request backlog increased after falling over the last few months.

Residential Recycling Programs service requests open at end of month



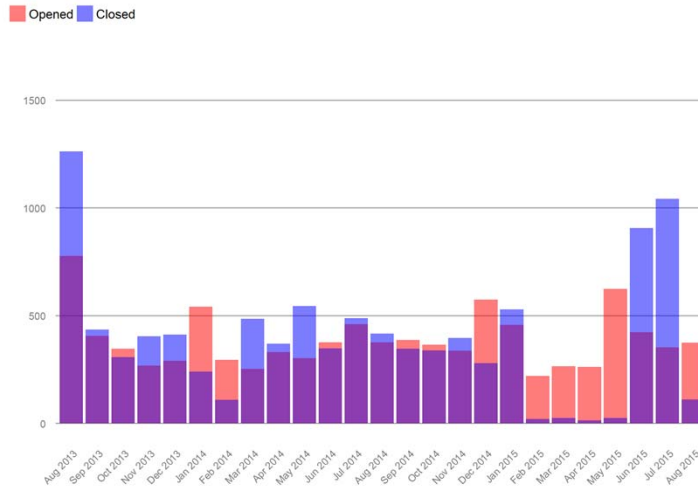
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

More residential recycling programs service requests opened than closed this month. Overall volume of requests is down.

Residential Recycling Programs service requests net per month



Responsible Organization:
Department of Sanitation
vendors

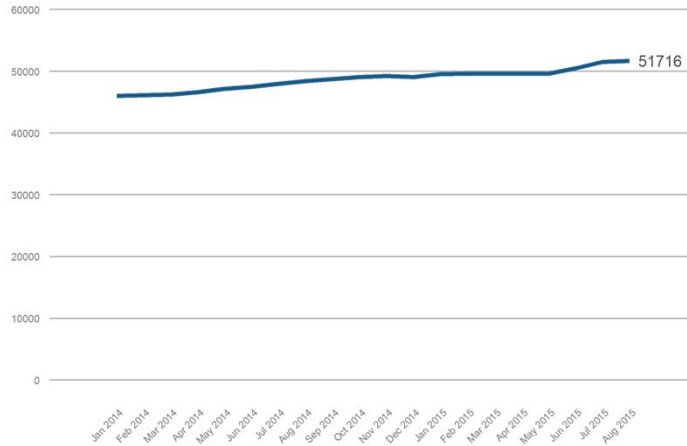
Data Source:
Sanitation Department

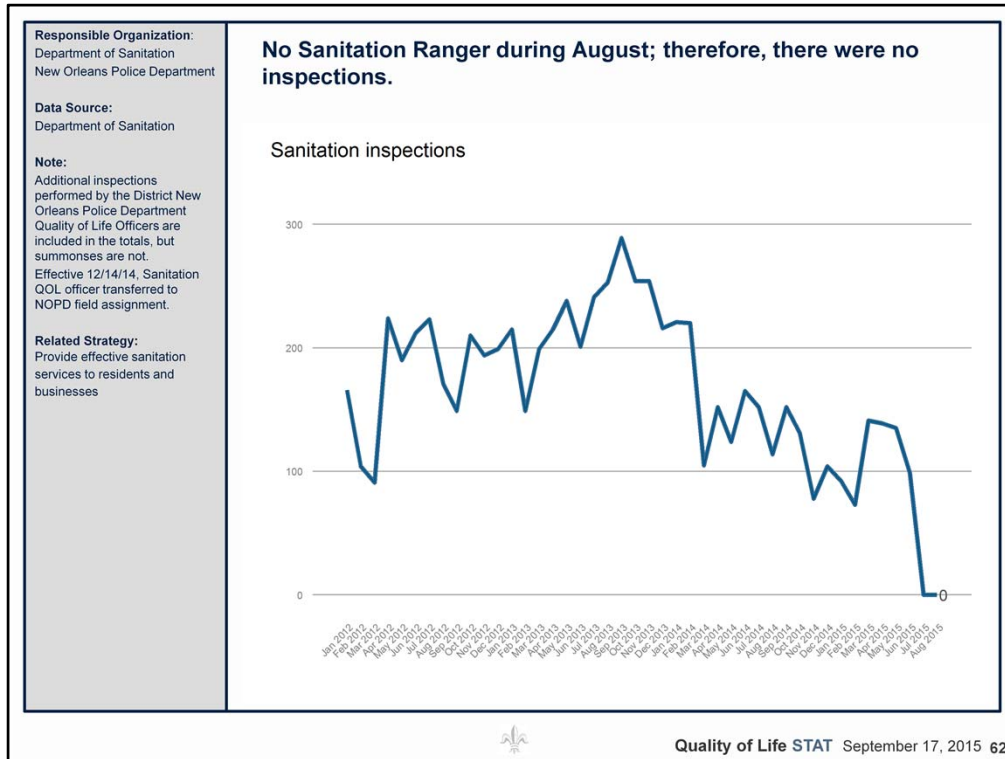
Related Strategy:
Provide effective sanitation
services to residents and
businesses

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

Number of houses registered for recycling at 51,716 by end of July. Target is 55,700.







Houses registered for recycling





Lack of sanitation ranger likely explains recent decline. New ranger now hired.

Key Performance Indicators

KPI	2014		2015		Status
	Actual	Target Met?	Actual	Target	
Number of Illegal Dumping Sites Cleared	2,735		1,558	2,000	
Percent of 311 Illegal Dumping Service Requests Closed within 30 Days	91%		70.3%	80%	
Percent of Households Registered for Recycling	37%		48%	40%	



LAW



Responsible Organization:
Law Department

Data Source:
Law Department

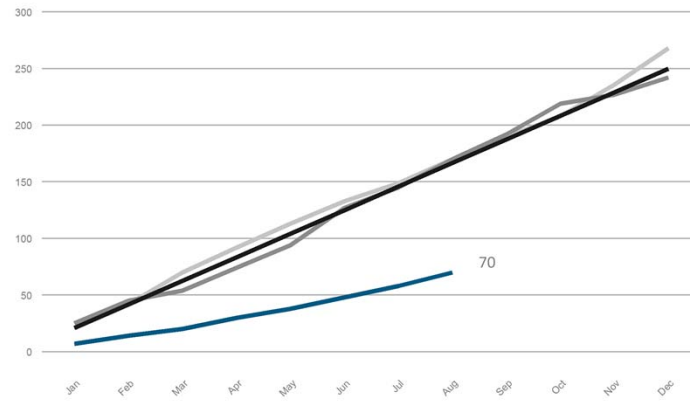
Related Strategy:
Effectively and fairly administer justice

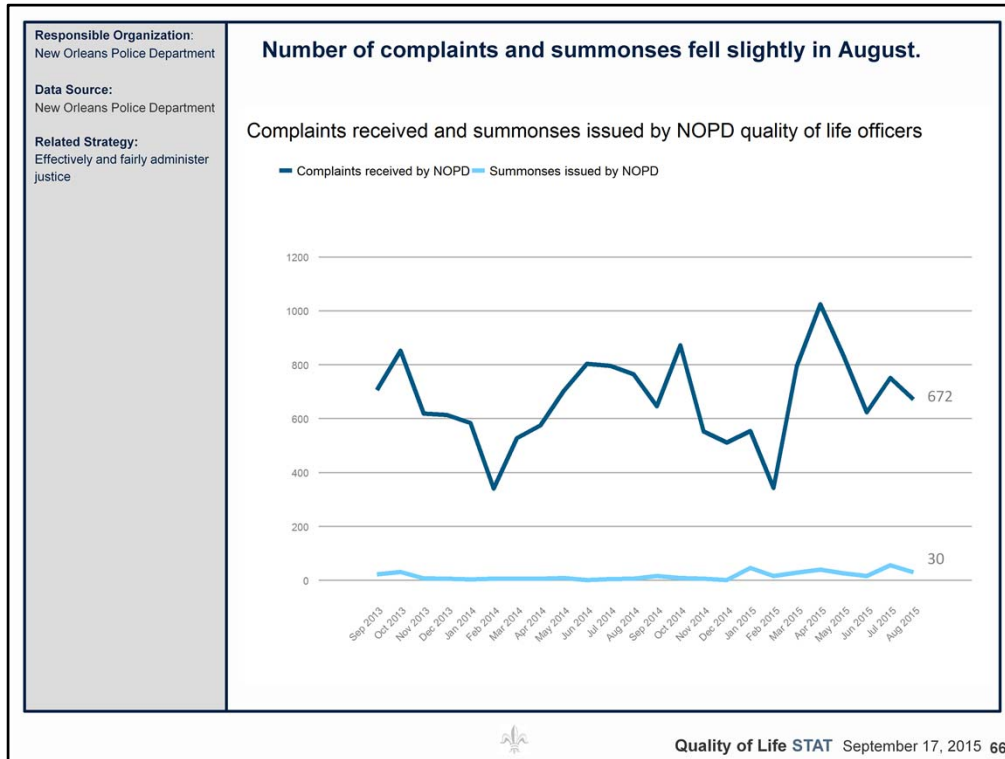
Definitions:
ABO: Alcoholic Beverage Outlet. A business that serves alcoholic beverages.

Law significantly off target for number ABO filings.

Cumulative number of ABO filings

— 2013 — 2014 — 2015 — Target





Some officers may have been pulled away to cover special events.

Key Performance Indicators

KPI	2014		2015		Status
	Actual	Target Met?	Actual	Target	
Number of Tax and Public Nuisance Cases Filed before the ABO Board	242		70	250	



MOSQUITO AND TERMITE CONTROL



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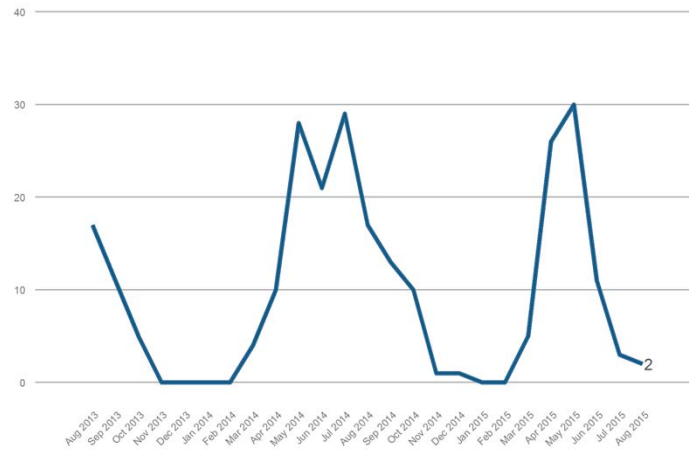
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

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

Backlog of mosquito control service requests reduced to 2 in August.

Mosquito Control service requests open at end of month



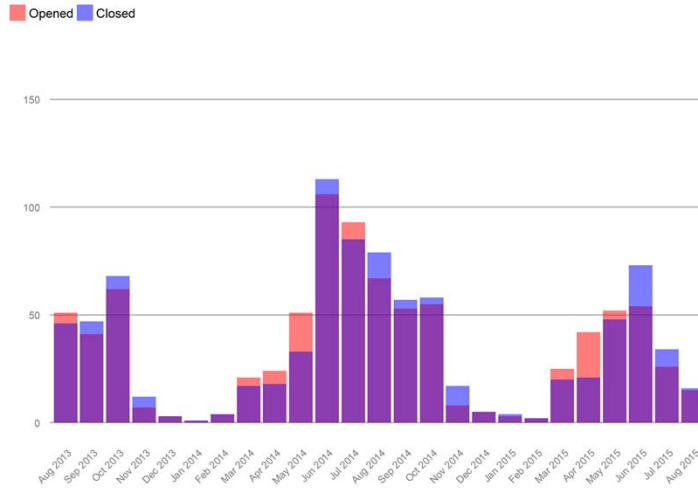
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

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

**Same number of mosquito control service requests opened as
closed this month. Overall volume of requests is down.**

Mosquito Control service requests net per month



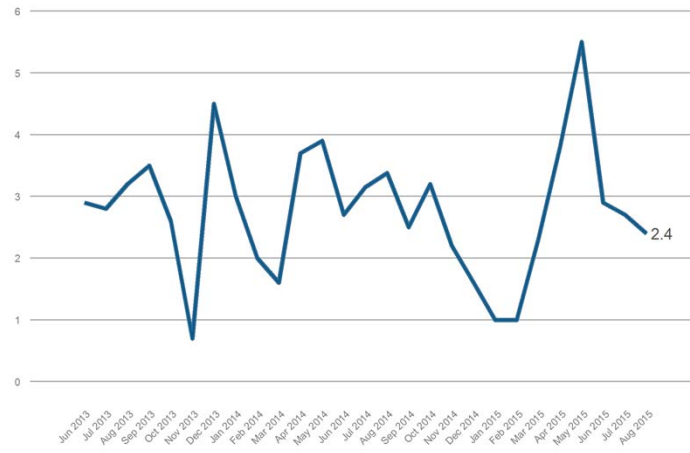
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

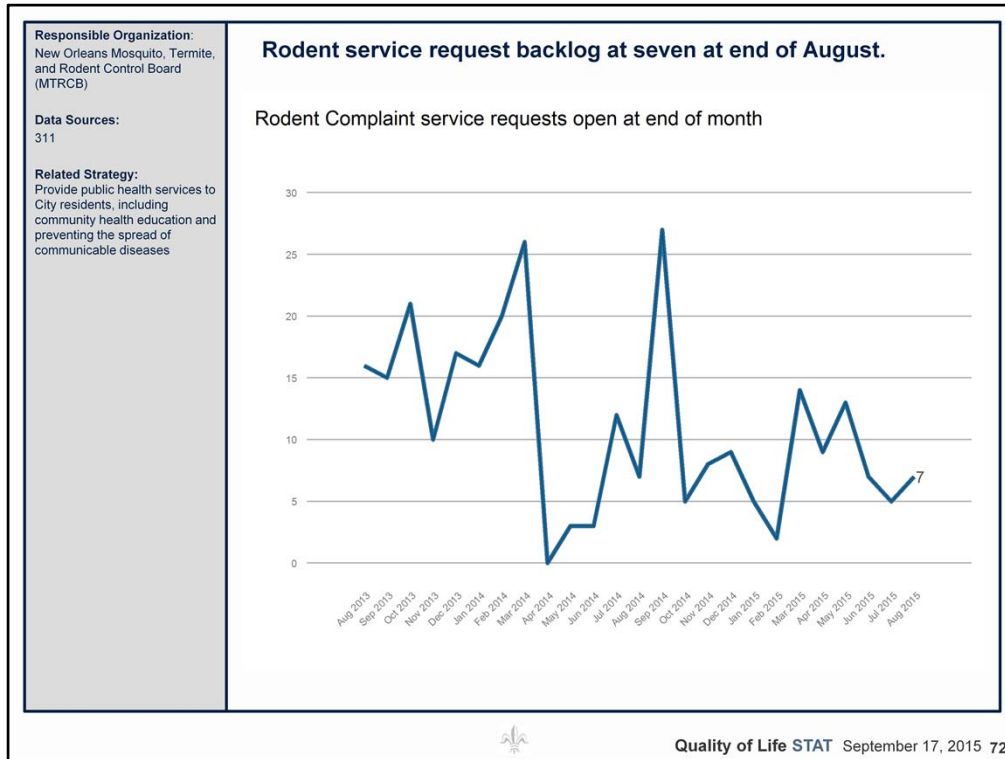
Data Sources:
MTRCB

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

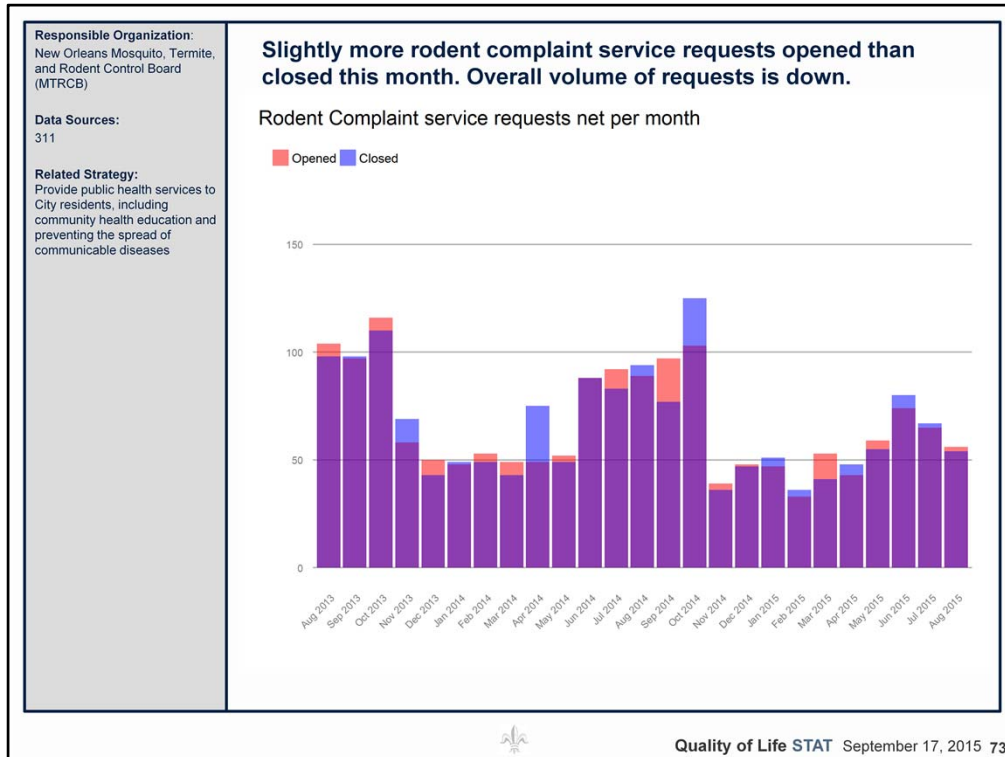
Average days to close request declined in July.

Average days to close mosquito request





Cases are not immediately closed out if a burrow is found.



Benefits from improved sanitation, blight reduction, and grass cutting.

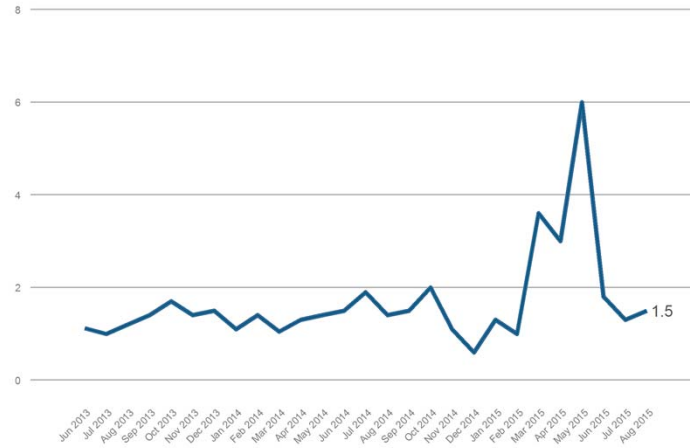
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311




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

Uptick in average days to close rodent service request to 1.5.

Average days to close rodent request



Key Performance Indicators

KPI	2014		2015		
	Actual	Target Met?	Actual	Target	Status
Average Business Days to Complete Mosquito Service Requests	3.0		2.4	3	
Average Business Days to Complete Rodent Service Requests	1.5		1.5	3	