



CITY OF NEW ORLEANS
Quality of Life STAT

Reporting Period: August 2016

www.nola.gov/opa



QualityOfLifeSTAT September 15, 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	C. Sylvain-Lear D. McNamara	Reduce illegal tire disposal through targeted enforcement against unlicensed tire shops.	<ul style="list-style-type: none"> State enforcement is ongoing against non-compliant shops. City has been working to modify law to allow for increased local enforcement.
1/21/2016	E. Delarge	Bring enforcement actions to deter illegal sign placement.	<ul style="list-style-type: none"> Citations are being issued to parties that can be identified.
4/21/2016	E. Melancon M. Jernigan	Further streamline process for resolving abandoned vehicle complaints.	<ul style="list-style-type: none"> Process in place under which DPW works with local NOPD district to provide security as resources come available. Request for proposals has been issued to boost auctioning and junking capacity. DPW is still hiring additional tow truck operators.
4/21/2016	M. Jernigan	Secure additional resources to keep pace with traffic engineering workload.	<ul style="list-style-type: none"> Budget request has been made for 2017.



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%)	87%	95%	58%	94%	92%	30%	64%	89%	64%	14%	100%
Request Closure Rate (Closed Cases >= New Cases Yes/No)	N	N	N	N	Y	N	N	Y	N	Y	Y
Backlog to Closed Requests Ratio (<5, 5-7, >=8)	0.0	24.0	1.3	5.3	0.0	0.5	4.3	0.3	0.4	0.2	0.7

Department Adoption Rate

Adoption Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	NORDC	Sanitation	Taxi	EMS
Current Month	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	83.00%	100.00%	83.00%	100.00%
90d Average	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	94.00%	100.00%	94.00%	100.00%
DAR 1yr Average	100.00%	99.00%	100.00%	99.00%	100.00%	100.00%	100.00%	96.00%	100.00%	93.00%	100.00%



PUBLIC WORKS



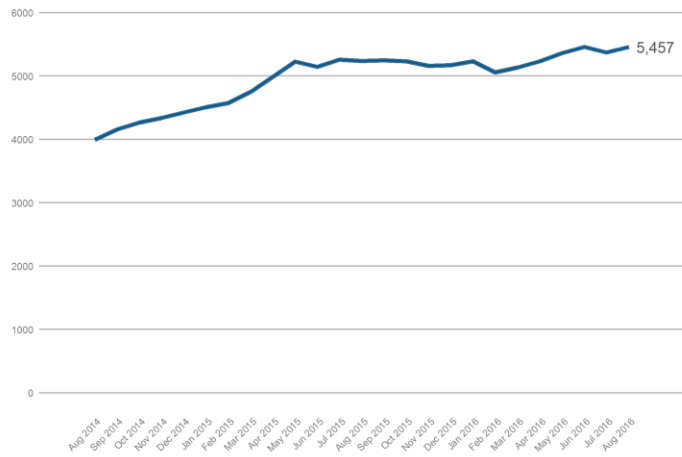
Responsible Organization:
Department of Public Works
(DPW)

Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

The August road surface repair backlog was above 2015 levels

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



QualityOfLifeSTAT September 15, 2016

8

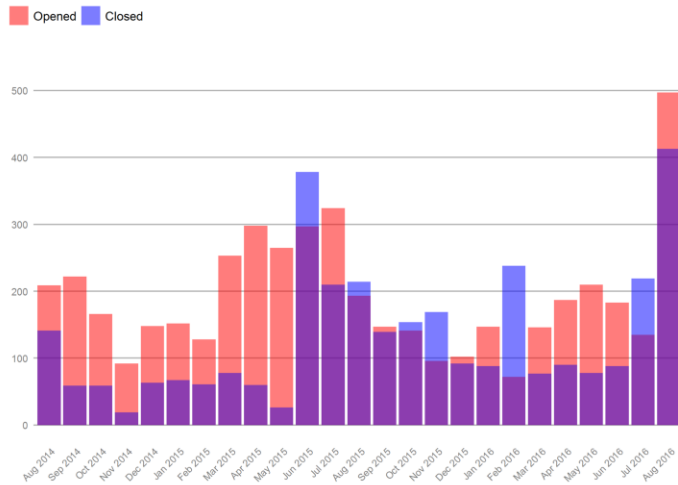
Responsible Organization:
Department of Public Works
(DPW)

Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

311 pothole requests completed in August were at a two-year high as a result of cases opened by crews already in the field

Pothole/Roadway Surface Repair service requests net per month



Responsible Organization:
Department of Public Works
(DPW)

Data Source:
DPW maintenance reports

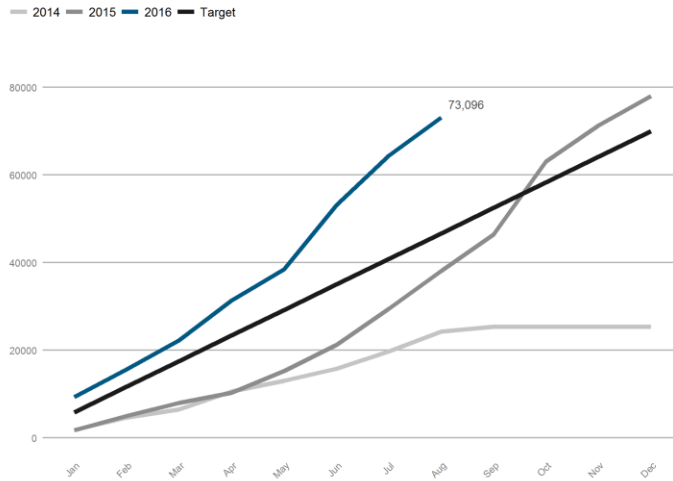
Related Strategy:
Maintain and improve road
surface infrastructure

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.

With dedicated pothole crews in each Council district, DPW has already surpassed the year-end repair target for 2016

Cumulative number of potholes filled



Responsible Organization:
Department of Public Works

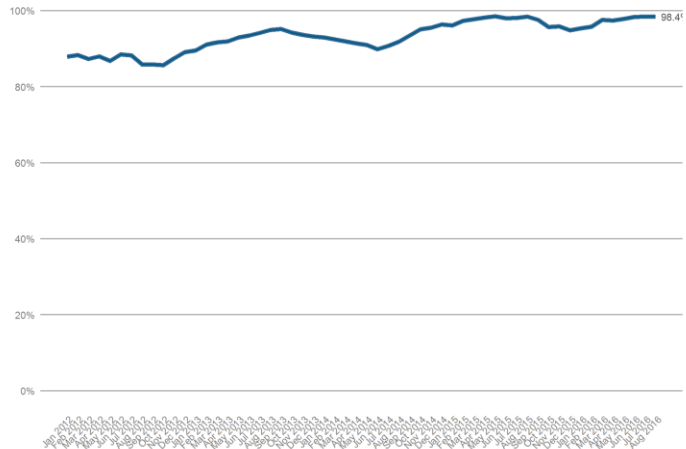
Data Source:
DPW Streetlights Monthly
Report

Related Strategy:
Maintain and improve road
surface infrastructure

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

The percentage of streetlights functioning remains near an all-time high

Percent of street lights functioning



Responsible Organization:
Department of Public Works

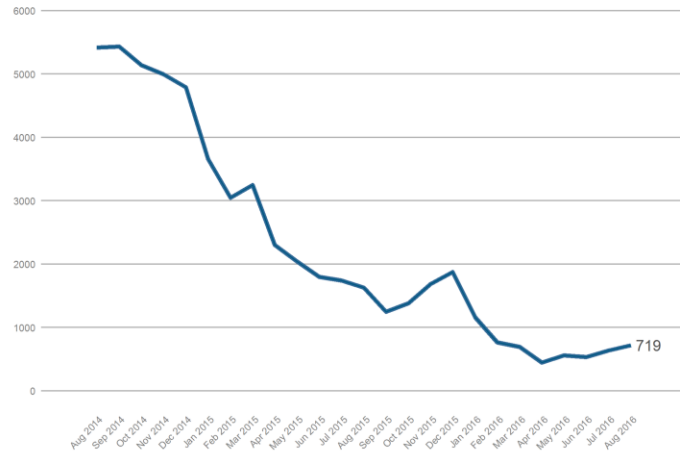
Data Source:
311

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 request backlog remains well below prior-year levels but grew for the second month

Street Light service requests open at end of month



Responsible Organization:
Department of Public Works

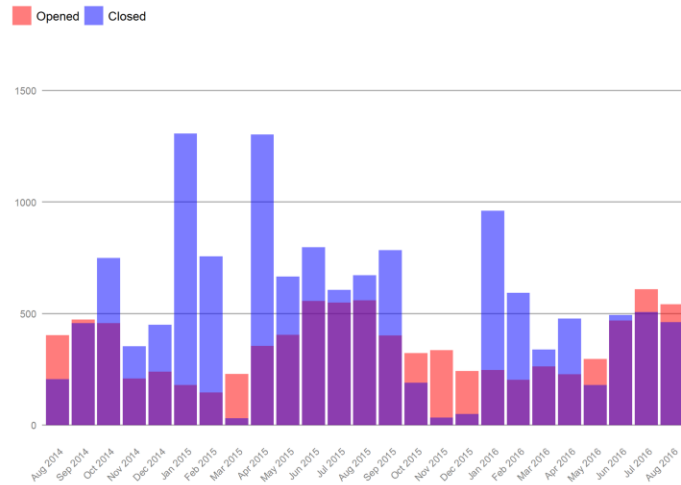
Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

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

More streetlight requests have been closed than opened during five of eight months in 2016

Street Light service requests net per month



Responsible Organization:
Department of Public Works

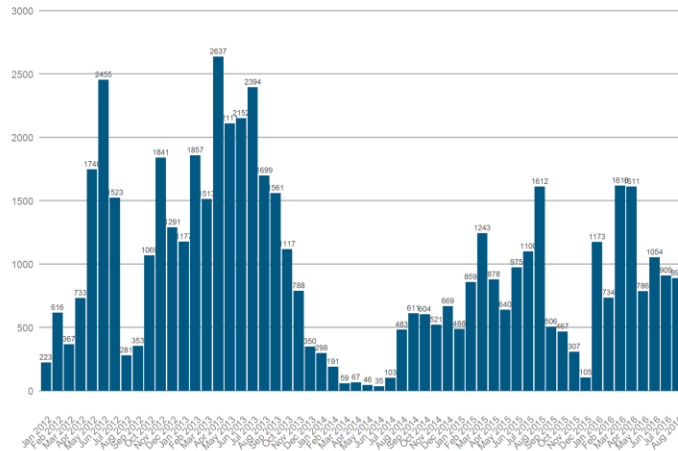
Data Source:
DPW Streetlights Monthly Report

Related Strategy:
Maintain and improve road surface infrastructure

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

DPW has already exceeded the year-end 2016 target for outages restored; emphasis will be shifted toward percentage functioning

Number of streetlight outages restored



Department of Public Works

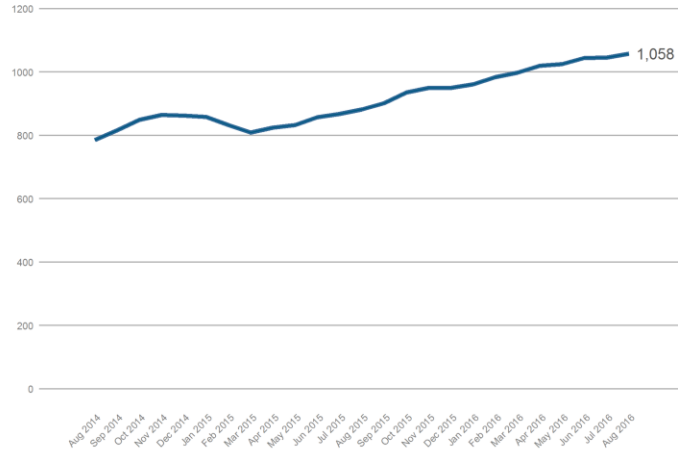
Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

Notes:
In rare instances, a 311 service
request is reopened after being
previously closed. In such
cases, this may result in the
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closed and opened cases.

Unresolved traffic sign requests from 311 remain high, but requests make up only a small portion of total signage installed

Traffic Sign service requests open at end of month



QualityOfLifeSTAT September 15, 2016

15

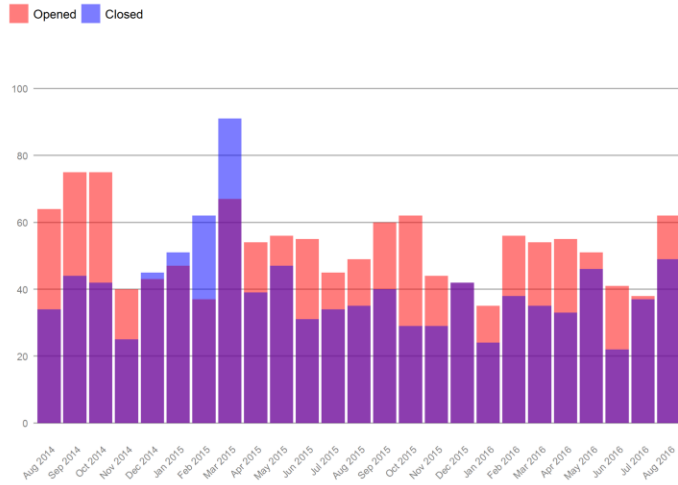
Data Source:
311

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 resolved almost 50 sign requests from 311, but new requests climbed above 60 for August

Traffic Sign service requests net per month



Responsible Organization:
Department of Public Works

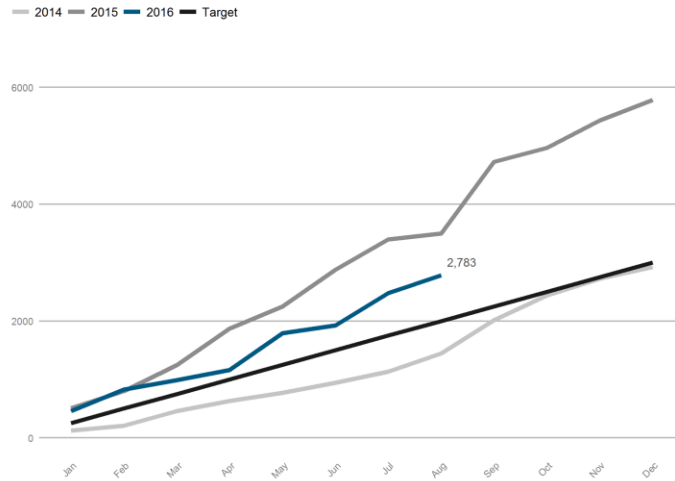
Data Source:
DPW Maintenance Reports

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.
Figure does not include
temporary signs.

Traffic sign installations remain ahead of target for 2016, although these installations may not always relate to 311 requests

Cumulative number of traffic signs installed



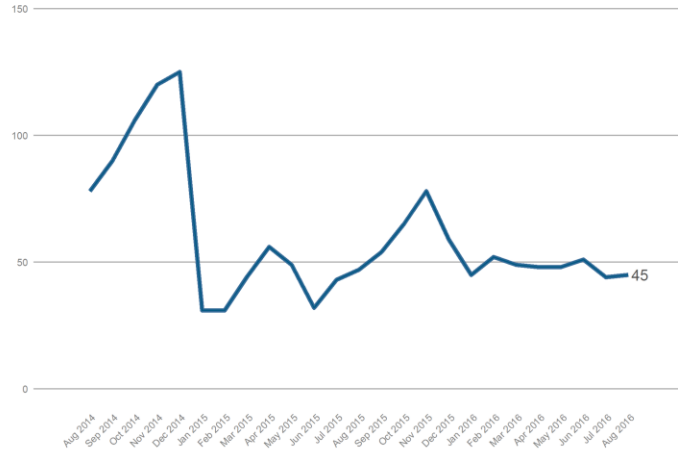
Data Source:
311

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 street sign requests has remained below 50 for the second month

Street Name Sign service requests open at end of month



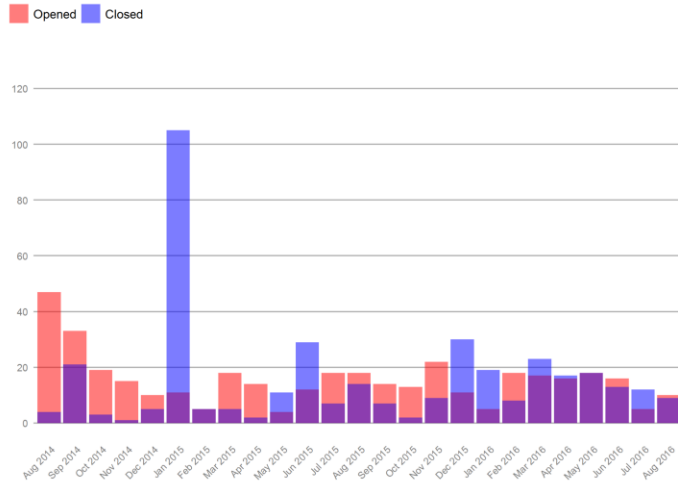
Data Source:
311

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.

New street sign requests have trended down toward 10 requests per month

Street Name Sign service requests net per month



Responsible Organization:
Department of Public Works

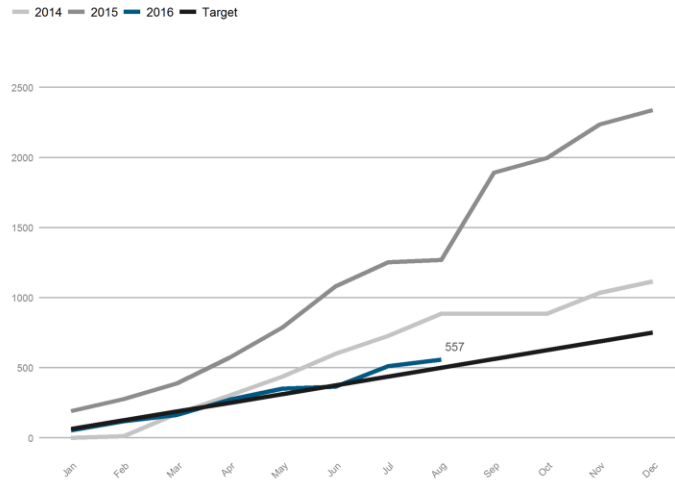
Data Source:
DPW Maintenance Reports

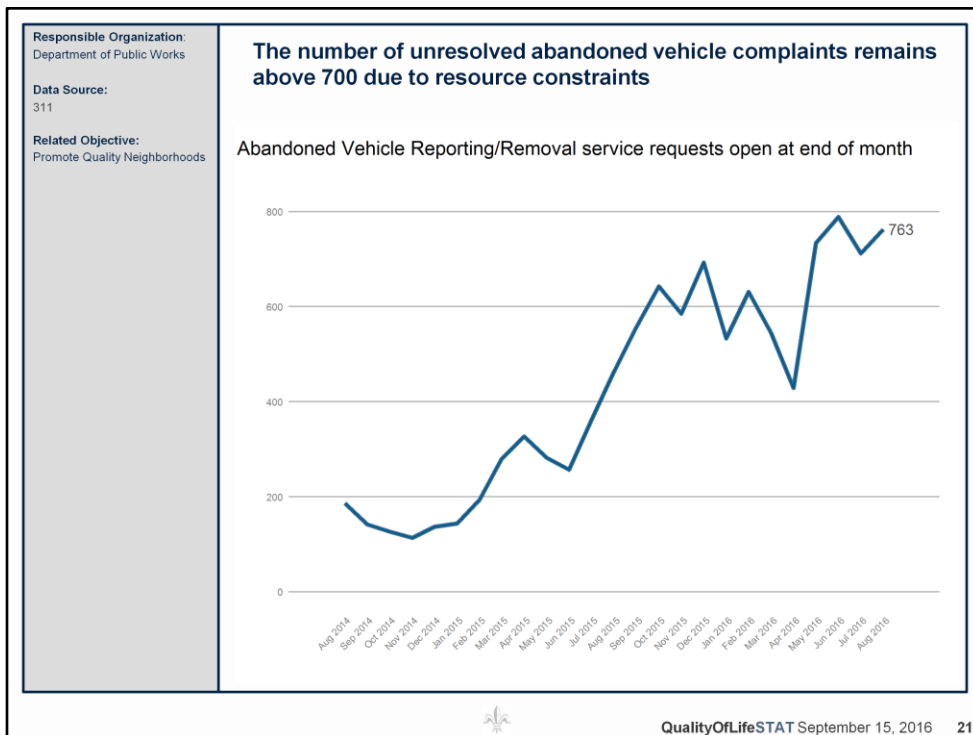
Related Strategy:
Maintain and improve road
surface infrastructure

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 on target

Cumulative number of street name signs installed





DPW has been able to better keep pace with new requests by shifting some personnel from parking enforcement.

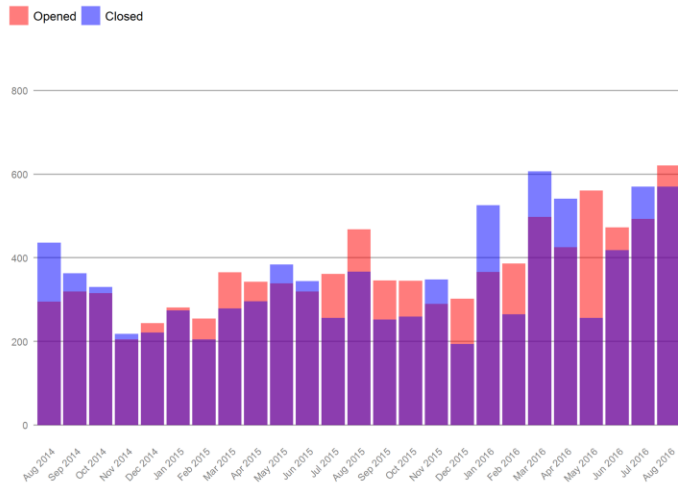
Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality Neighborhoods

DPW closed almost 600 abandoned vehicle complaints in August, but new requests reached a two-year high

Abandoned Vehicle Reporting/Removal service requests net per month



QualityOfLifeSTAT September 15, 2016

22

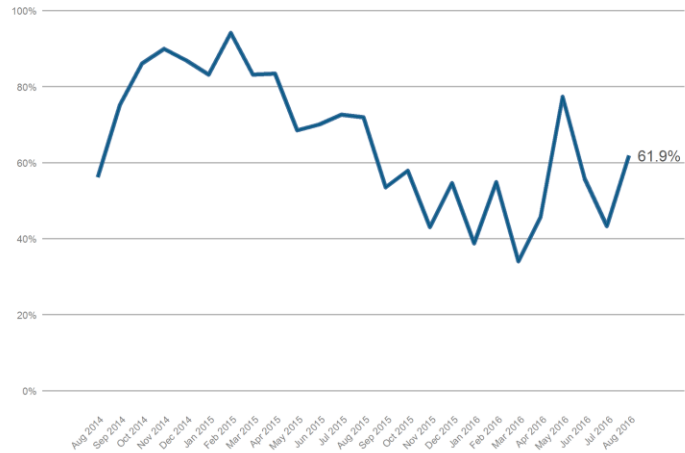
Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality Neighborhoods

The percentage of abandoned car requests resolved within target climbed above 60 percent for August

Percent of Abandoned Vehicle Reporting Removal resolved in 30 days



Responsible Organization:
Department of Public Works

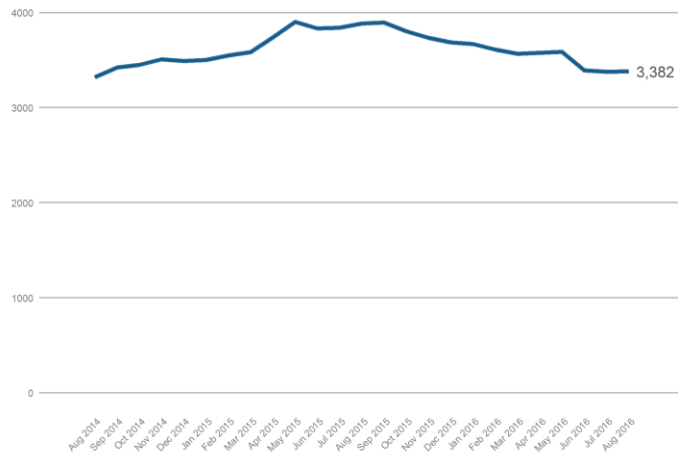
Data Source:
311

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.

Outstanding street flooding complaints are near a two-year low but remain well above 3,000

Street Flooding/Drainage service requests open at end of month



Responsible Organization:
Department of Public Works

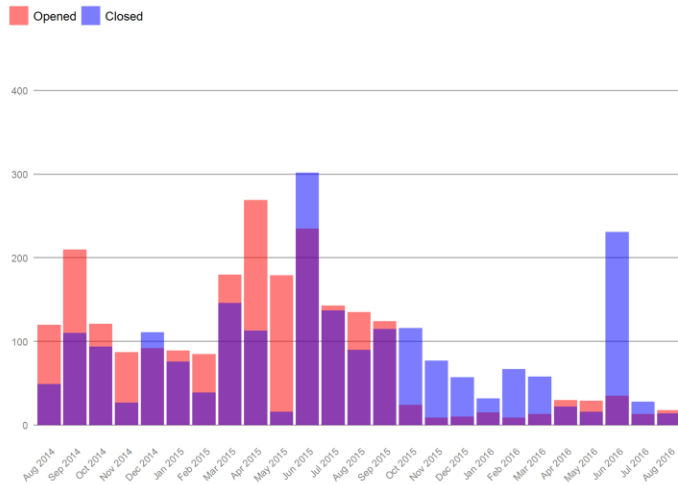
Data Source:
311

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.

As new complaint volume decreases, DPW should be able to address the backlog of requests and ramp up proactive work

Street Flooding/Drainage service requests net per month



Responsible Organization:
Department of Public Works

Data Source:
DPW maintenance reports

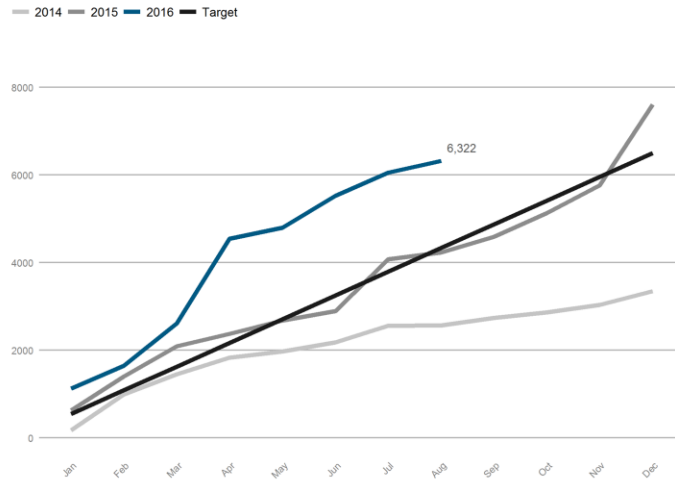
Related Strategy:
Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods

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.

With crews in each Council district, catch basin cleanings have been ahead of historic levels during every month of 2016

Cumulative number of catch basins cleaned



Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Potholes filled	73,096	46,667	70,000
Streetlights functioning (%)	98.4	92	92
Streetlight outages restored	8,775	4,667	7,000
Permanent traffic signs installed	2,783	2,000	3,000
Street name signs installed	557	500	750
Abandoned vehicle requests closed within 30 days (%)	48.9	80	80
Catch basins cleaned	6,322	4,333	6,500
Catch basins cleaned (%)	9.3	4.8	4.8



SEWERAGE AND WATER BOARD



QualityOfLifeSTAT September 15, 2016 28

Responsible Organization:
Sewerage and Water Board of
New Orleans

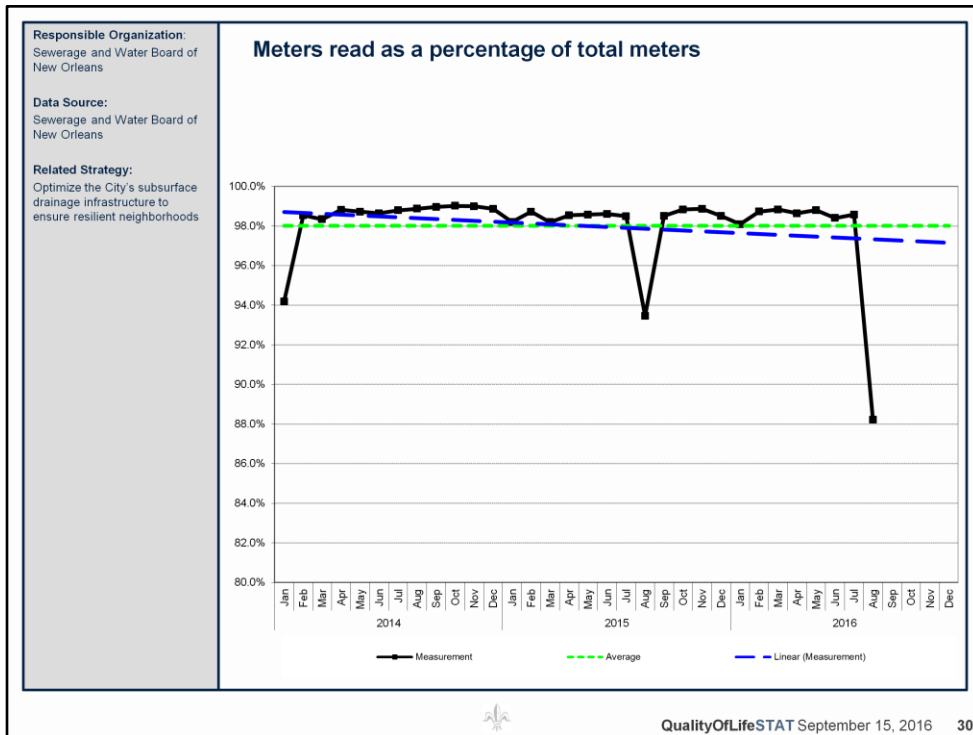
Data Source:
Sewerage and Water Board of
New Orleans

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

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 Answered			
	Call Wait Time Abandoned			
	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			





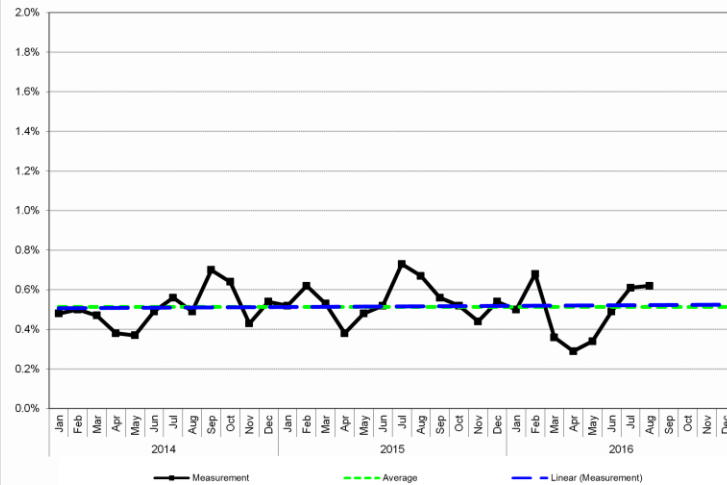
Request for proposals has been issued to develop broadband network linking Sewerage and Water Board assets.

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

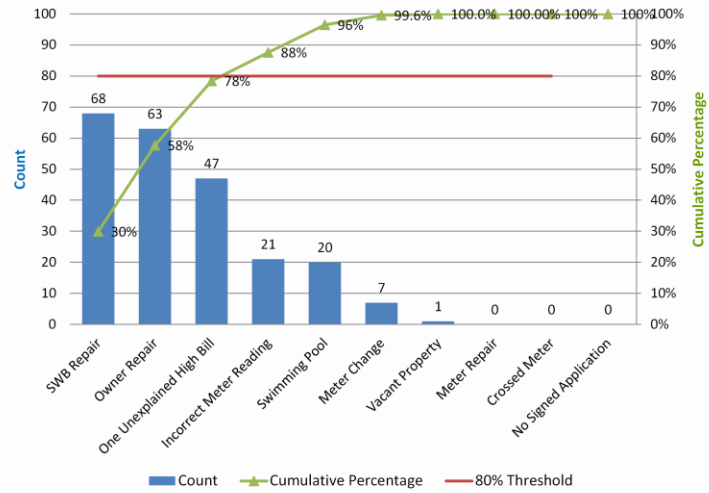


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Reasons for adjustments

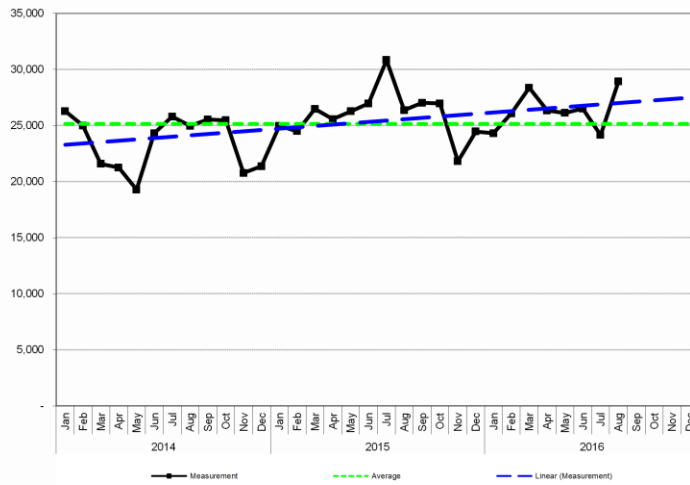


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Total inbound customer contacts

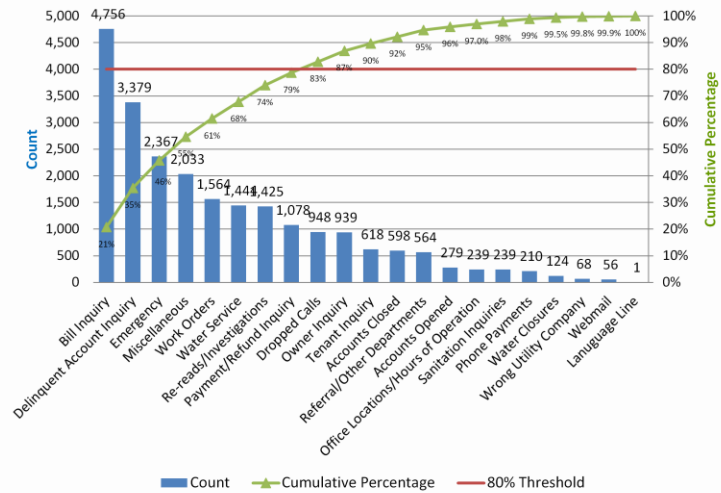


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Types of customer calls



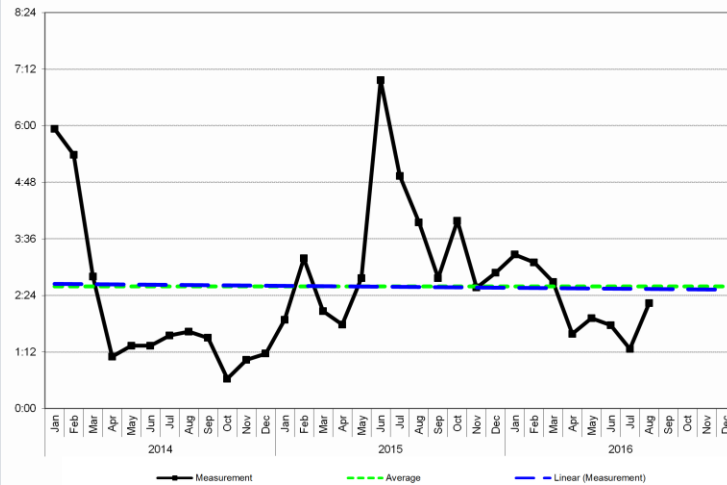
New online billing system is scheduled to be operational in mid-October.

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

Average call wait time (calls answered)

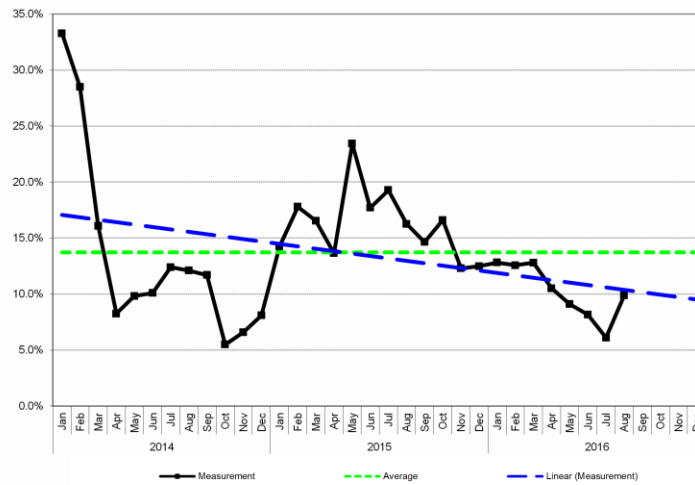


Responsible Organization:
Sewerage and Water Board of
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Data Source:
Sewerage and Water Board of
New Orleans

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

Calls abandoned

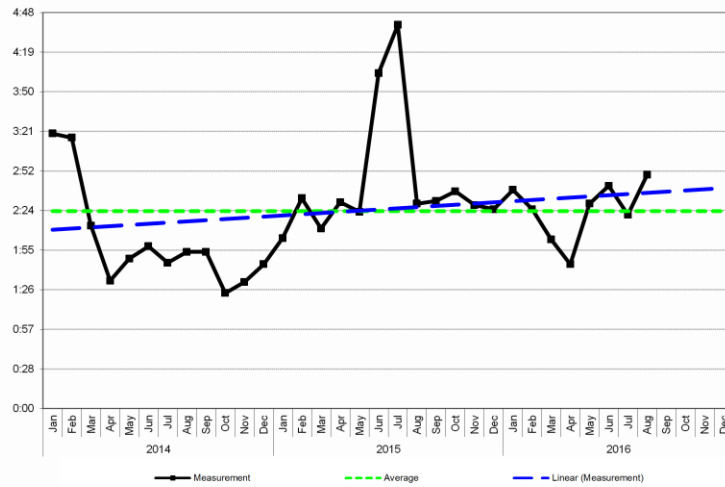


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Average call wait time (calls abandoned)

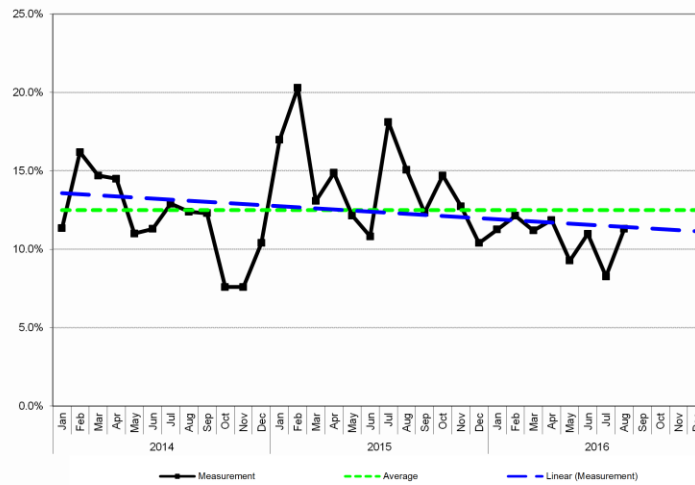


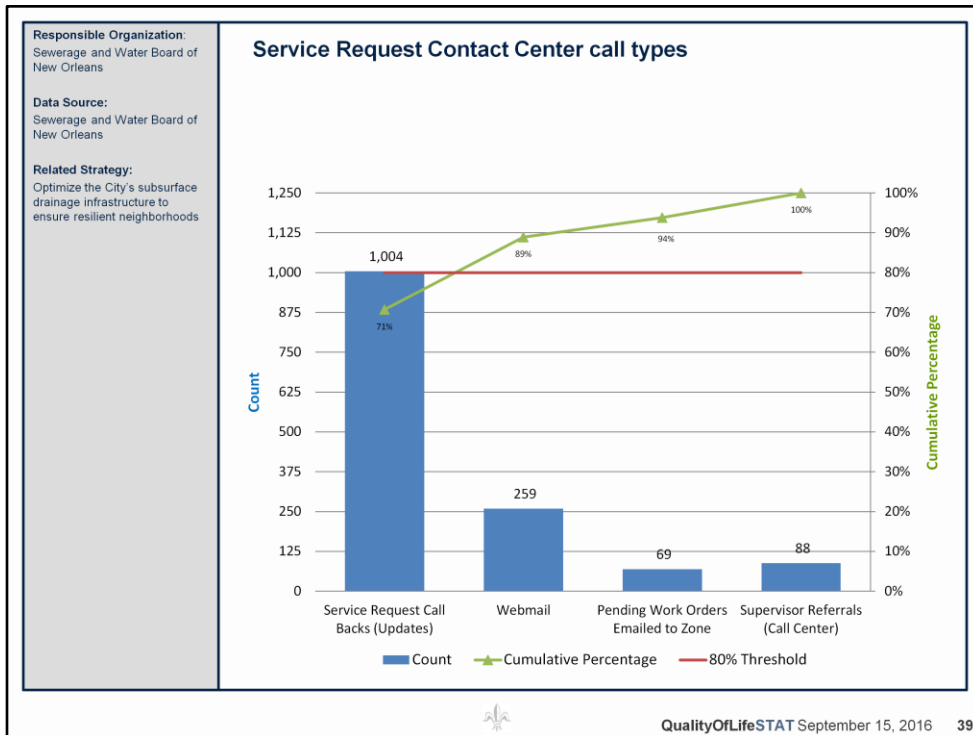
Responsible Organization:
Sewerage and Water Board of
New Orleans

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





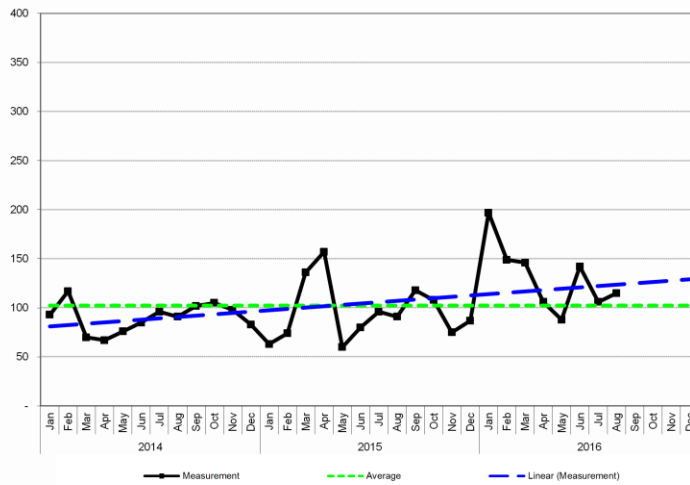
The Service Request Contact Center takes pressure off the primary call center by handling some call types related to repairs.

Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Total service requests about low water pressure

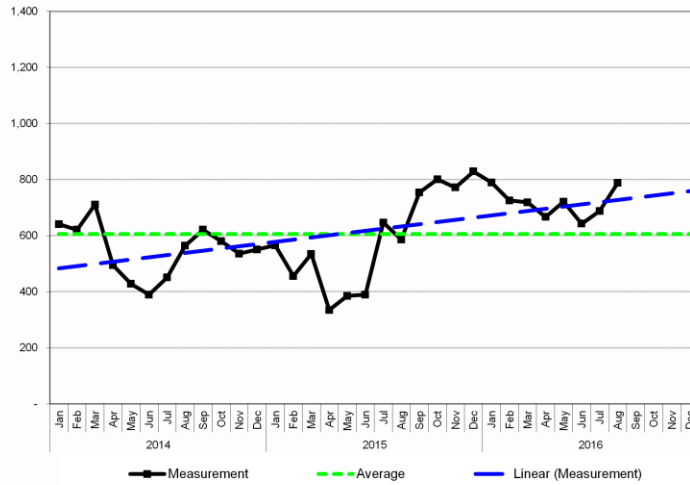


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Total service requests for water system leaks

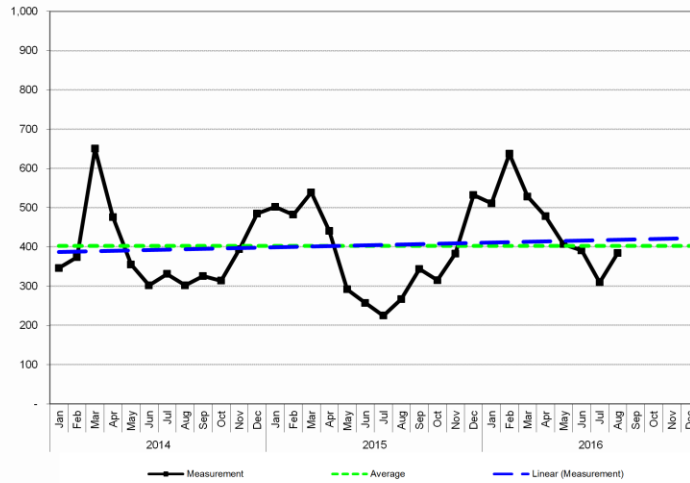


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Total service requests for sewer system leaks

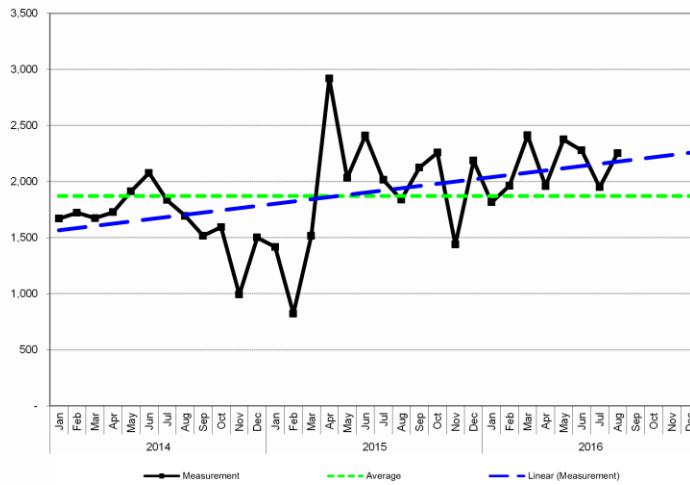


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Total accounts turned off for non-payment

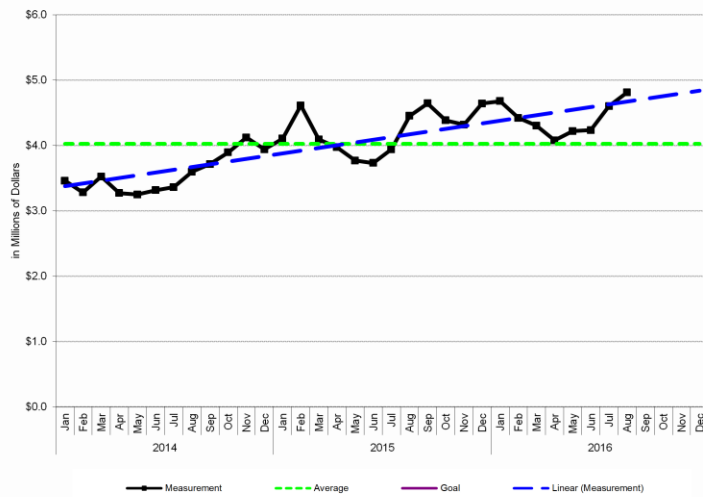


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Water and sewer receivables 30 to 120 days old

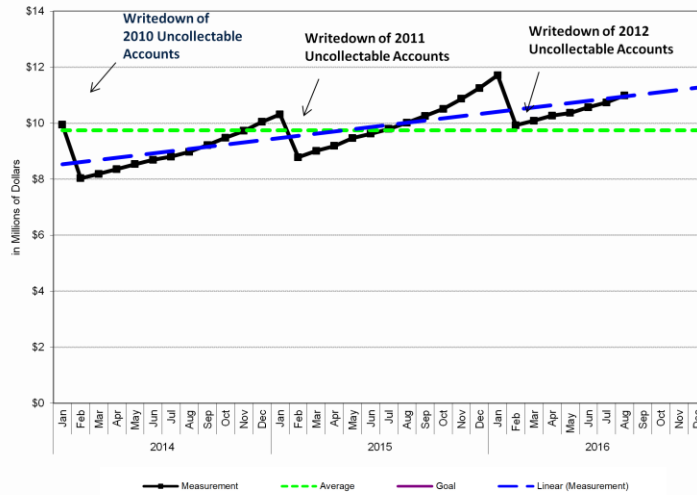


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

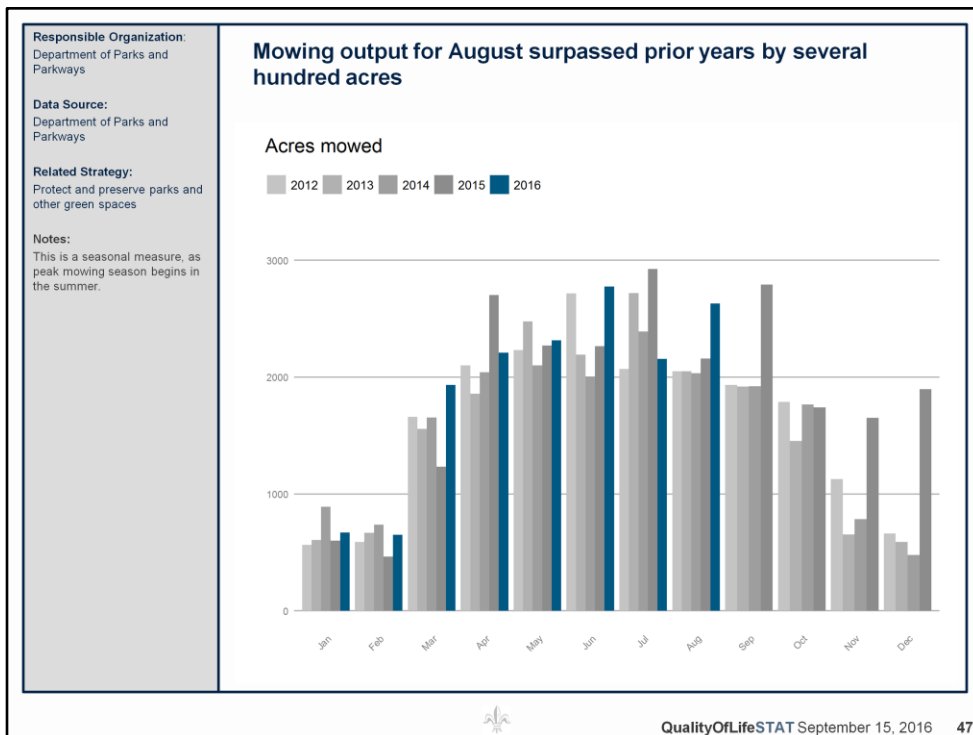
Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
ensure resilient neighborhoods

Water and sewer receivables 120 days and older



PARKS AND PARKWAYS





In order to meet performance targets, mowing crews have carried out some work on weekends.

Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

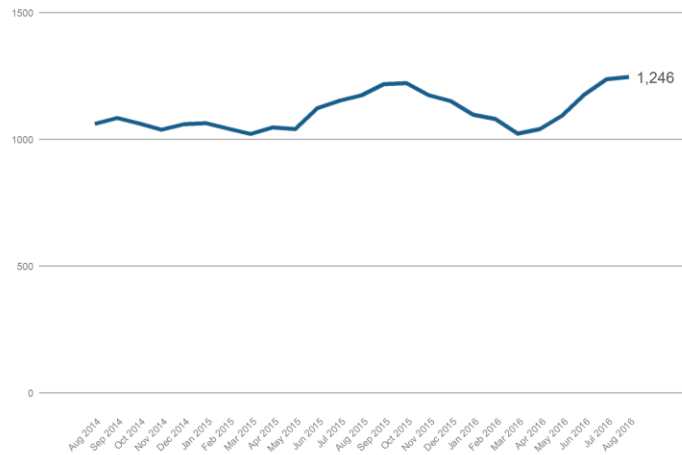
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

Unresolved tree service requests continued to grow in August, but at a slower pace, as two dedicated crews are now in the field

Tree Service service requests open at end of month



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

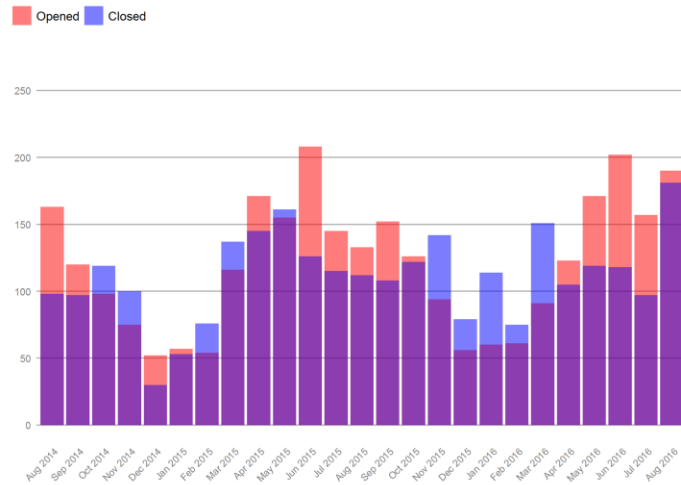
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

Parkways achieved a two-year high for addressing tree service requests, but new complaint volume was almost 200

Tree Service service requests net per month



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

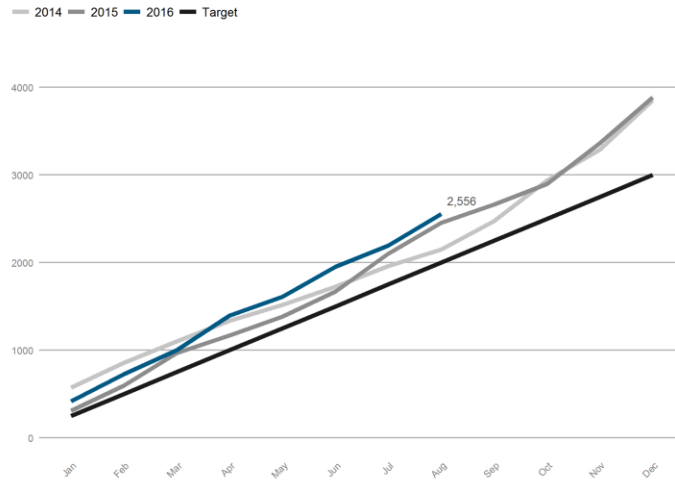
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

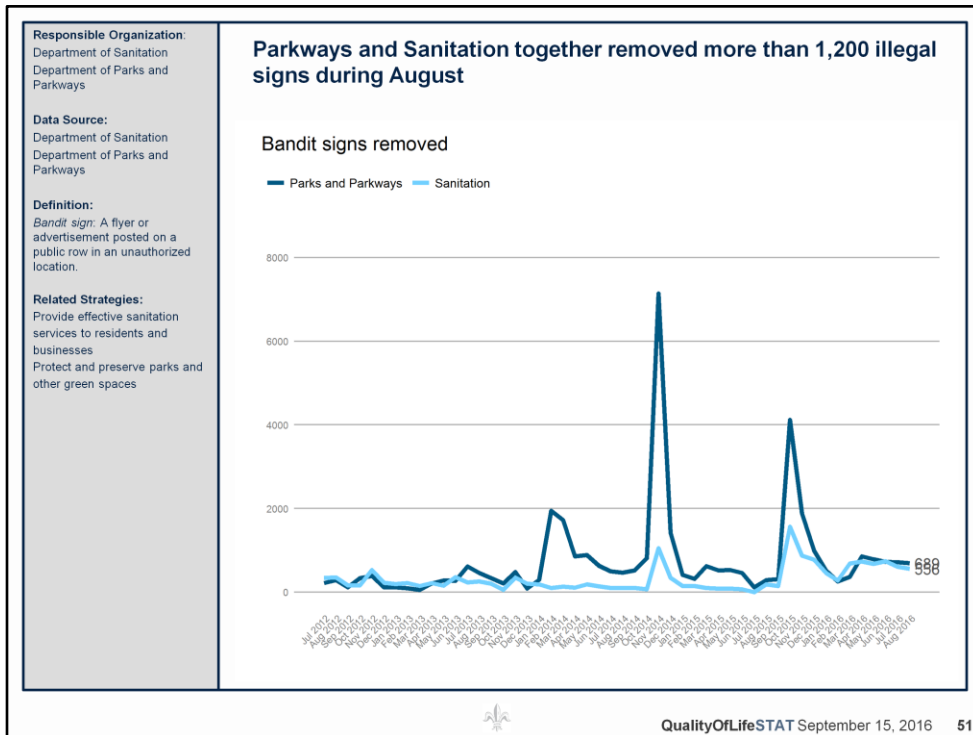
Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

Tree trims and removals are ahead of both current targets and prior-year trends, but may not always correspond to 311 requests

Cumulative number of tree trims and removals





Parkways and Sanitation have been working with the Office of Intergovernmental Relations to remind candidates about sign policies.

Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Acres mowed	15,337	12,667	19,000
Tree trims and removals	2,556	2,000	3,000



SANITATION



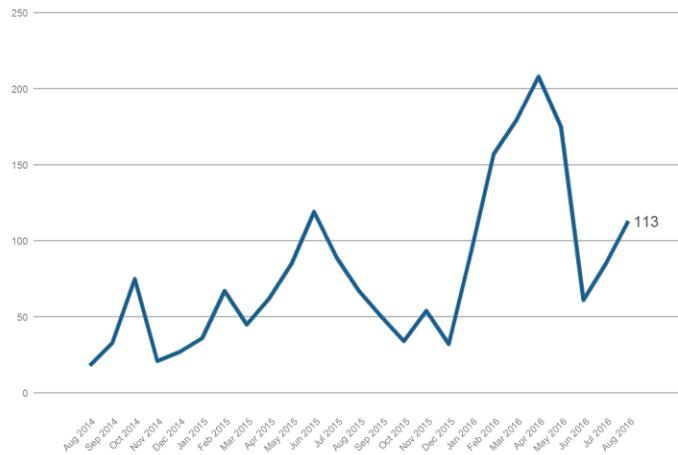
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

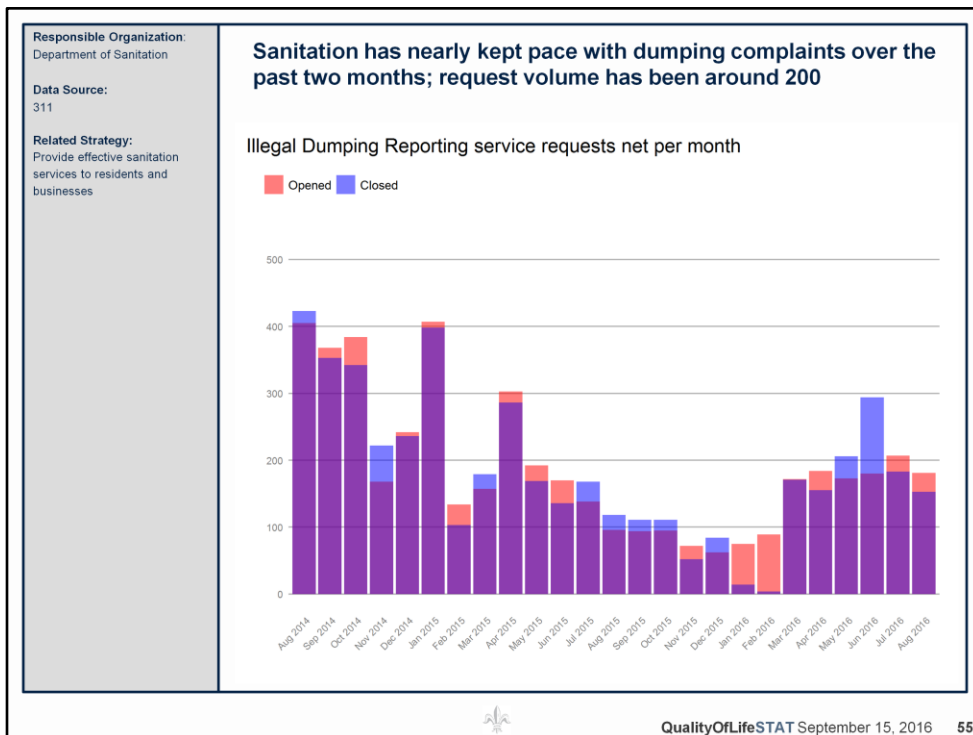
The backlog of illegal dumping complaints rose above 100 in August

Illegal Dumping Reporting service requests open at end of month



QualityOfLifeSTAT September 15, 2016

54



Front-end loaders are now going out three days per week to address illegal dumping activities.

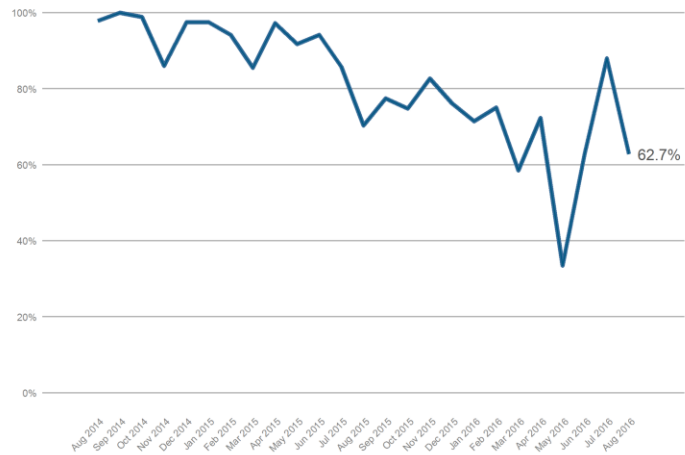
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

The portion of illegal dumping requests closed within 30 days remains above 60 percent

Percent of Illegal Dumping Reporting resolved in 30 days



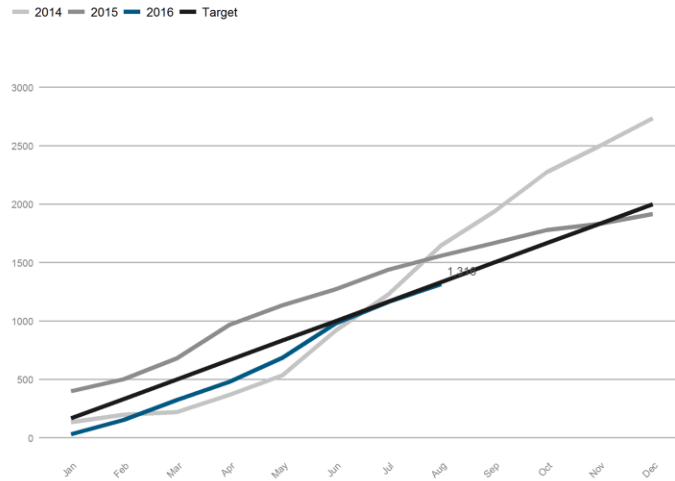
Responsible Organization:
Department of Sanitation

Data Source:
Department of Sanitation

Related Strategy:
Provide effective sanitation
services to residents and
businesses

The number of dump sites cleared is on target, but still may not reflect all activities outside the 311 system

Cumulative number of illegal dumping sites cleared



Responsible Organization:
Department of Sanitation

Data Source:
Department of Sanitation

Note:

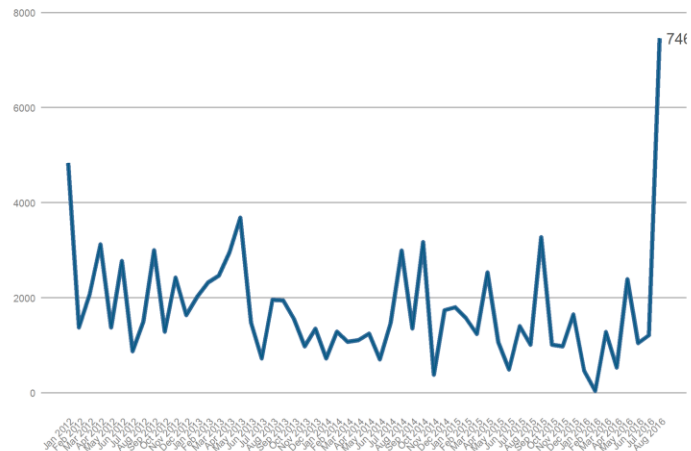
"Tires removed" indicates the number of dumped tires the vendor transports from the City facility that had previously been collected Sanitation. Consequently, this figure does not always reflect the exact amount collected from illegal dumping sites during a given month.

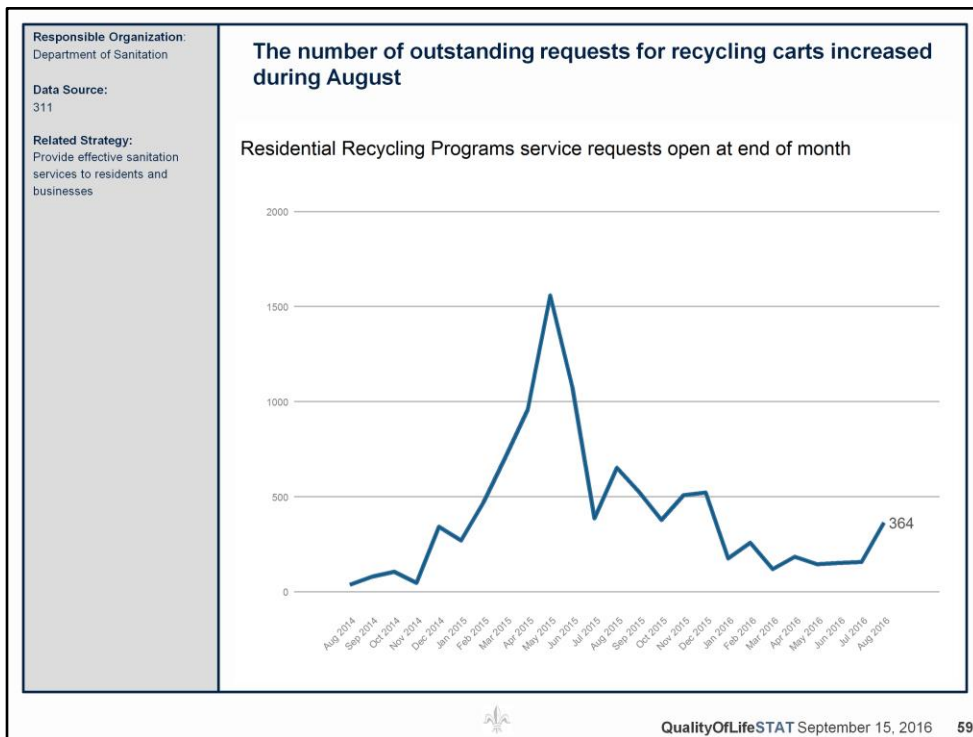
Related Strategy:

Provide effective sanitation services to residents and businesses

More than 7,400 tires were removed in August, surpassing the previous one-month record by 2,000+

Tires removed





Department has placed order for additional carts.

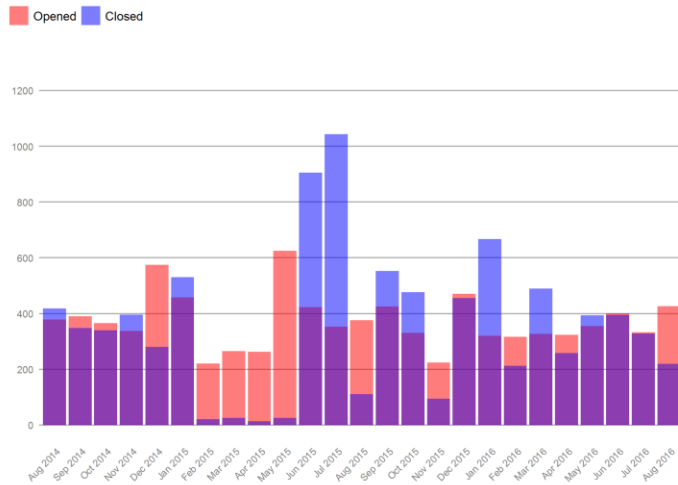
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

Recycling cart requests closed fell behind new inquiries during August

Residential Recycling Programs service requests net per month



Responsible Organization:
Department of Sanitation
vendors

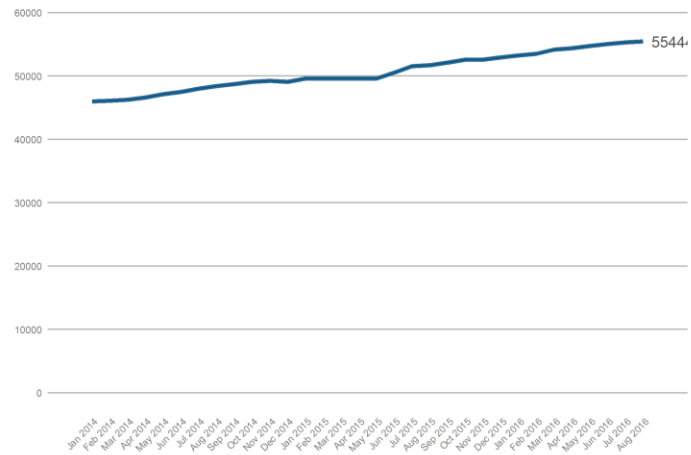
Data Source:
Sanitation Department

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.

Recycling cart deliveries to date have surpassed 55,000

Houses registered for recycling



Responsible Organization:
Department of Sanitation
New Orleans Police Department

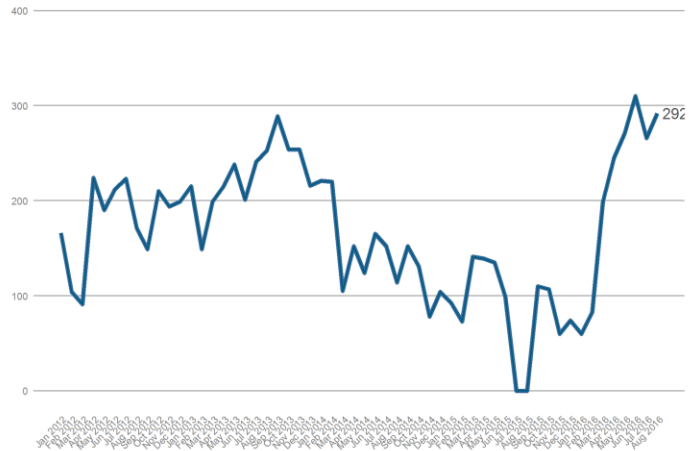
Data Source:
Department of Sanitation

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

Inspections per month remain close to an all-time high

Sanitation inspections



Responsible Organization:
Department of Sanitation
New Orleans Police Department

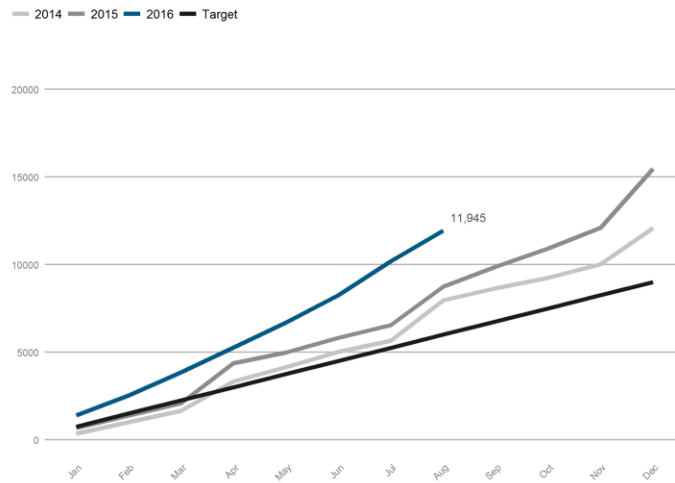
Data Source:
Department of Sanitation

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

The number of miles swept year-to-date has already exceeded Sanitation's year-end target for 2016.

Cumulative number of miles swept



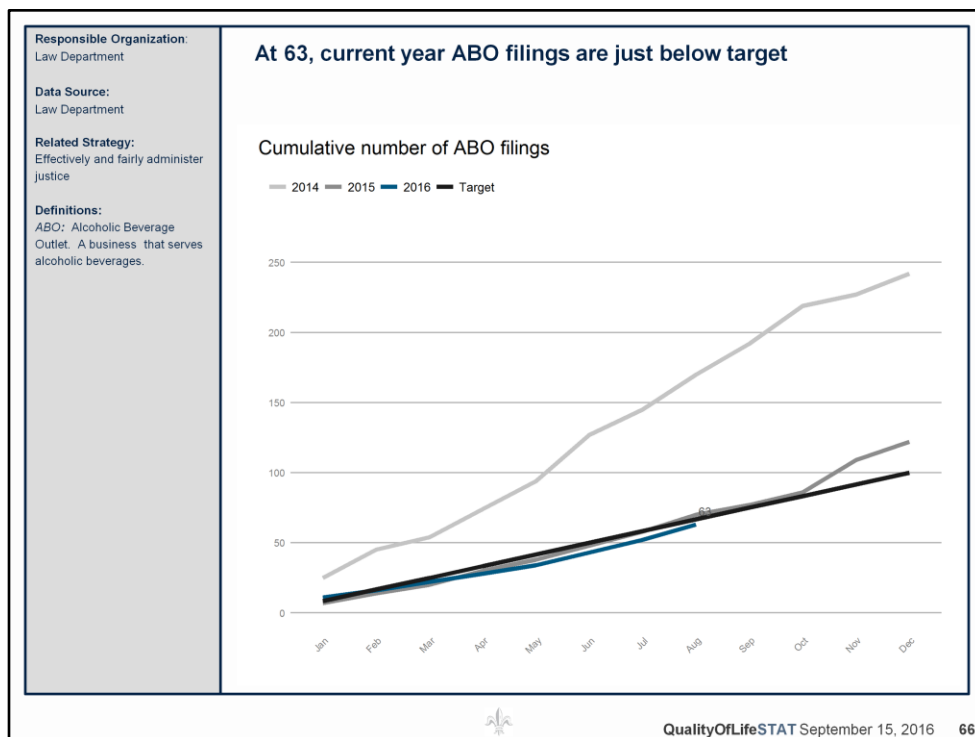
Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Illegal dumping sites cleared	1,316	1,333	2,000
Illegal dumping service requests closed within 30 days (%)	62.4	80	80
Households registered for recycling (%)	40.5	42	42



LAW





Current-year figure includes both convenience stores and bars.

Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Tax and public nuisance cases filed before ABO board	63	67	100



MOSQUITO AND TERMITE CONTROL



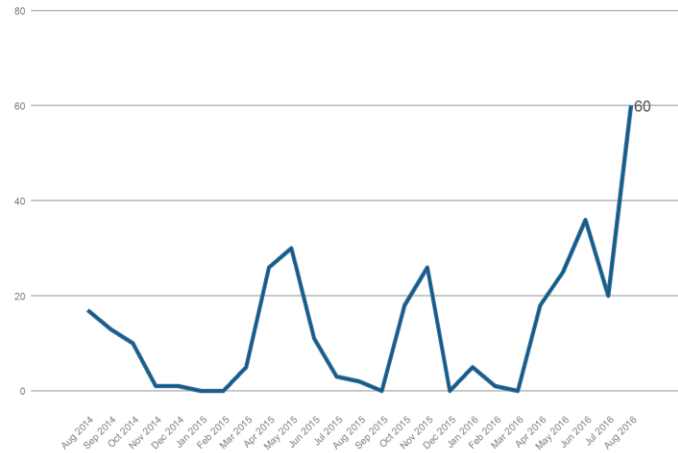
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

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

The number of outstanding mosquito complaints has continued to rise, but service request timeliness improved during August

Mosquito Control service requests open at end of month



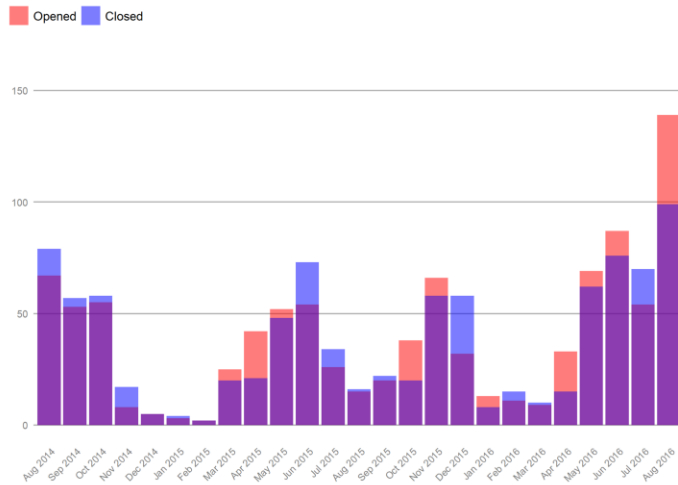
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

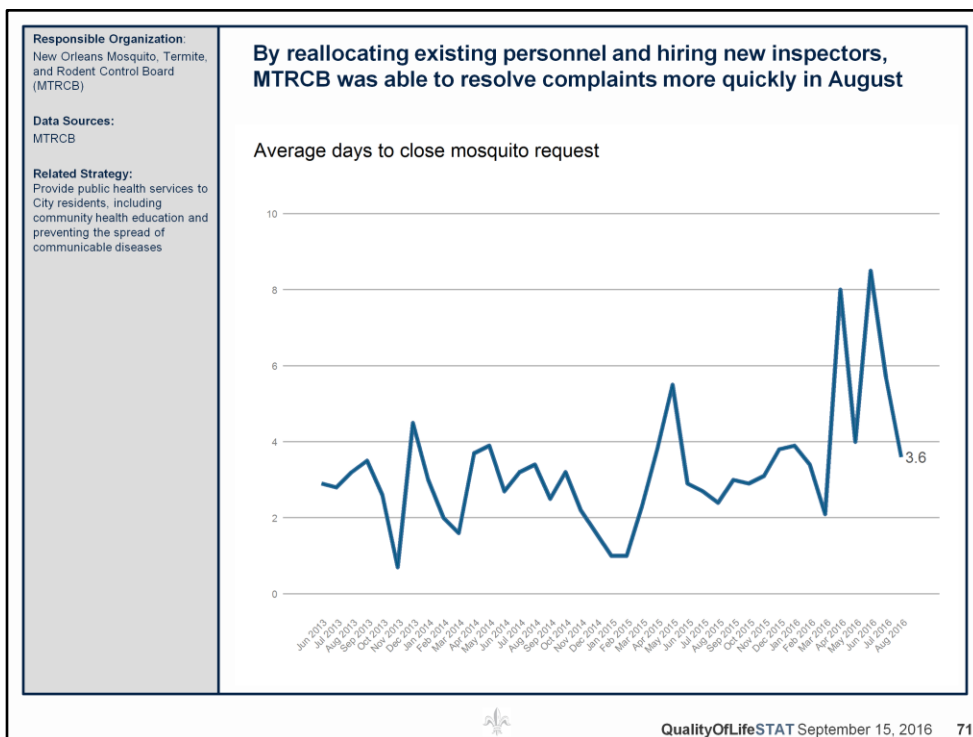
Data Sources:
311

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

Mosquito complaints resolved and initiated both hit record levels in August

Mosquito Control service requests net per month





Department received some additional funding, which allowed staff to carry out more tire removal and offer assistance to other Louisiana parishes.

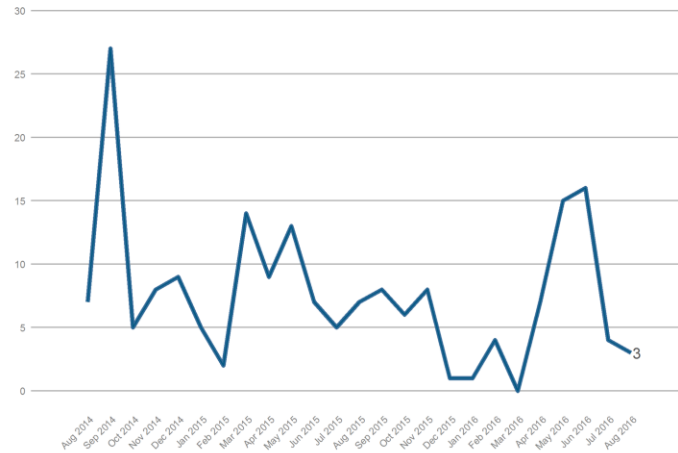
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

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

MTRCB was able to keep pace with rodent inspections, even as personnel were temporarily shifted toward mosquito operations

Rodent Complaint service requests open at end of month



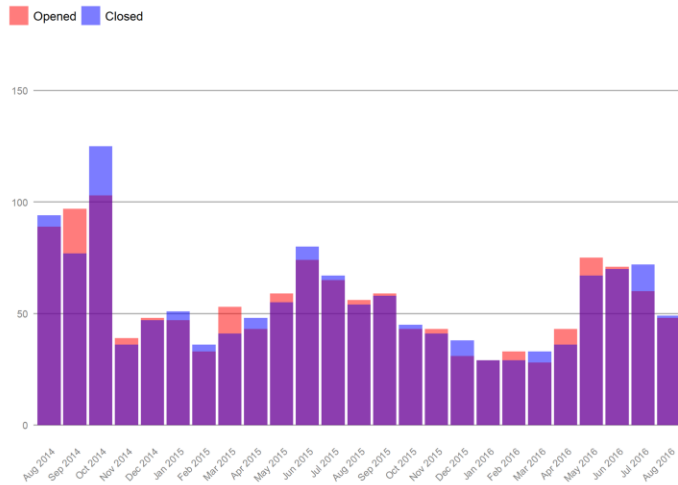
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

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 has kept pace with new incoming requests

Rodent Complaint service requests net per month



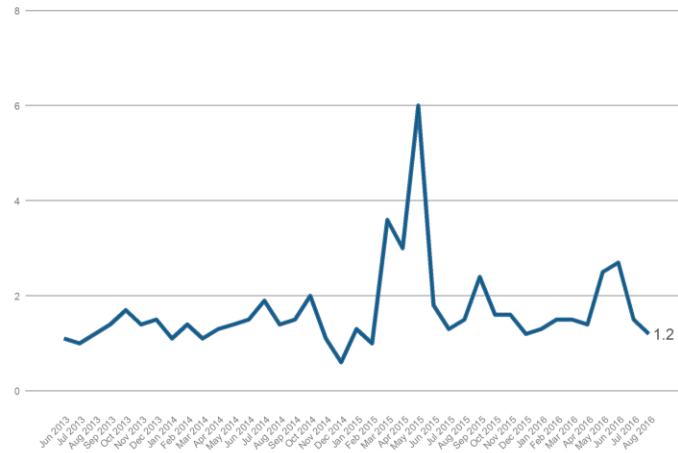
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

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 remains below two business days

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	4.9	3	3
Business days to complete rodent service requests	1.7	3	3



SAFETY AND PERMITS



Responsible Organization:
Safety and Permits

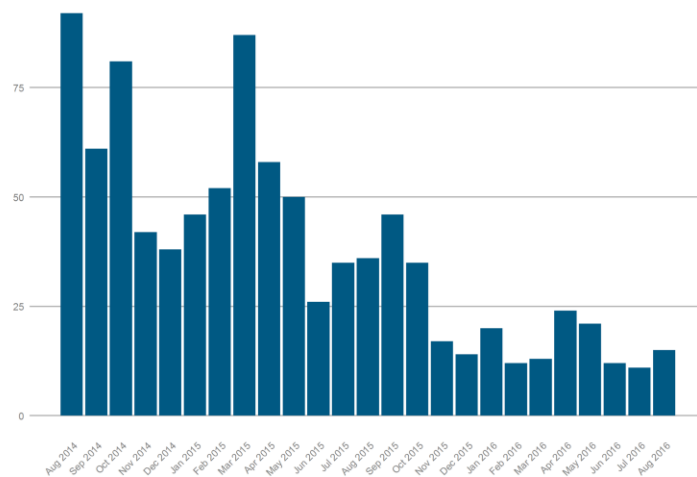
Data Source: LAMA permitting
and licensing database

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 complaints recorded as building code violations have trended below 25 per month

Building Code: Violation cases filed by month



Responsible Organization:
Safety and Permits

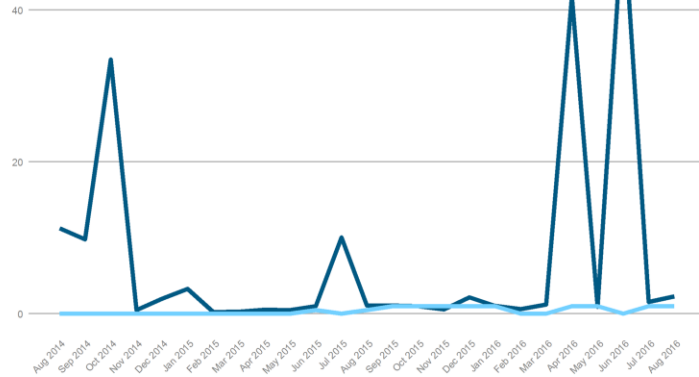
Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

With the closure of longstanding outliers, building code violations should generally be inspected within five days

Building Code: Days to initial inspection

— Mean — Median



Responsible Organization:
Safety and Permits

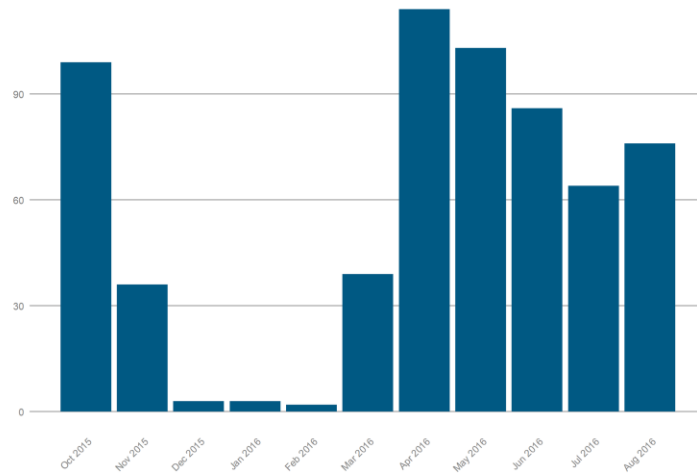
Data Source: LAMA permitting
and licensing database

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.

Volume of construction dumpster complaints by month has not yet displayed a clear pattern

Construction Dumpster: Violation cases filed by month



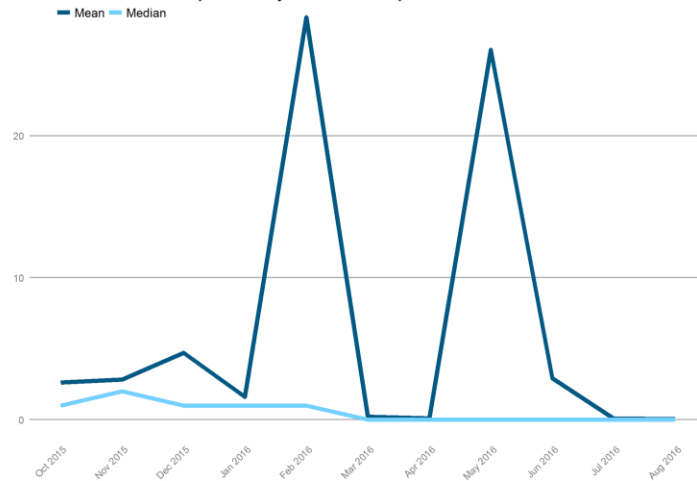
Responsible: Organization:
Safety and Permits

Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

Safety and Permits generally takes very little time to inspect construction dumpster complaints

Construction Dumpster: Days to initial inspection



Responsible Organization:
Safety and Permits

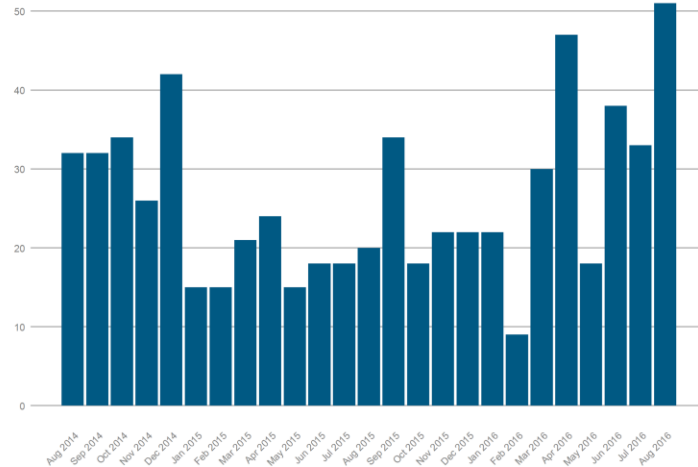
Data Source: LAMA permitting
and licensing database

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 reached a two-year high in August

Working Without Permit: Violation cases filed by month



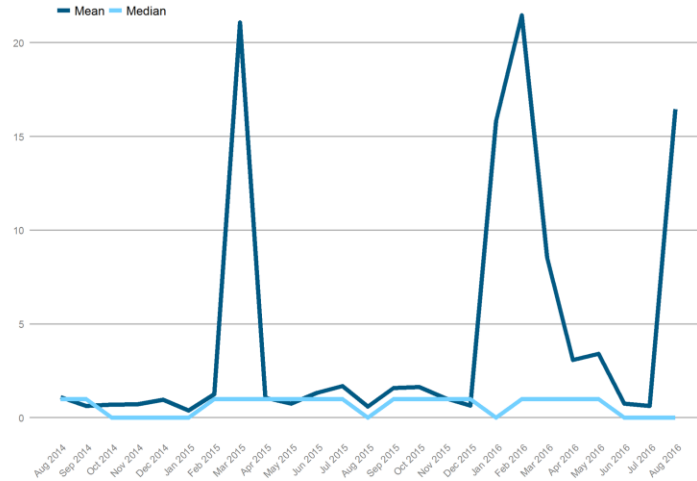
Responsible Organization:
Safety and Permits

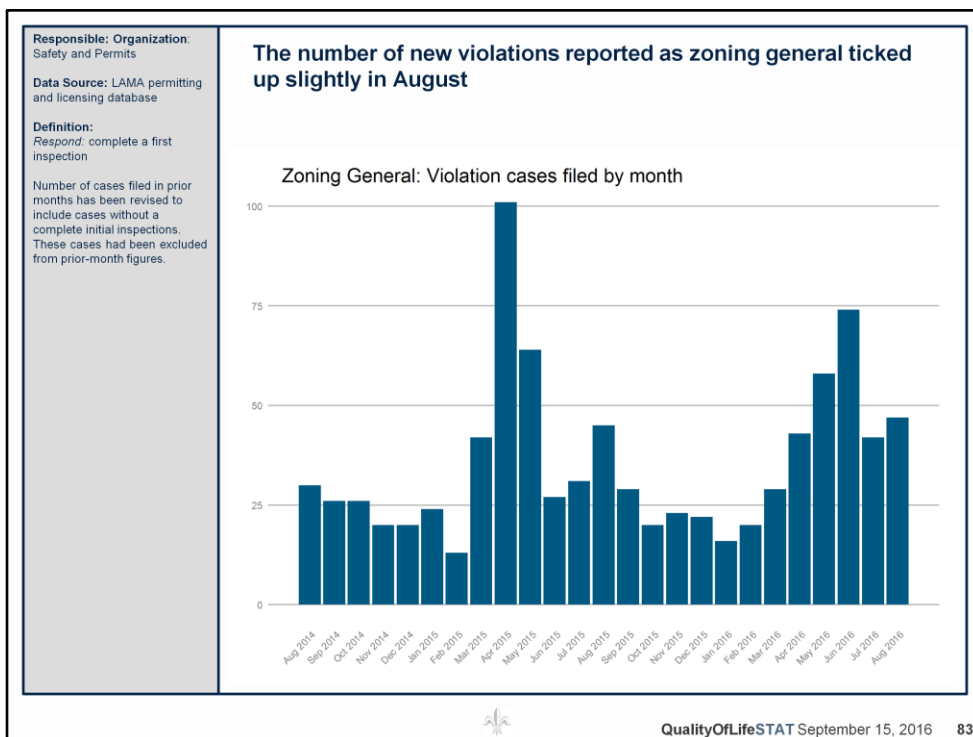
Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

**Only 6 of 56 permit complaints took longer than 1 day to inspect,
but the mean for August was pushed up by inspecting a 2014 case**

Working Without Permit: Days to initial inspection





Overall rise in complaint volume may be due in part to online form that allows residents to report violations anonymously.

Responsible: Organization:
Safety and Permits

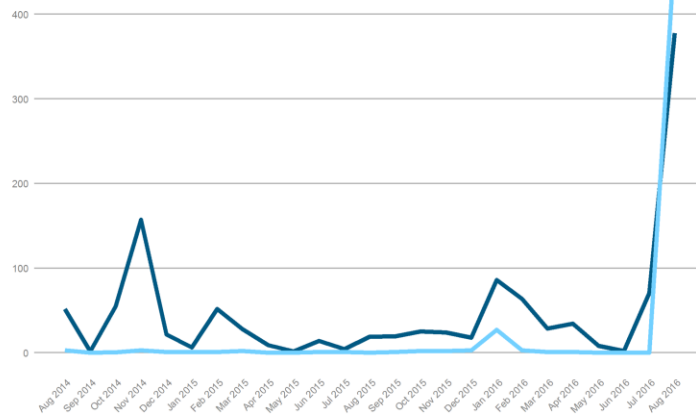
Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

Median time for inspecting general zoning complaints was distorted by cleaning up 50 cases outstanding beyond 100 days

Zoning General: Days to initial inspection

— Mean — Median



QualityOfLifeSTAT September 15, 2016

84

Responsible Organization:
Safety and Permits

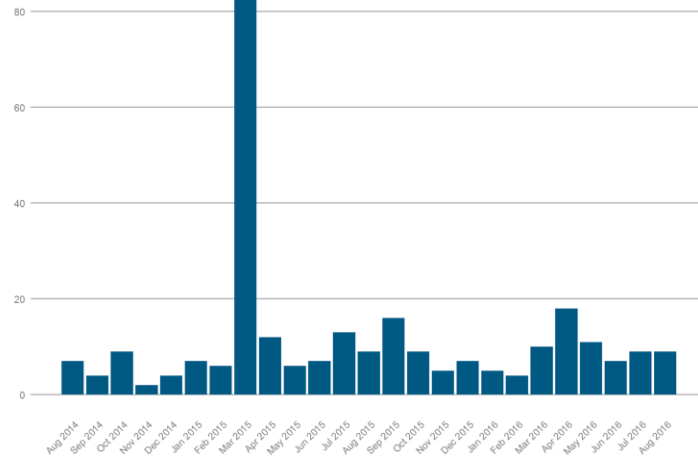
Data Source: LAMA permitting
and licensing database

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 recorded in LAMA have recently trended below 10 violations per month

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

Median time for inspecting paving/parking complaints was distorted by cleaning up 22 cases outstanding beyond 100 days

Zoning - Paving/Parking: Days to initial inspection

