



CITY OF NEW ORLEANS

Quality of Life STAT

May 19, 2016
(Reporting Period: April 2016)

www.nola.gov/opa



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
4/21/2016	J. Williams M. Jernigan	Further streamline process for resolving abandoned vehicle complaints.	<ul style="list-style-type: none"> Meeting held among representatives from DPW, NOPD, Law, Innovation Team, Safety and Permits, and 311 to coordinate strategy. Innovation Team currently working on issues of City lot capacity and junk vehicle removal contracts. Next major step will be for NOPD and DPW to reach agreement on allocation of NOPD resources to provide security during vehicle removal.
9/17/15	A. Norton C. Sylvain-Lear Law Dept.	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.
11/19/15	R. Wainwright C. Harowski J. Munster C. Sylvain-Lear	Develop and implement strategy for photo enforcement of quality-of-life violations.	<ul style="list-style-type: none"> Service and Innovation Team has prepared draft ordinance in consultation with Law and other departments. Ordinance is now in executive review.
1/21/2016	E. Delarge	Bring enforcement actions to deter illegal sign placement.	<ul style="list-style-type: none"> Law Department has been setting up meetings with Municipal Court and other parties in order to develop strategy.
4/14/2016	S. Primeaux J. Munster	Incorporate relevant Safety & Permits metrics into QualityOfLifeSTAT.	<ul style="list-style-type: none"> Some measures have been incorporated from CustomerServiceSTAT. OPA will continue to work with Safety and Permits to develop new measures.
4/21/2016	M. Jernigan	Explore possibility of reallocating DPW engineering staff to keep pace with incoming traffic sign requests.	<ul style="list-style-type: none"> Current staffing patterns may not be sufficient to work through 311 traffic sign request backlog.



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%)	100%	77%	39%	72%	80%	40%	57%	63%	86%	0%	100%
Request Closure Rate (Closed Cases >= New Cases Yes/No)	Y	N	Y	Y	Y	N	N	Y	N	Y	Y
Backlog to Closed Requests Ratio (<5, 5-7, >=8)	0.0	70.0	0.7	4.5	0.0	0.4	8.0	0.4	0.5	0.4	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%	100.00%	100.00%	82.00%	100.00%
90d Average	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	94.00%	100.00%
DAR 1yr Average	92.00%	93.00%	95.00%	100.00%	95.00%	100.00%	100.00%	84.00%	99.00%	90.00%	100.00%



PUBLIC WORKS



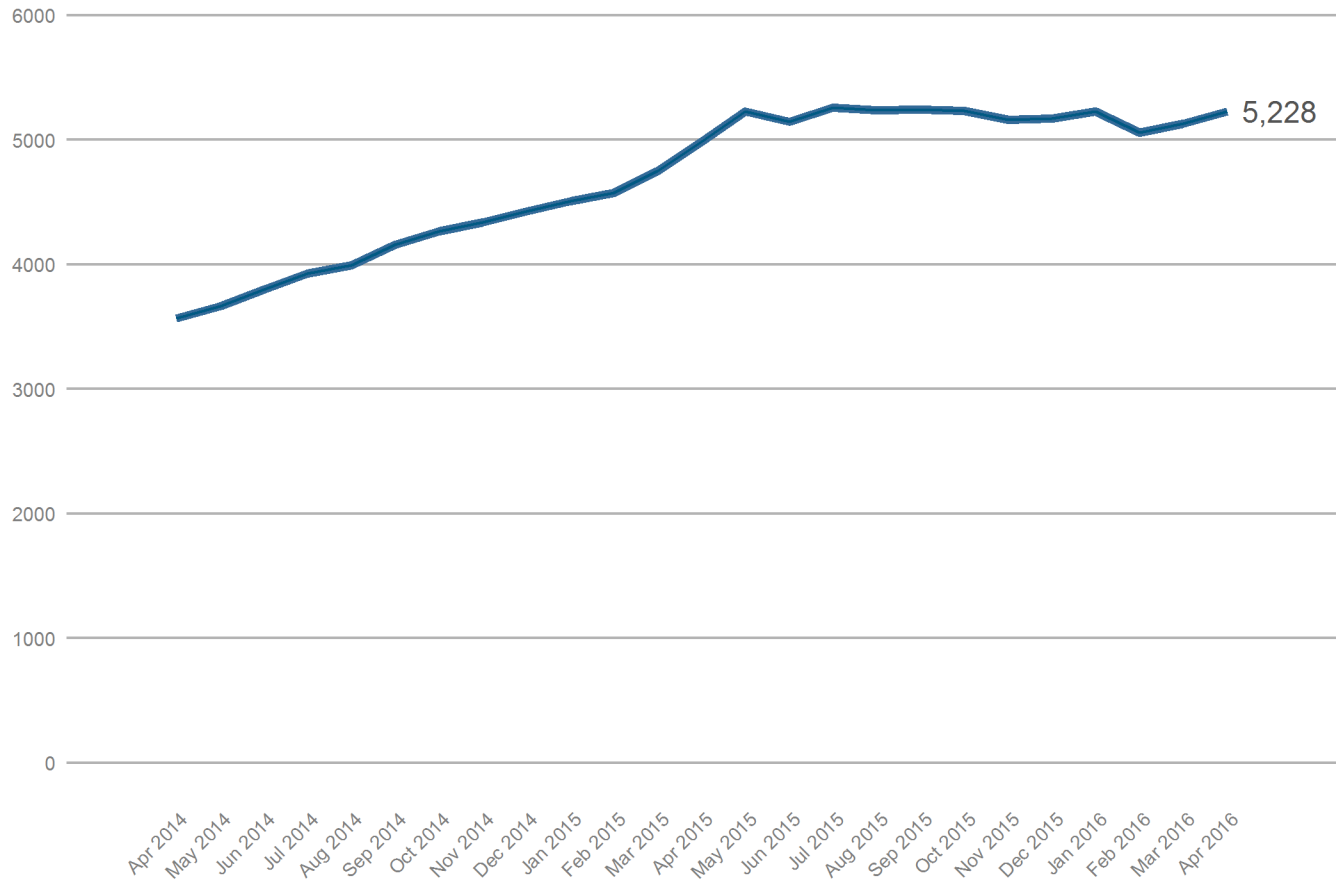
Responsible Organization:
Department of Public Works
(DPW)

Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

DPW has held the road surface repair backlog near 5,000

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



Responsible Organization:
Department of Public Works
(DPW)

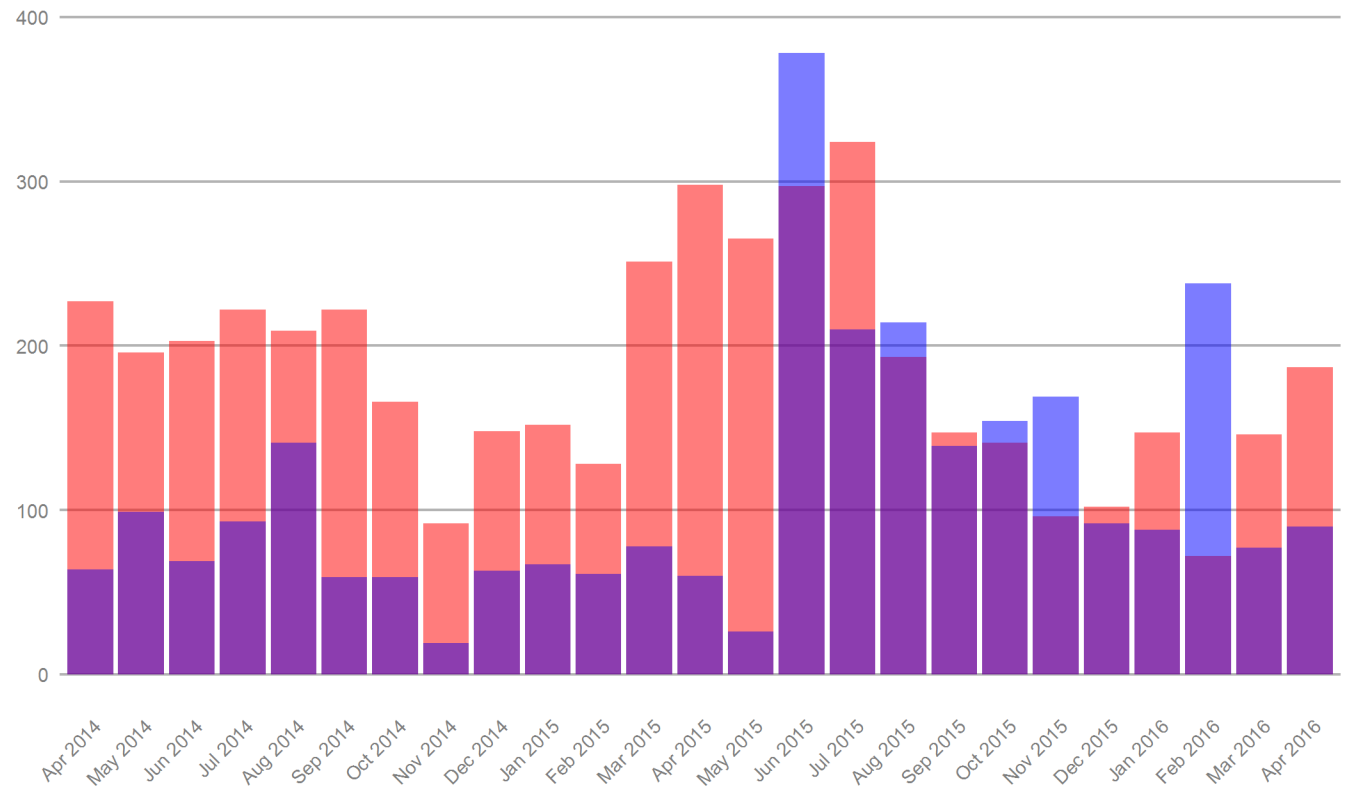
Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

New pothole requests exceeded closures in April

Pothole/Roadway Surface Repair service requests net per month

Opened Closed



Responsible Organization:
Department of Public Works
(DPW)

Data Source:
DPW maintenance reports

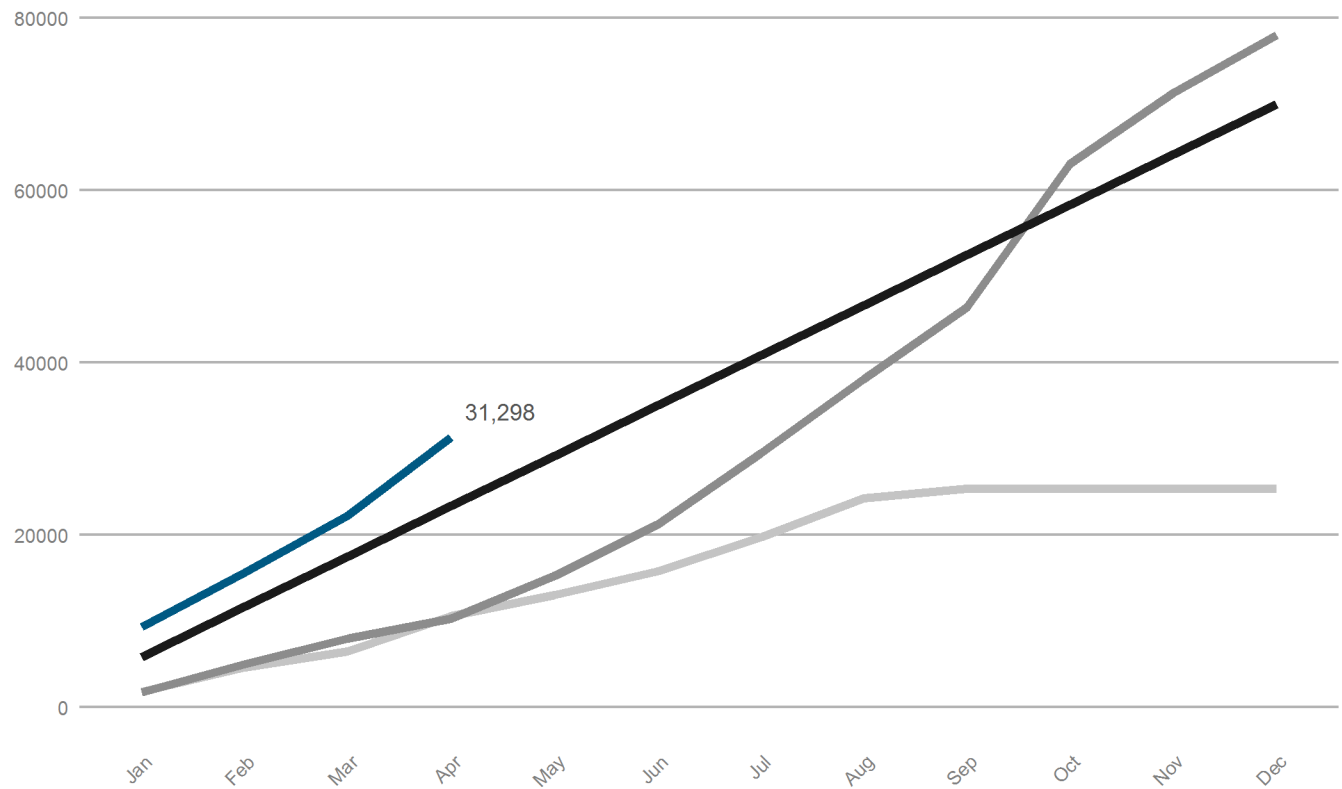
Related Strategy:
Maintain and improve road
surface infrastructure

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 is ahead of target with regard to street repairs

Cumulative number of potholes filled

— 2014 — 2015 — 2016 — Target



Responsible Organization:
Department of Public Works

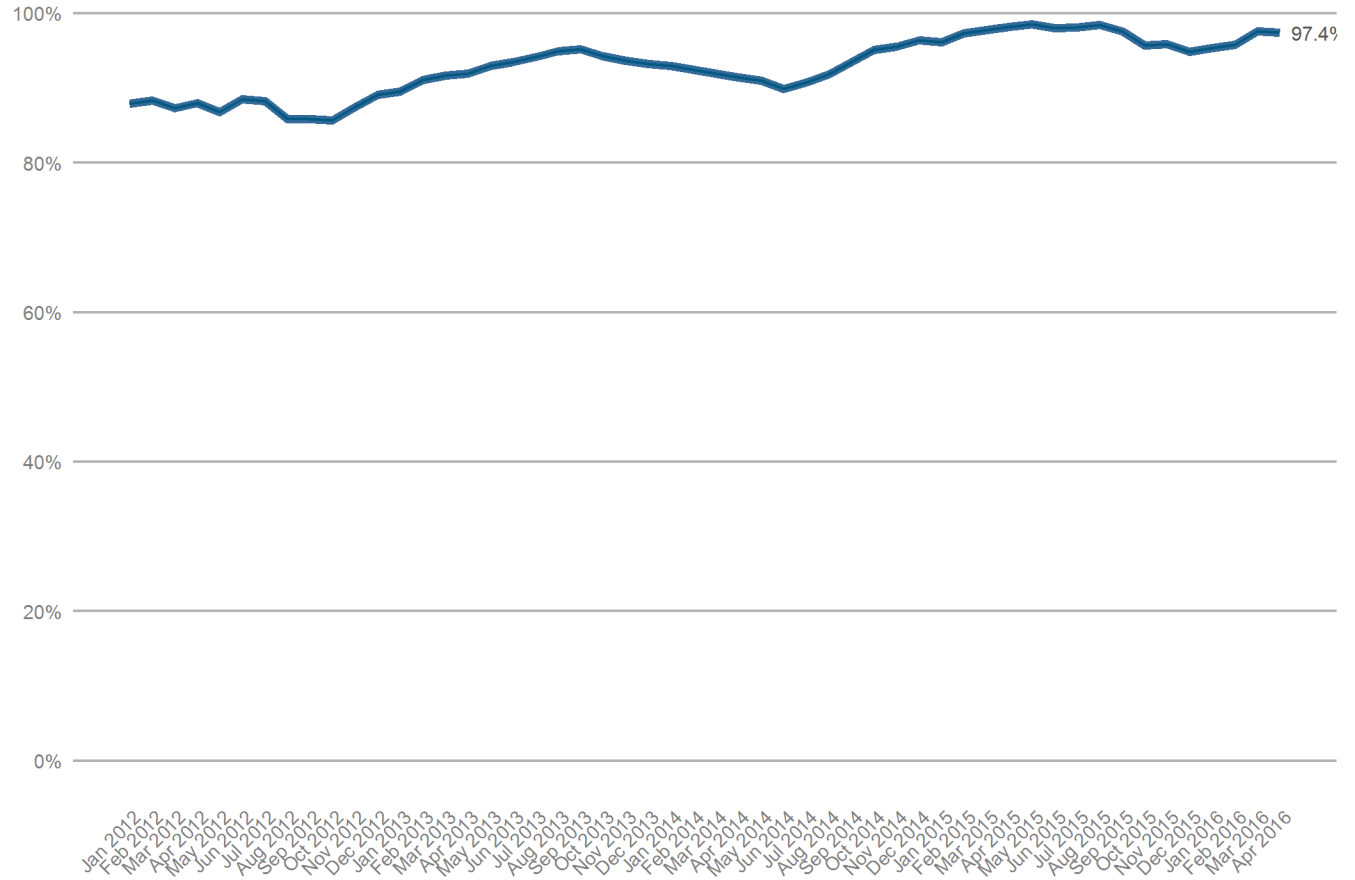
Data Source:
DPW Streetlights Monthly
Report

Related Strategy:
Maintain and improve road
surface infrastructure

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

Percent of streetlights functioning dipped slightly but is still close to a four-year high

Percent of street lights functioning



Responsible Organization:
Department of Public Works

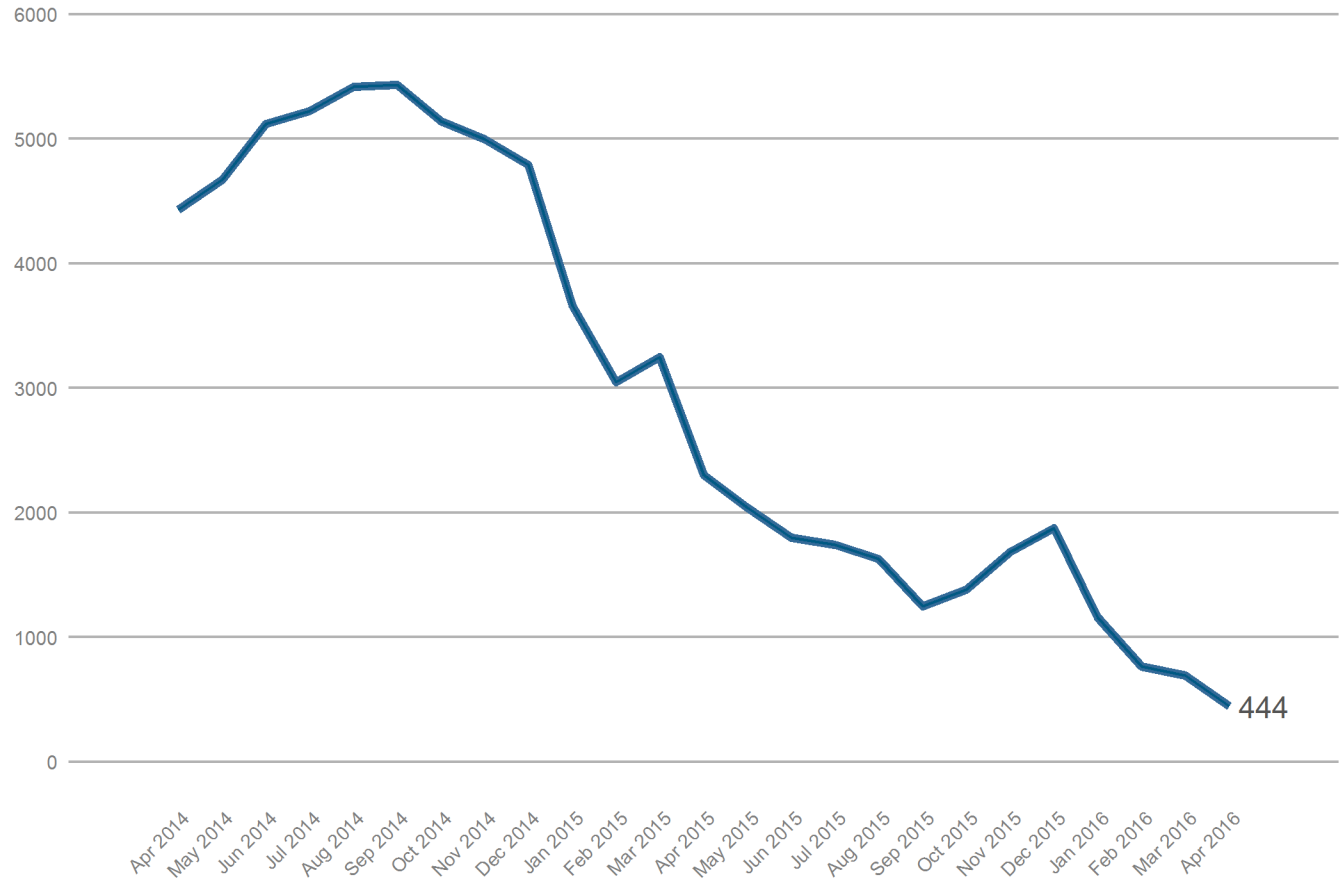
Data Source:
311

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.

DPW has continued to push down the streetlight service request backlog, now at a two-year low

Street Light service requests open at end of month



Responsible Organization:
Department of Public Works

Data Source:
311

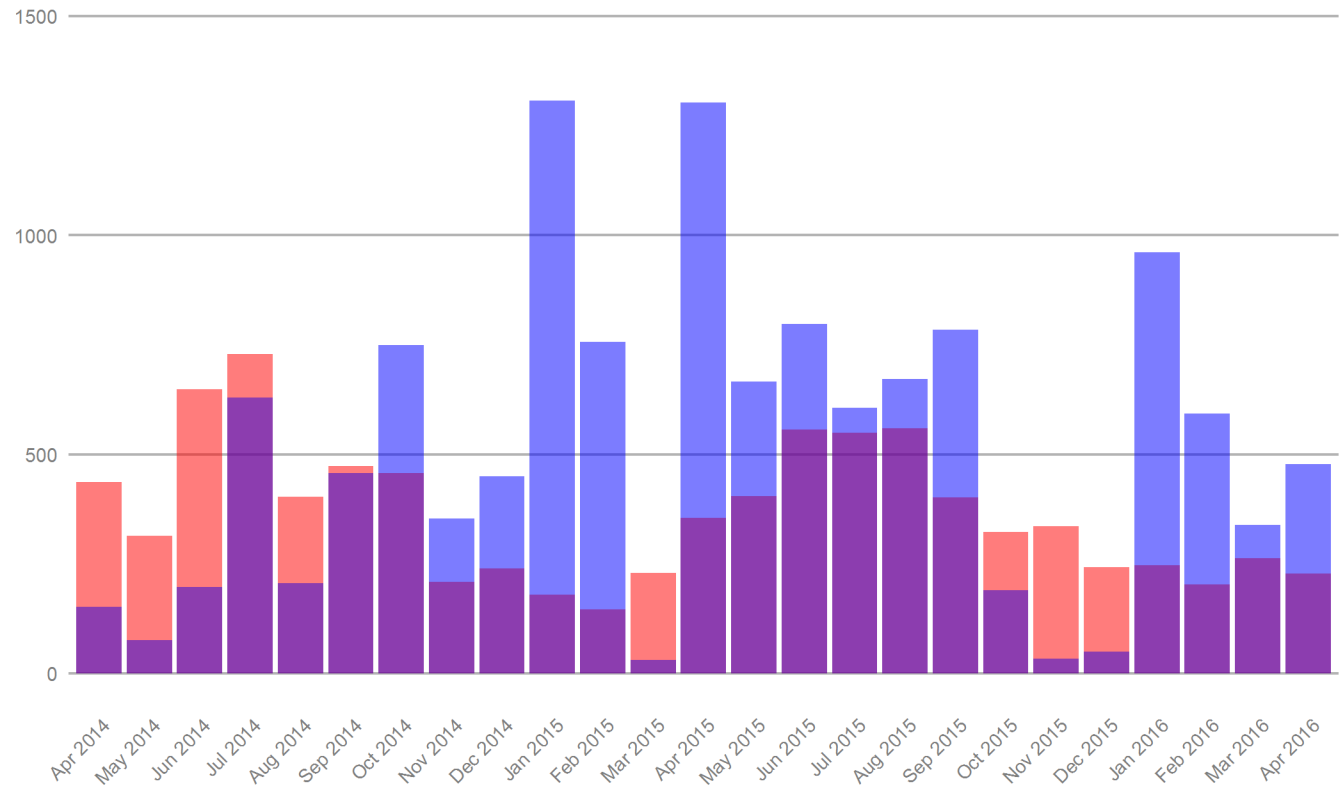
Related Strategy:
Maintain and improve road
surface infrastructure

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.

More streetlight requests were resolved than opened during nine of the last twelve months

Street Light service requests net per month

Opened Closed



Responsible Organization:
Department of Public Works

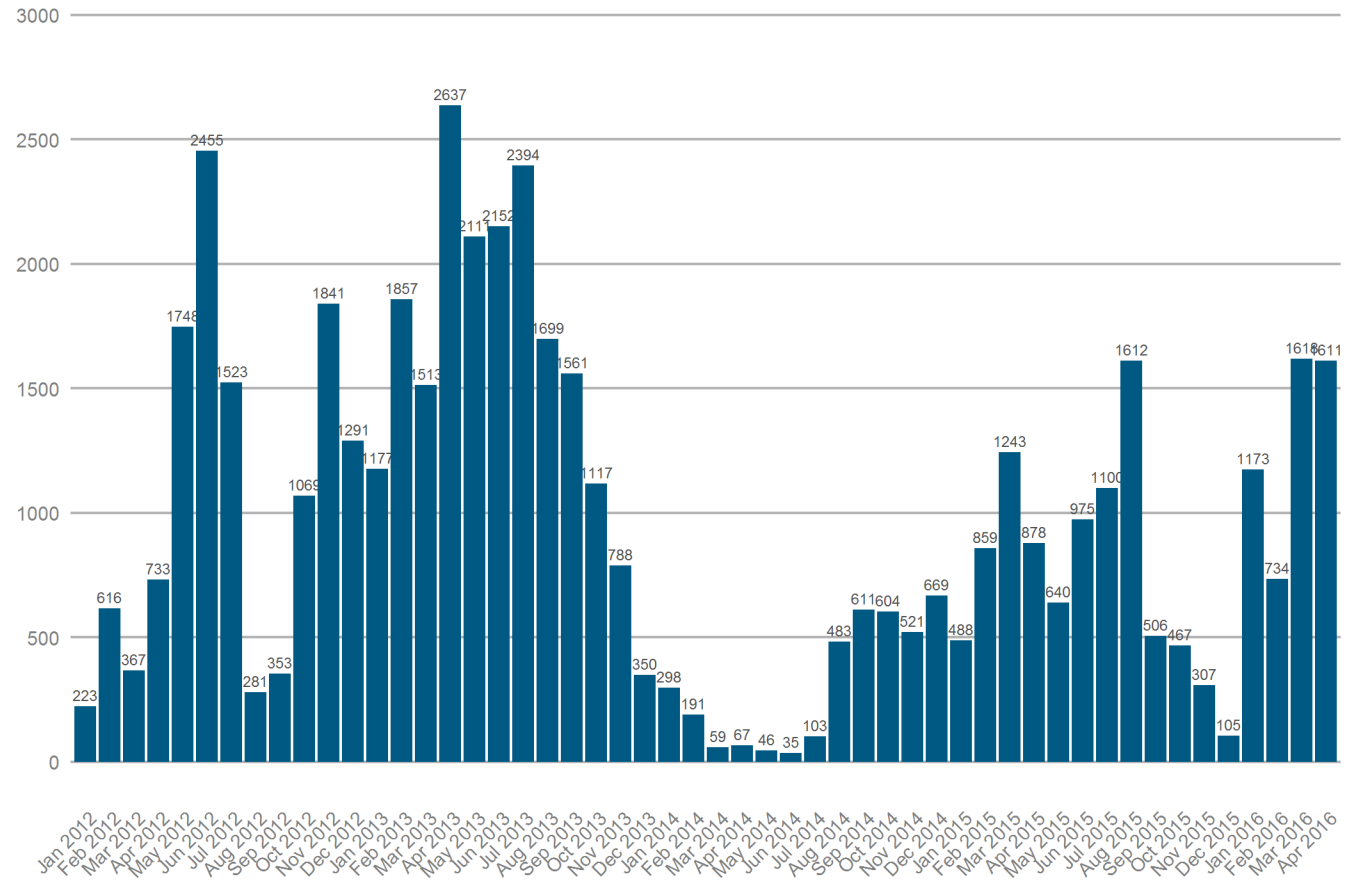
Data Source:
DPW Streetlights Monthly Report

Related Strategy:
Maintain and improve road surface infrastructure

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

More than 5,000 streetlight repairs have already been completed during 2016

Number of streetlight outages restored



Data Source:
311

Related Strategy:

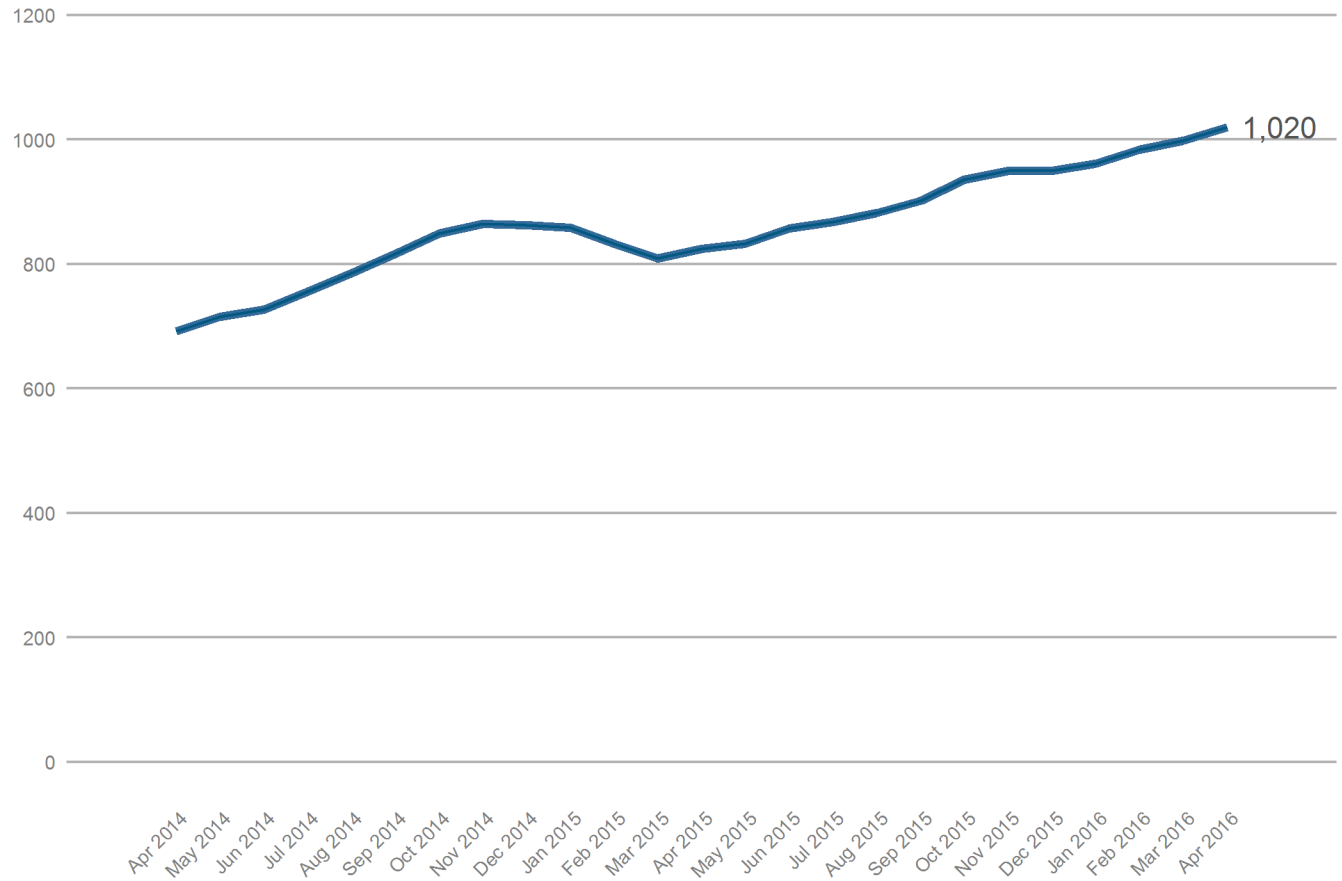
Maintain and improve road
surface infrastructure

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 continues to increase, but 311 requests make up only one-ninth of traffic signs installed

Traffic Sign service requests open at end of month



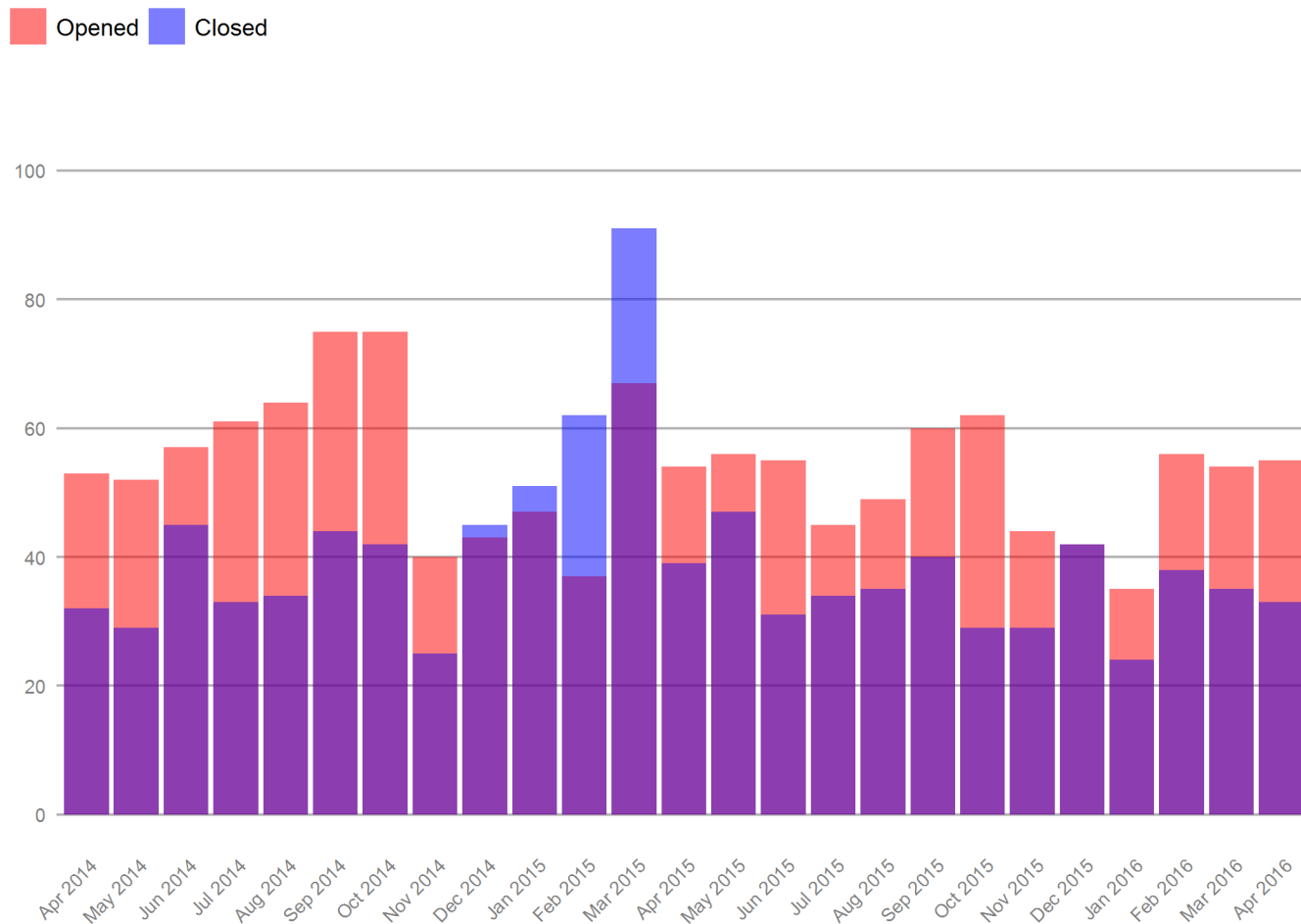
Data Source:
311

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.

New traffic sign requests initiated have outpaced closed cases since April of 2015

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

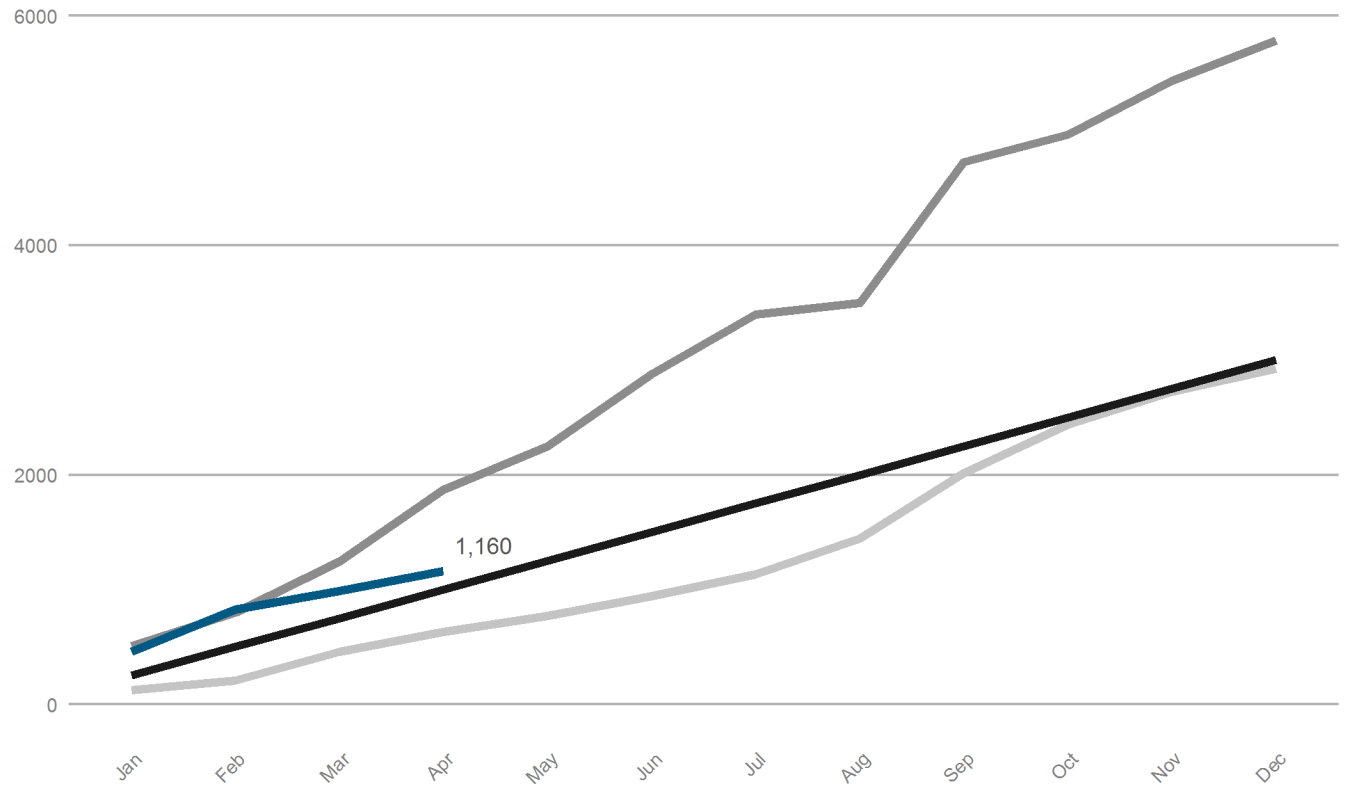
Notes:

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.

2016 traffic sign installations are ahead of target

Cumulative number of traffic signs installed

— 2014 — 2015 — 2016 — Target



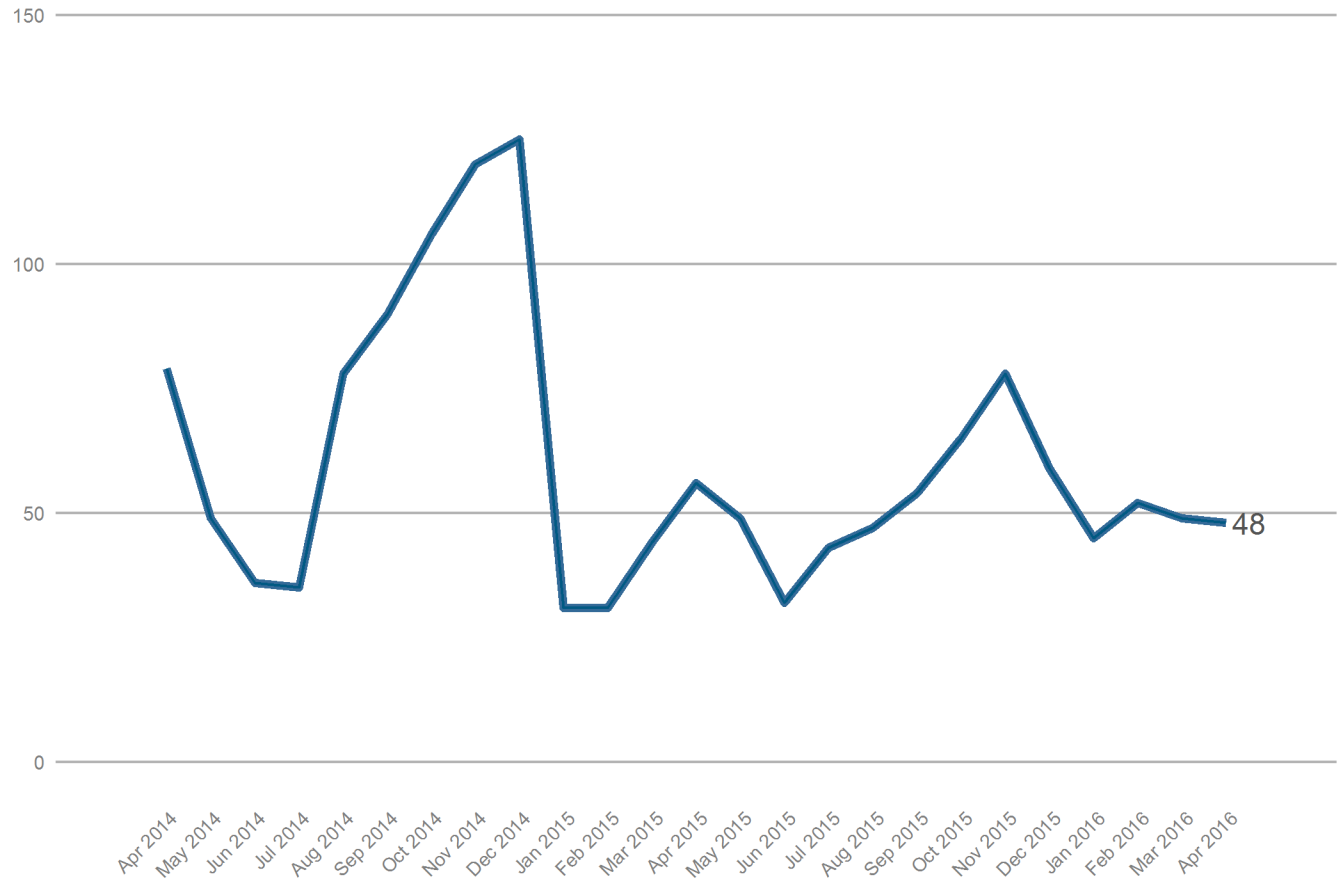
Data Source:
311

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 requests for street signs has varied around 50 units per month

Street Name Sign service requests open at end of month



Data Source:
311

Related Strategy:

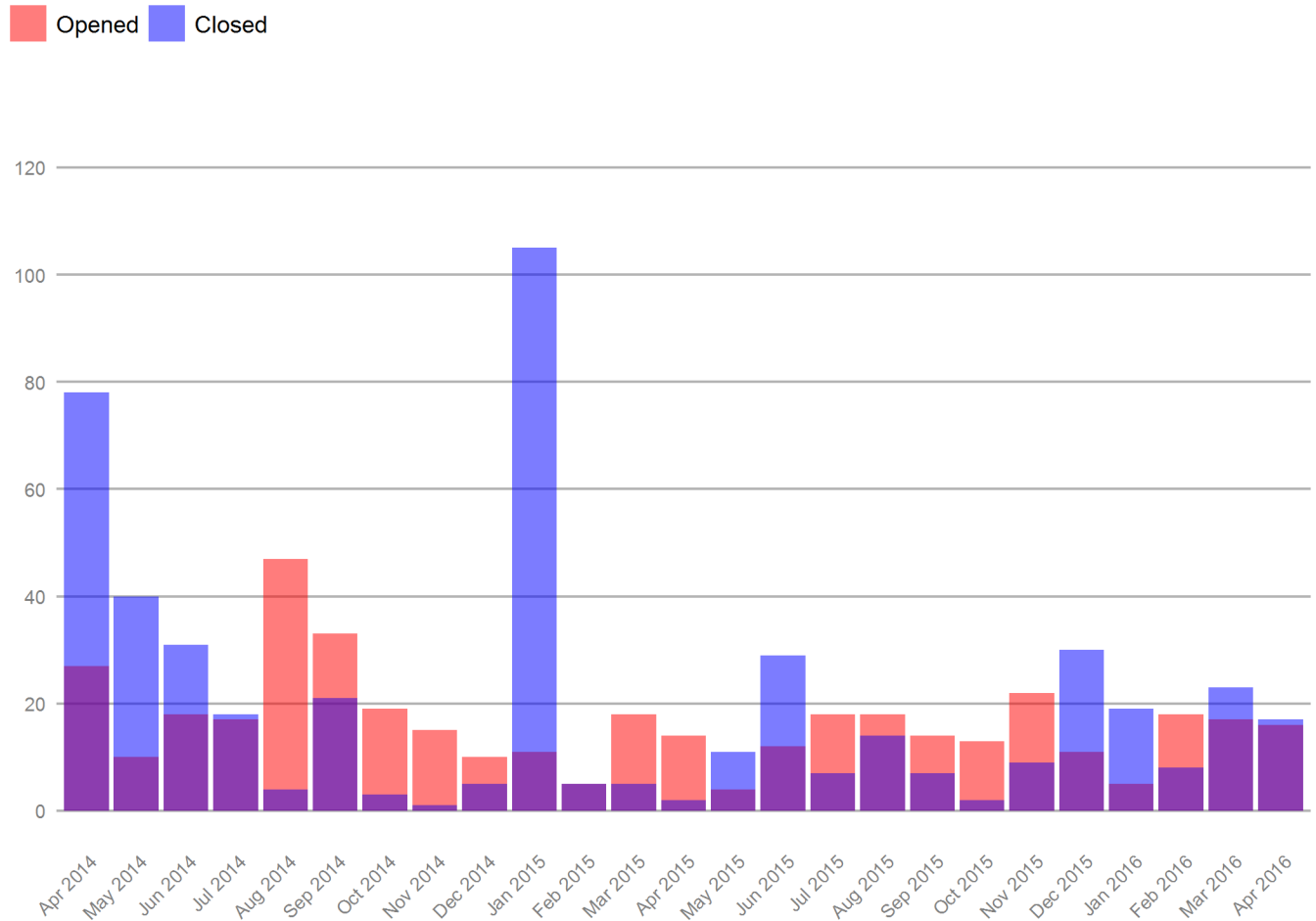
Maintain and improve road
surface infrastructure

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 per month have been trending around 20 units as DPW cycles through the sign replacement program

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

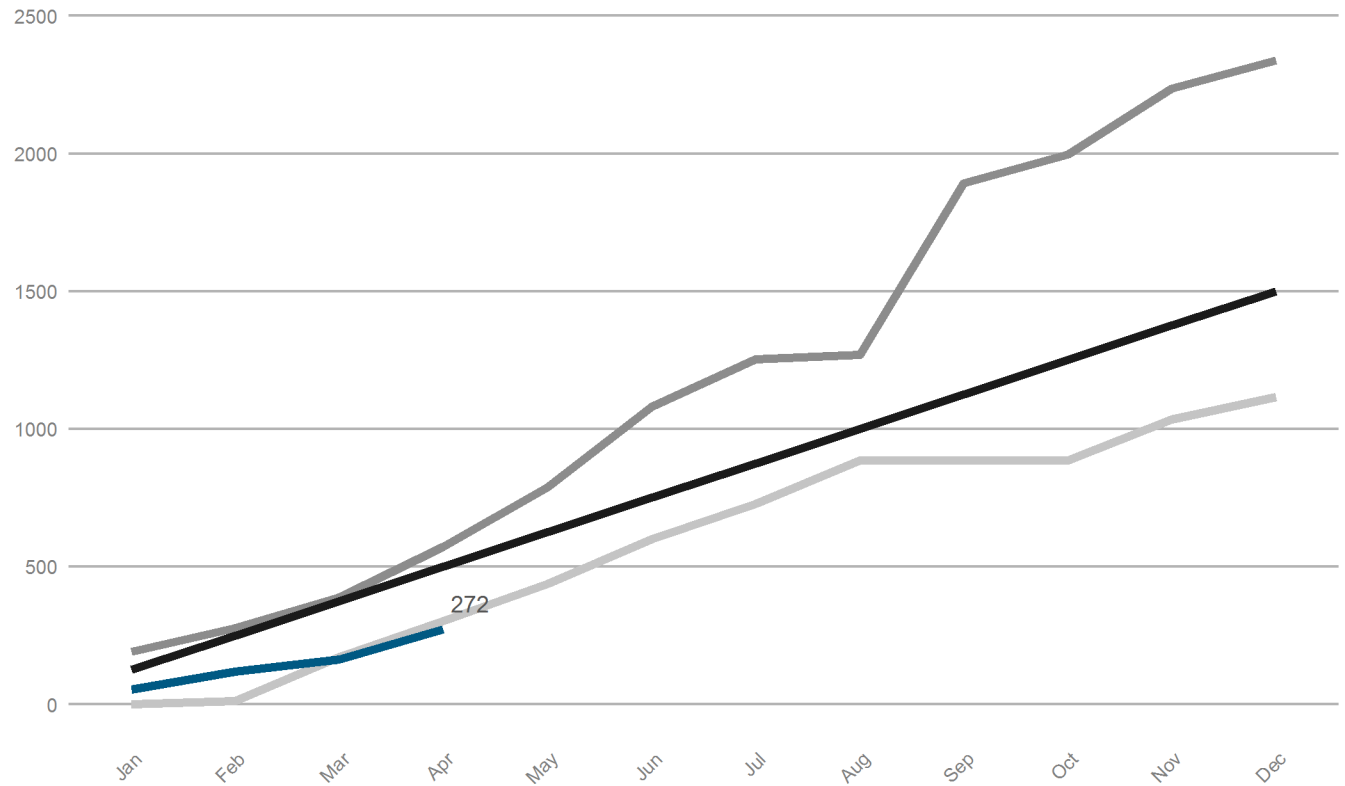
Notes:

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.

Total street sign installations are below target for the beginning of 2016, but this level has been sufficient to close 311 requests

Cumulative number of street name signs installed

— 2014 — 2015 — 2016 — Target



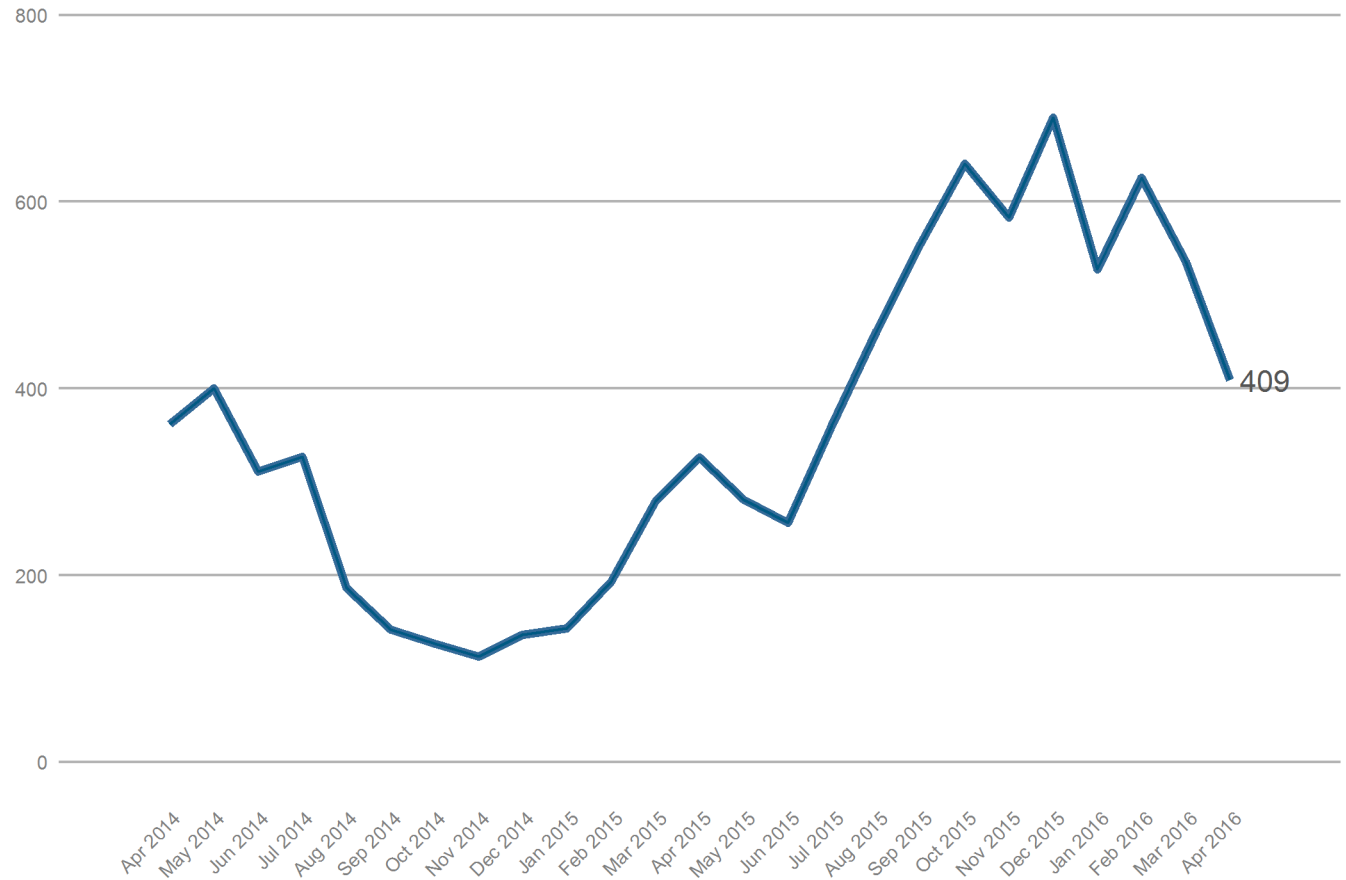
Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality Neighborhoods

The abandoned vehicle request backlog appears to be at the lowest level since August 2015

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



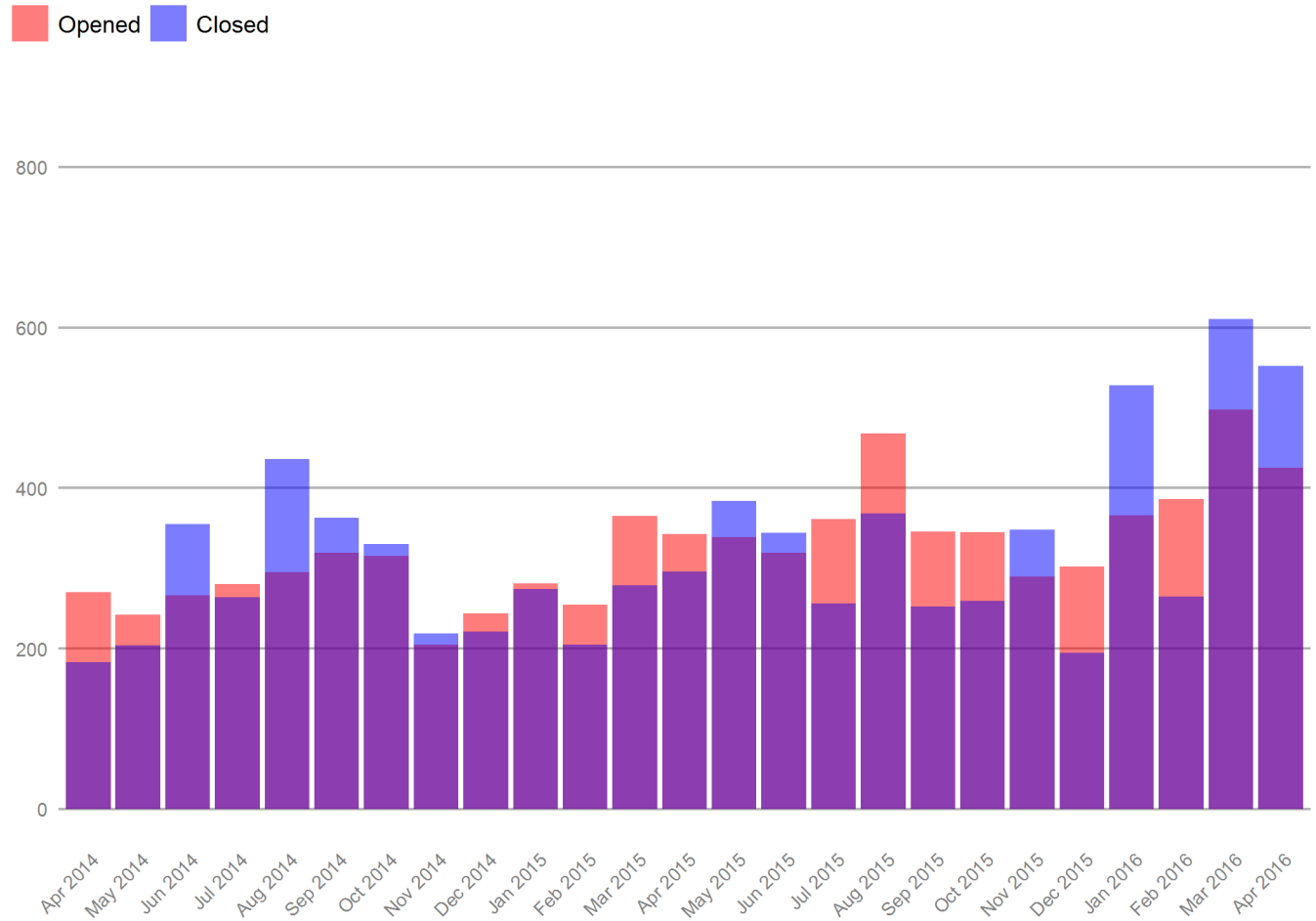
Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality Neighborhoods

DPW resolved more abandoned vehicle requests than were initiated during four of the past six months

Abandoned Vehicle Reporting/Removal service requests net per month



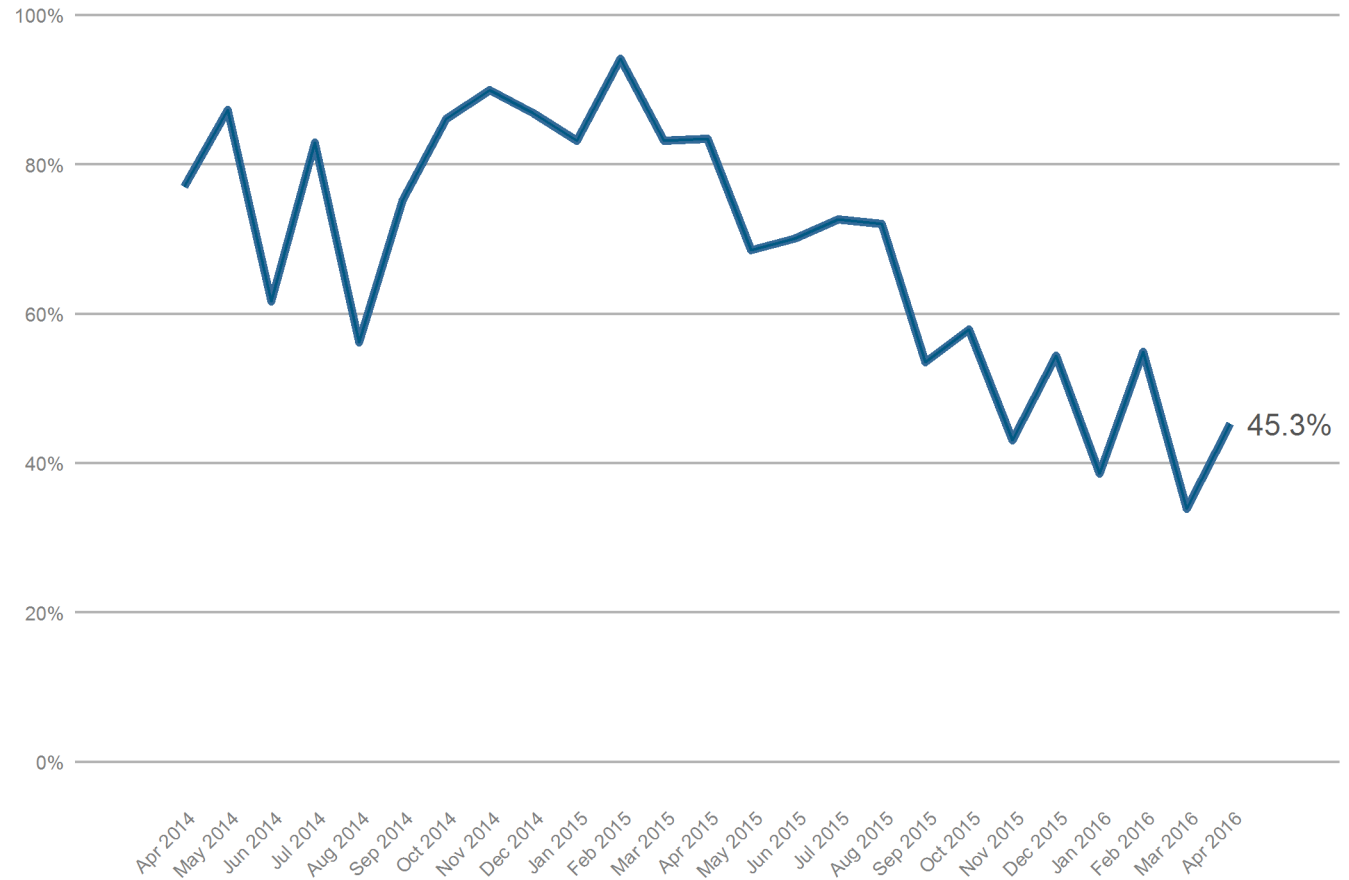
Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality Neighborhoods

The percentage of abandoned car requests resolved within target increased in April

Percent of Abandoned Vehicle Reporting Removal resolved in 30 days



Responsible Organization:
Department of Public Works

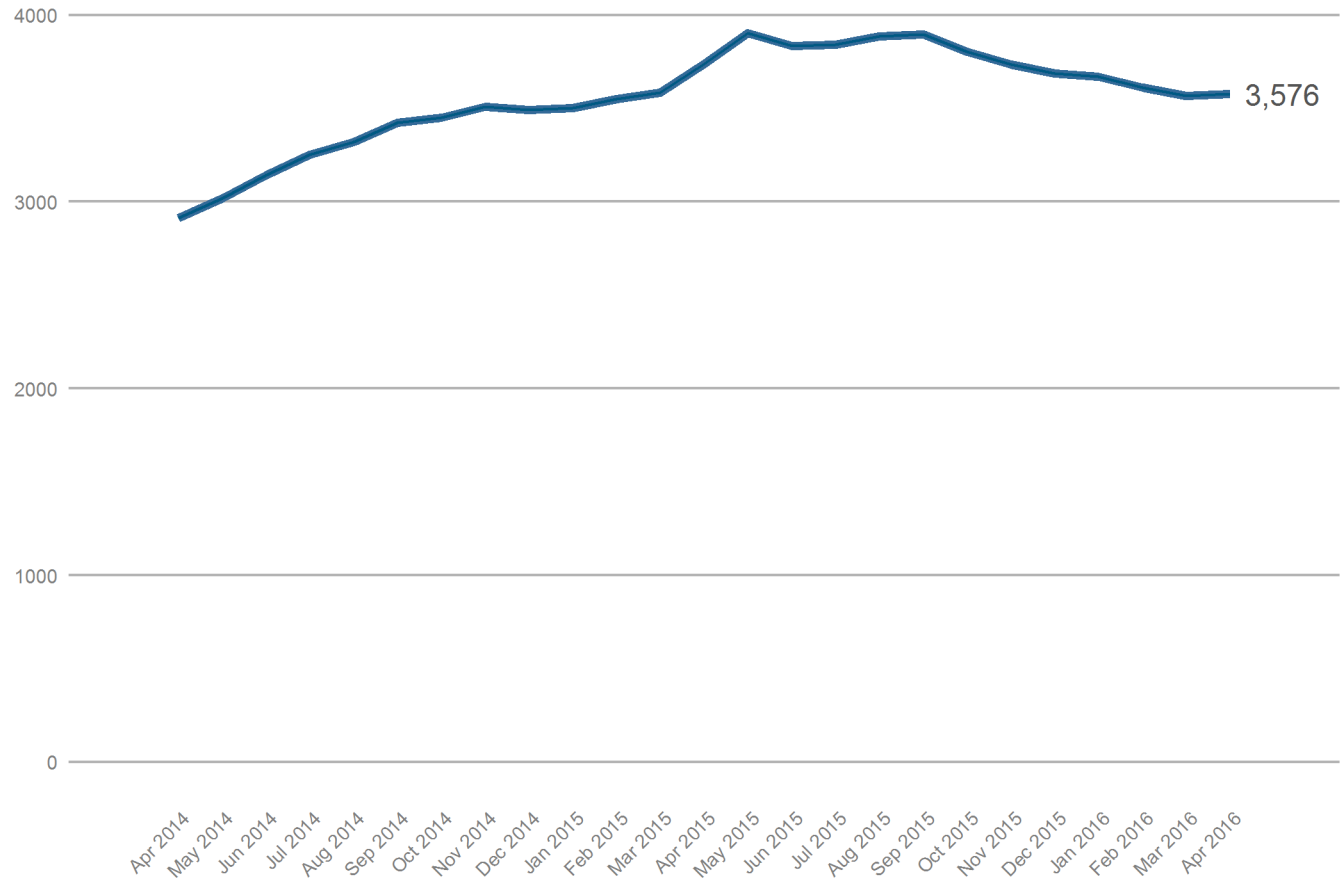
Data Source:
311

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.

Open drainage and street flooding requests ticked up for the first time in several months

Street Flooding/Drainage service requests open at end of month



Responsible Organization:
Department of Public Works

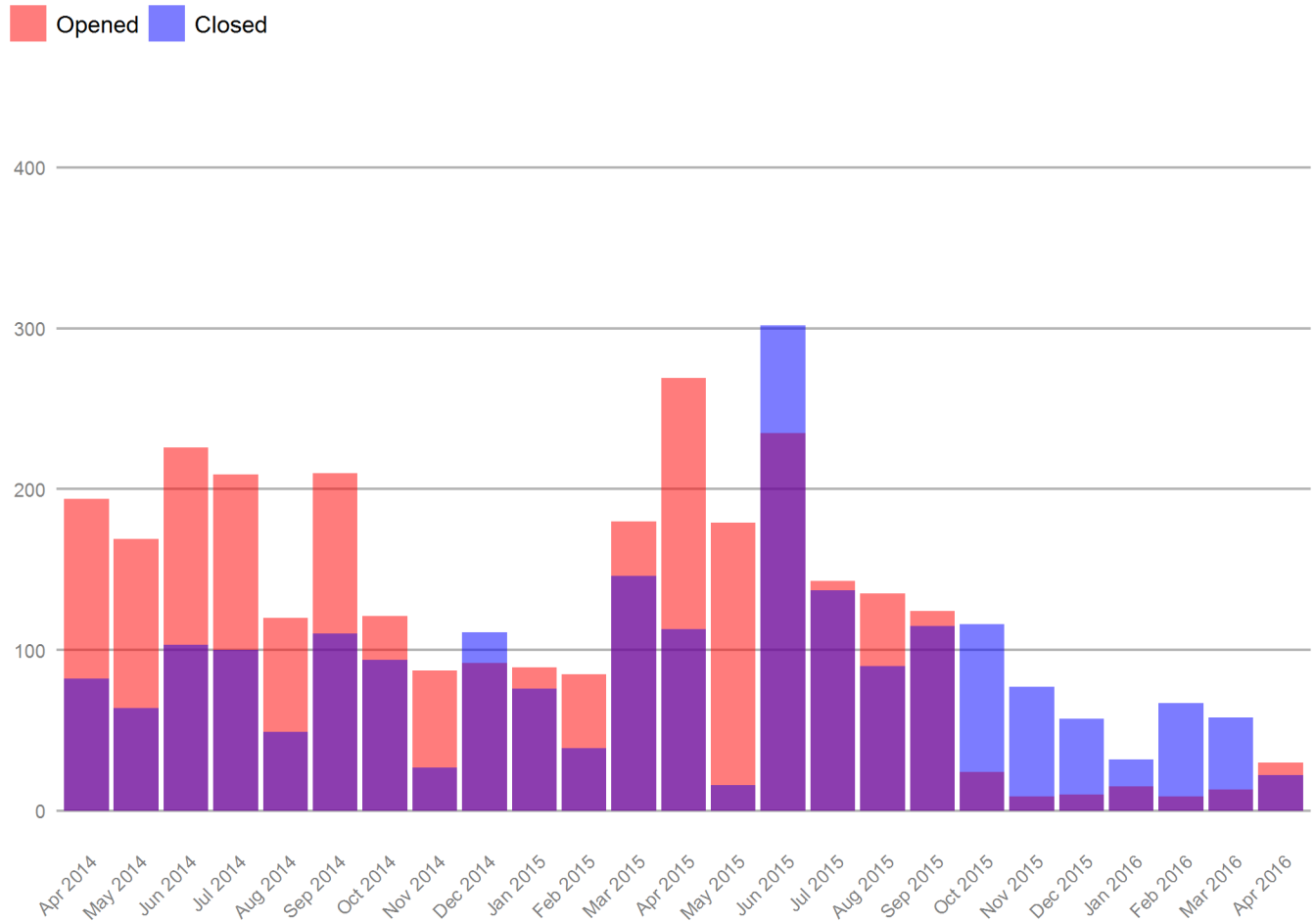
Data Source:
311

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.

Until April 2016, DPW had closed more street flooding cases than were opened during every month since October

Street Flooding/Drainage service requests net per month



Responsible Organization:
Department of Public Works

Data Source:
DPW maintenance reports

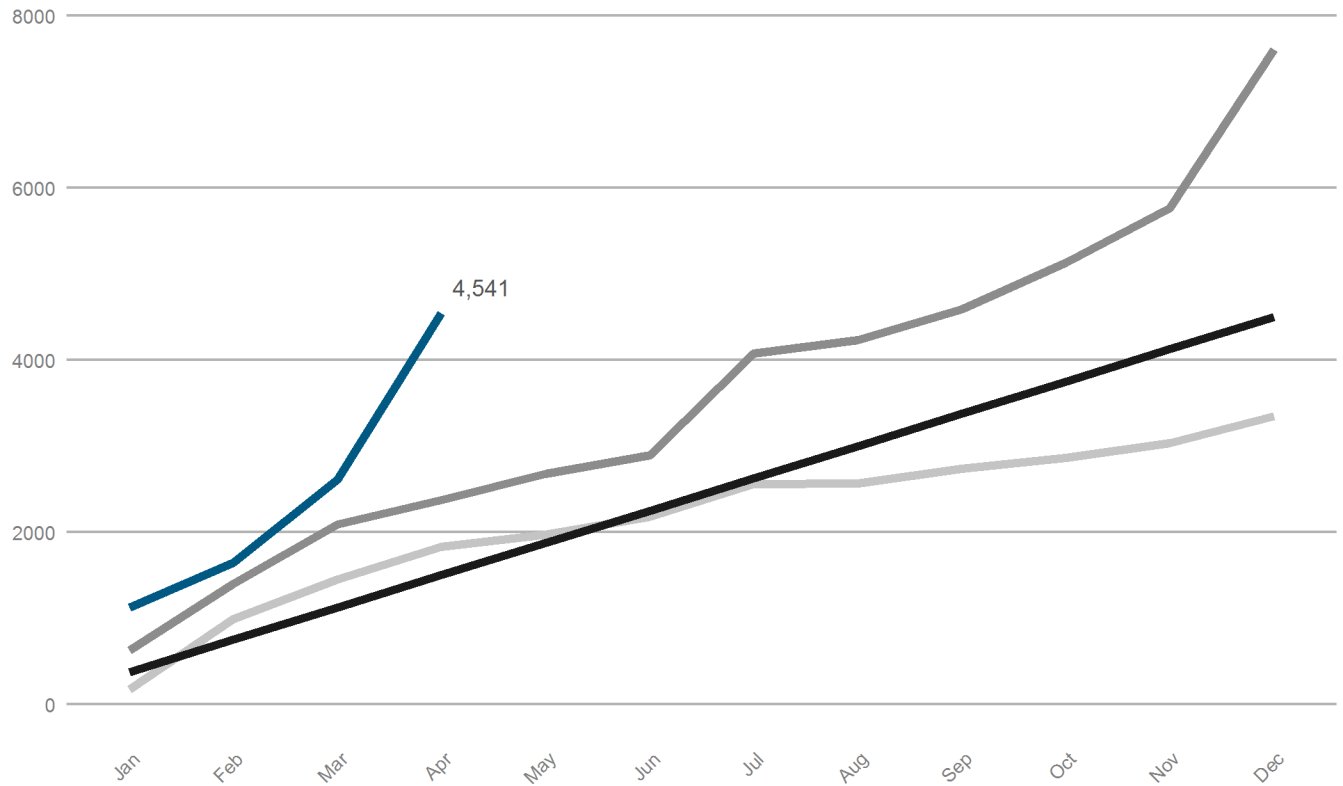
Related Strategy:
Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods

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 already passed the 2016 year-end target

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	31,298	23,333	70,000
Streetlights functioning (%)	97.4	92	92
Streetlight outages restored	5,136	2,333	7,000
Permanent traffic signs installed	1,160	1,000	3,000
Street name signs installed	272	500	1,500
Abandoned vehicle requests closed within 30 days (%)	41.3	80	80
Catch basins cleaned	4,541	1,500	4,500
Catch basins cleaned (%)	6.67	4.8	4.8



SEWERAGE AND WATER BOARD



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					

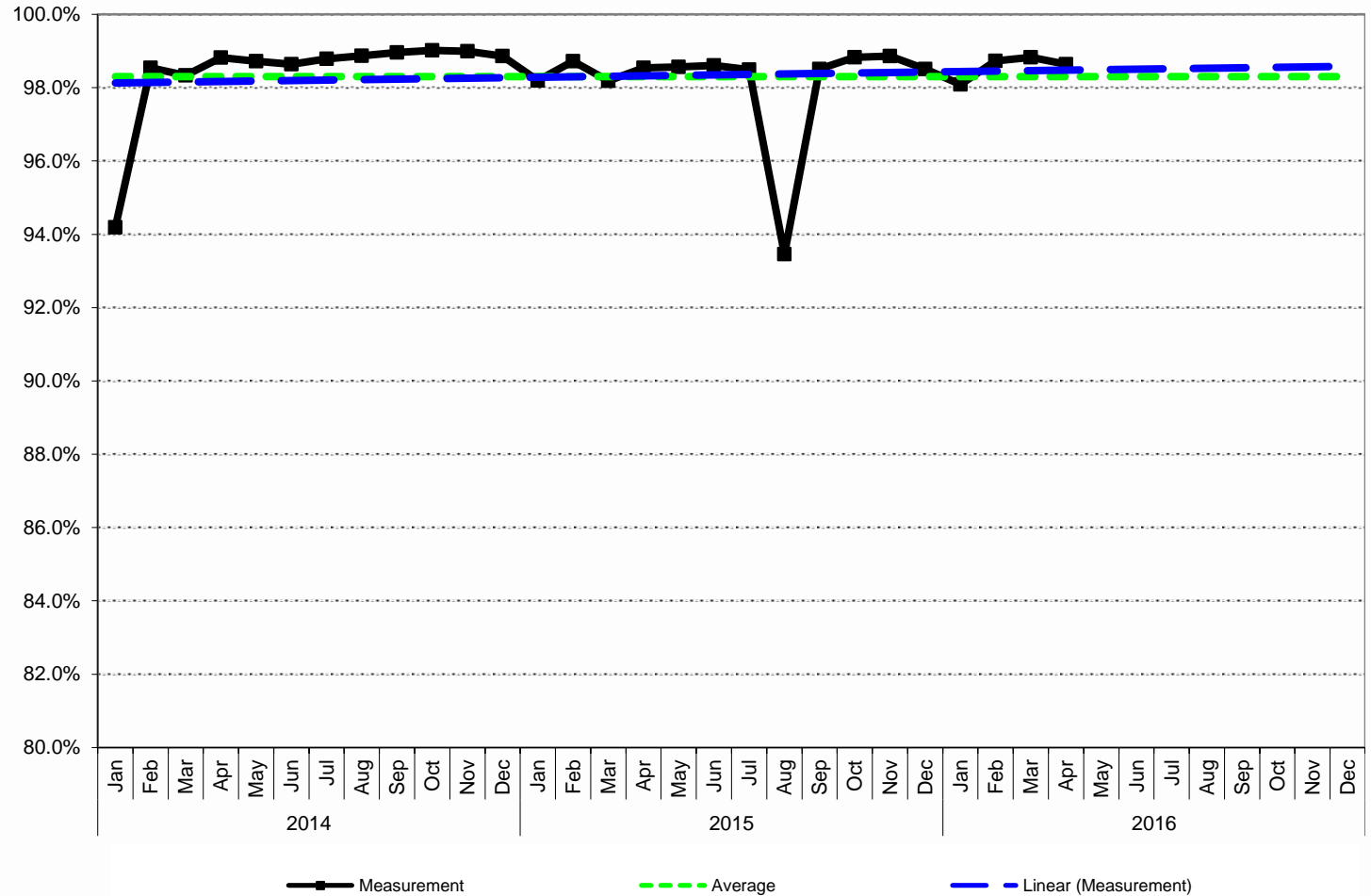


Responsible Organization:
Sewerage and Water Board of
New Orleans

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

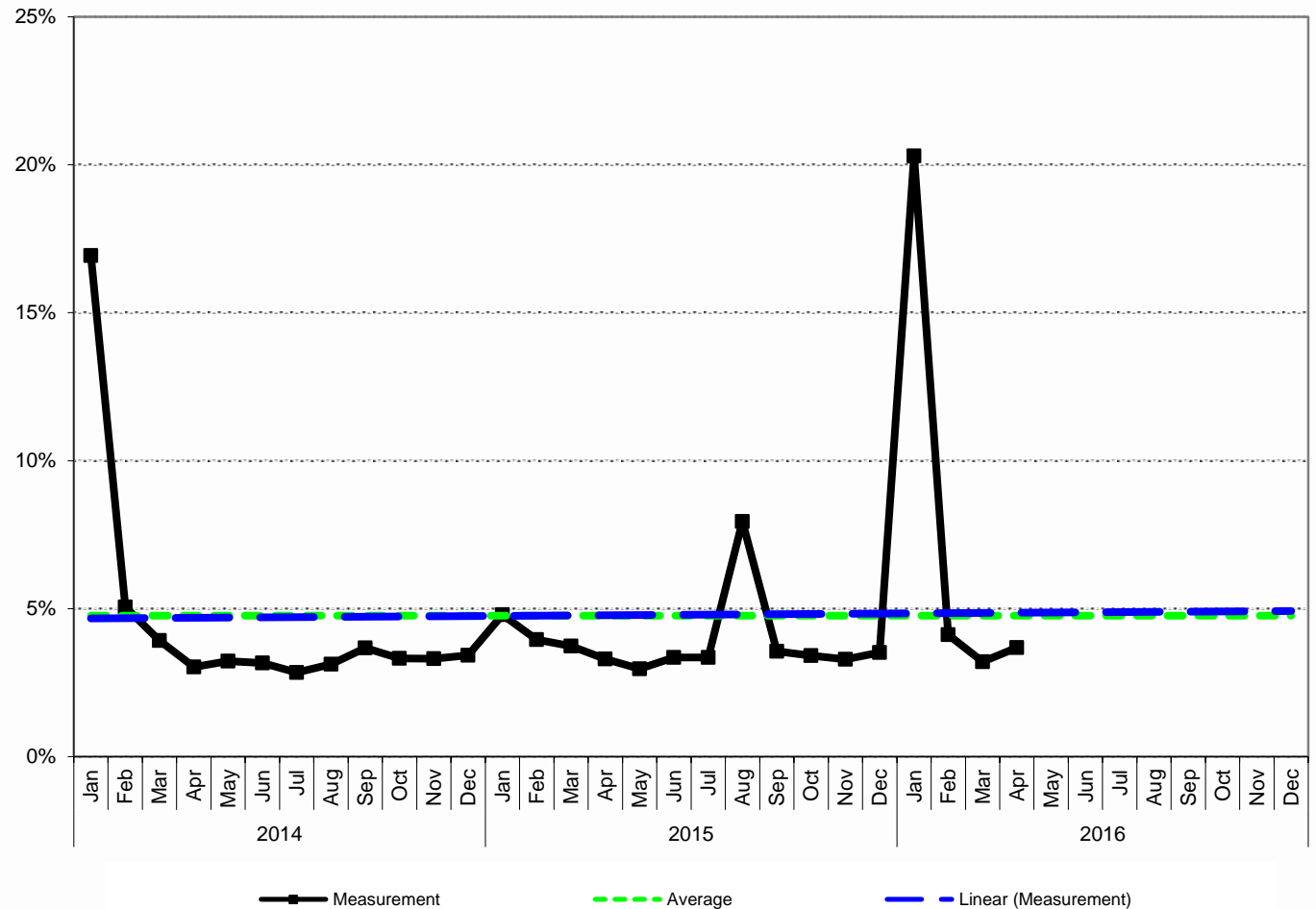


Responsible Organization:
Sewerage and Water Board of
New Orleans

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

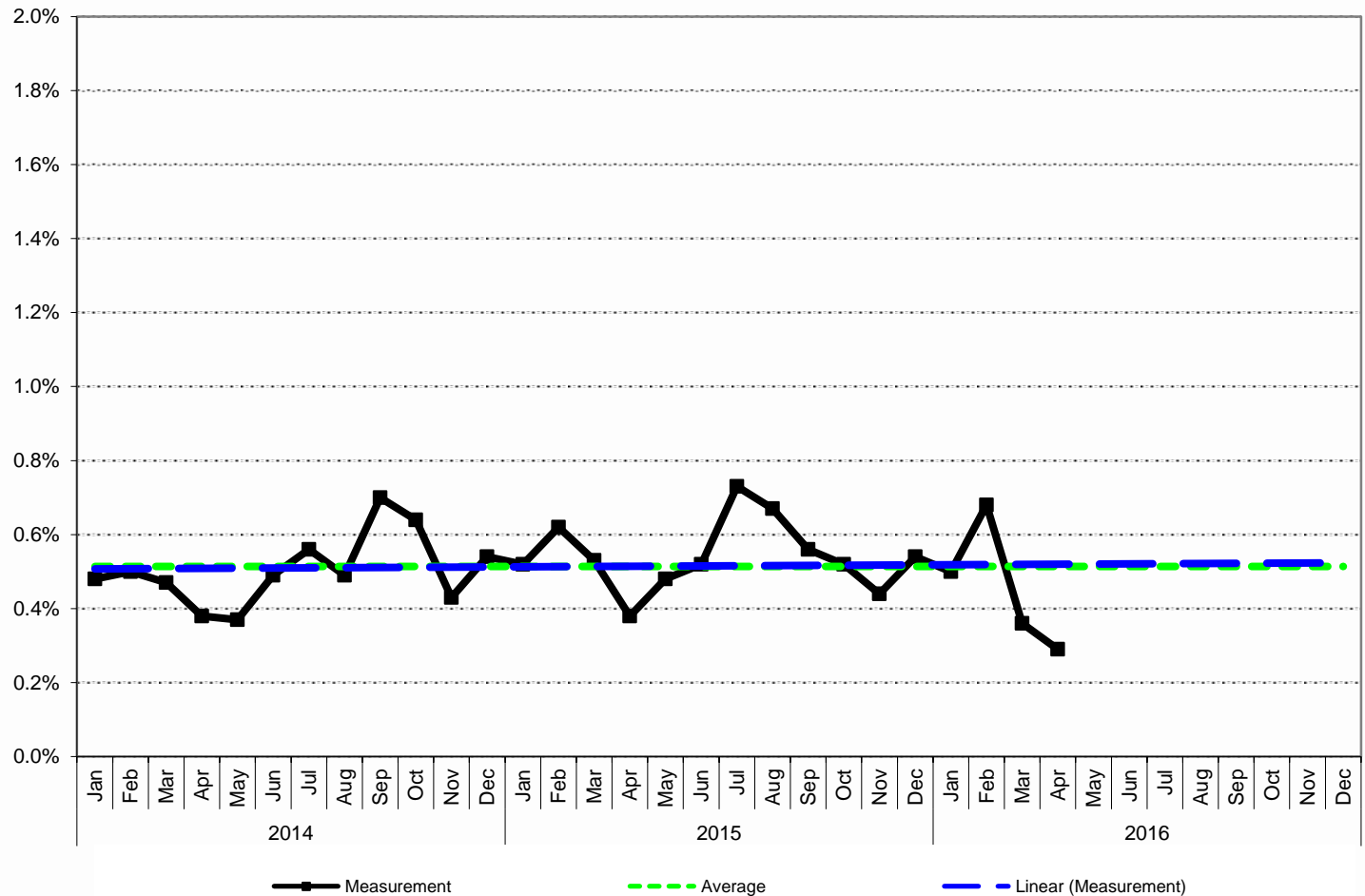


Responsible Organization:
Sewerage and Water Board of
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Data Source:
Sewerage and Water Board of
New Orleans

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

Investigations from high bill complaints as a percentage of total bills

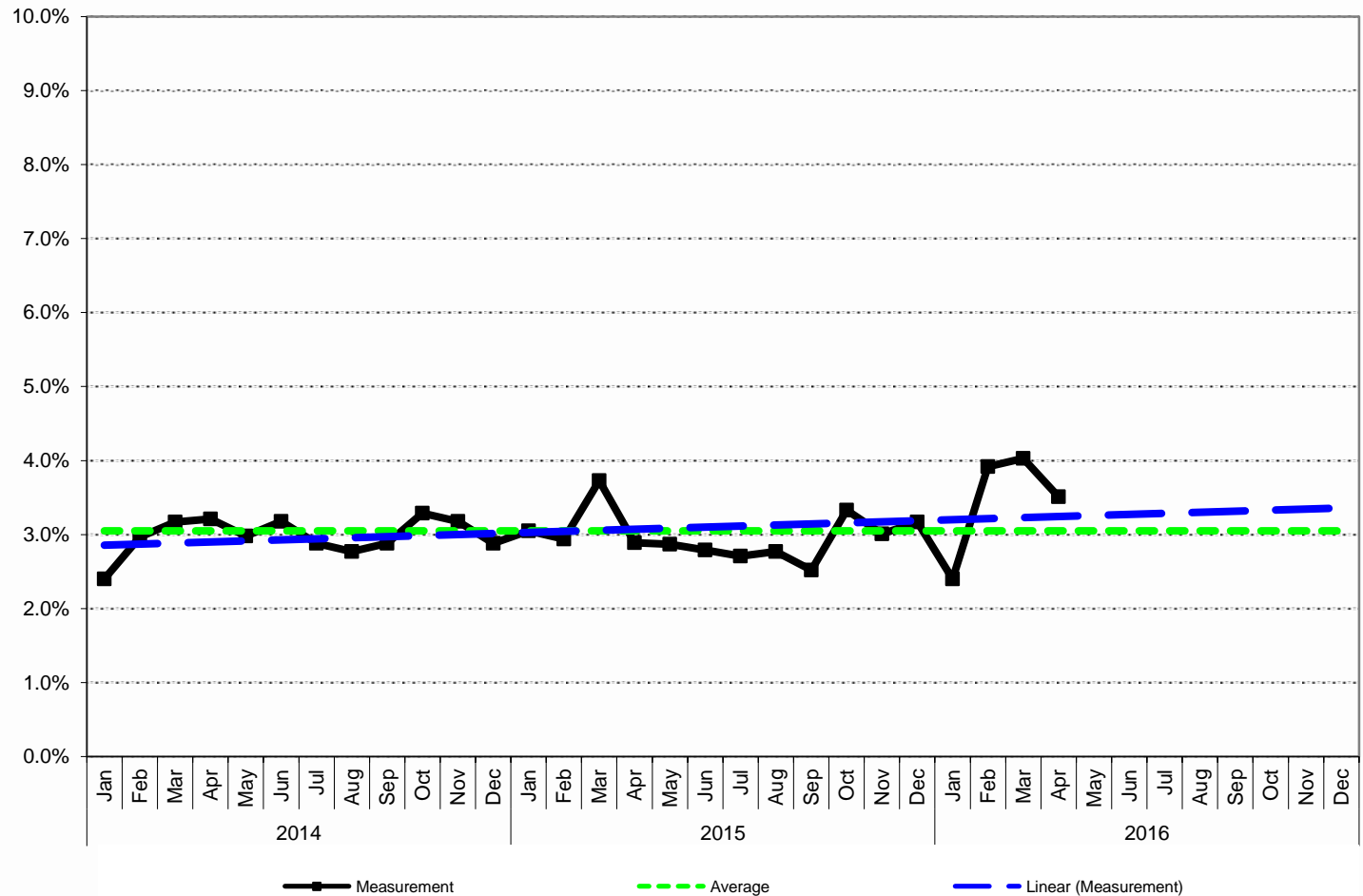


Responsible Organization:
Sewerage and Water Board of
New Orleans

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

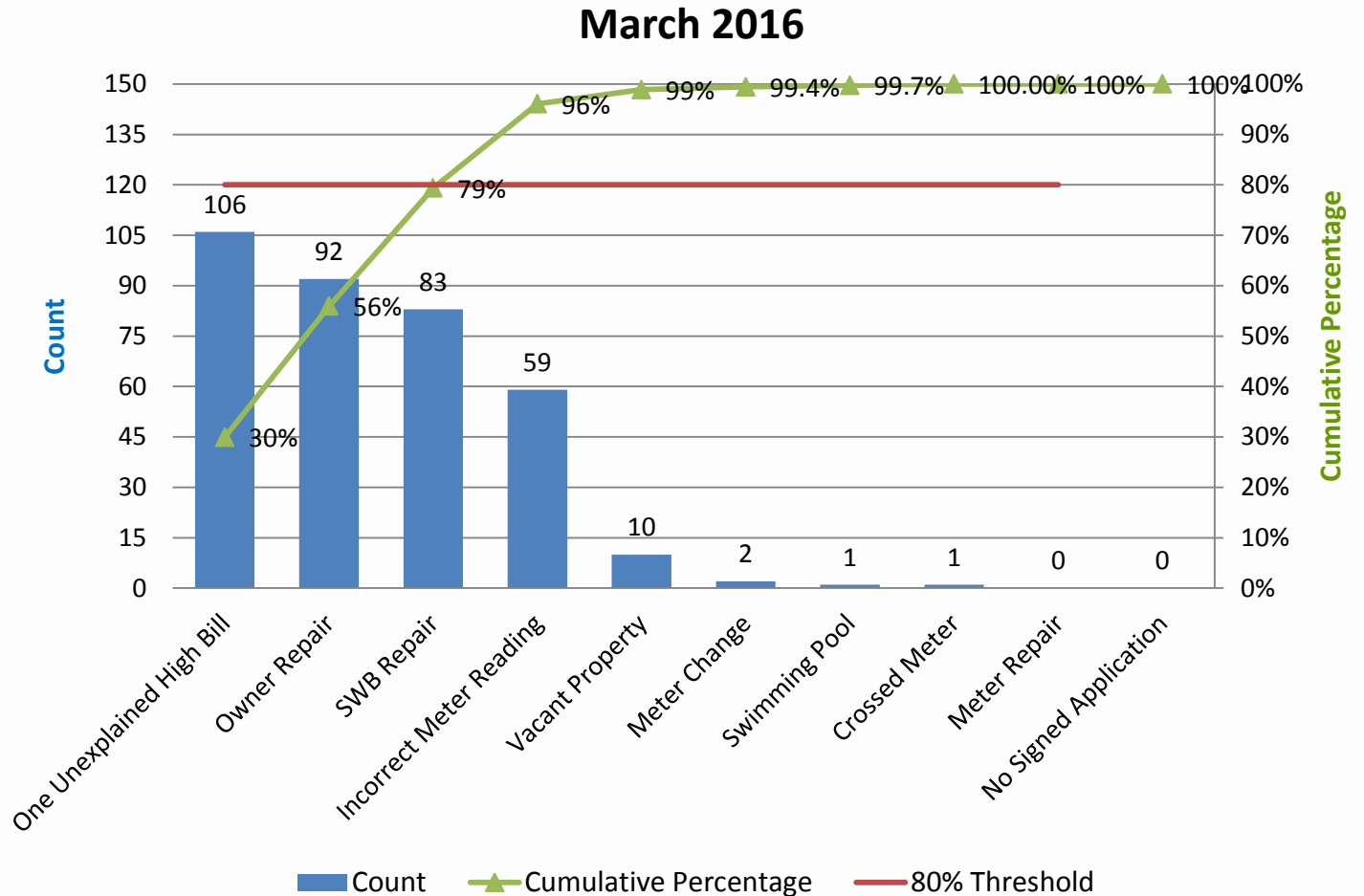


Responsible Organization:
Sewerage and Water Board of
New Orleans

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

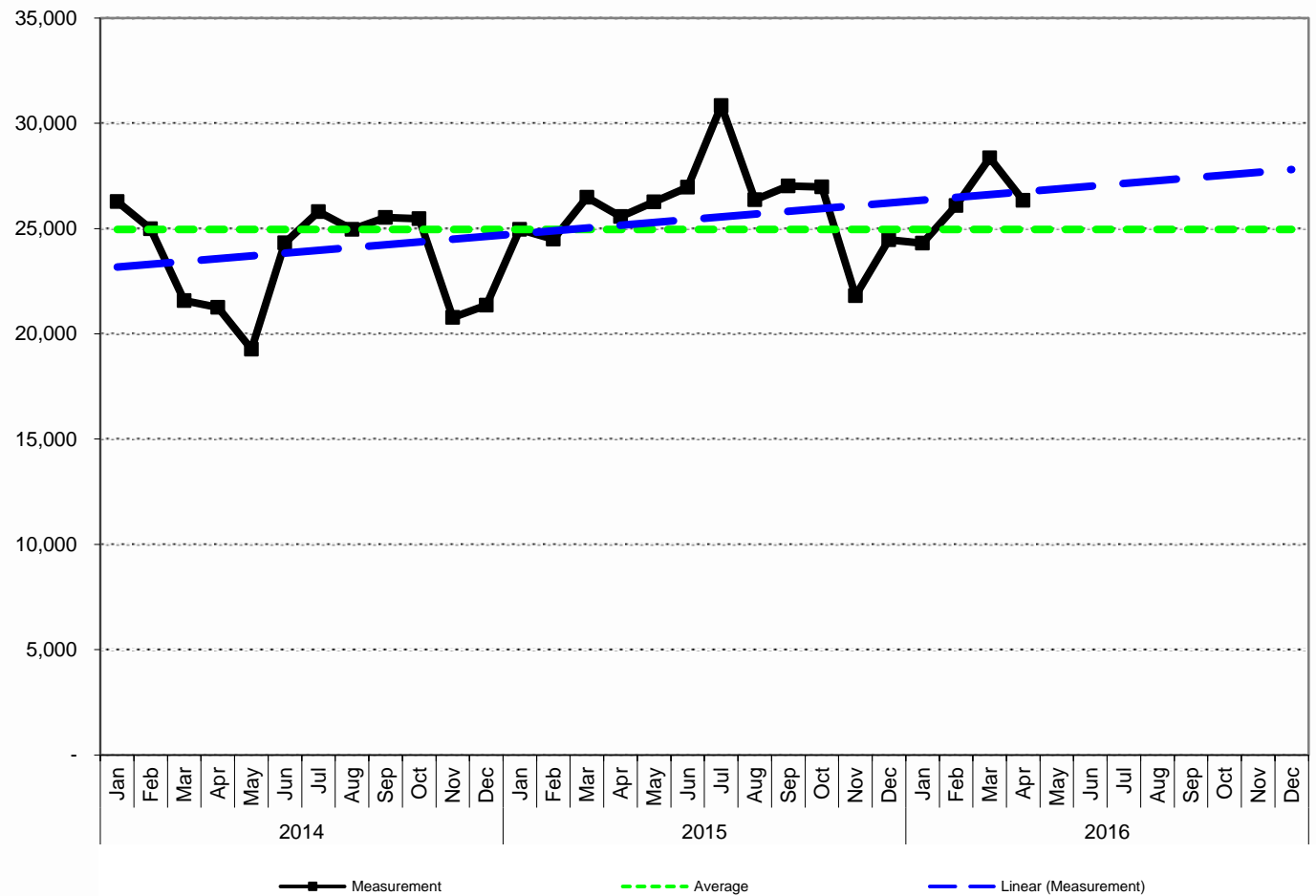


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Related Strategy:
Optimize the City's subsurface
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Total inbound customer contacts

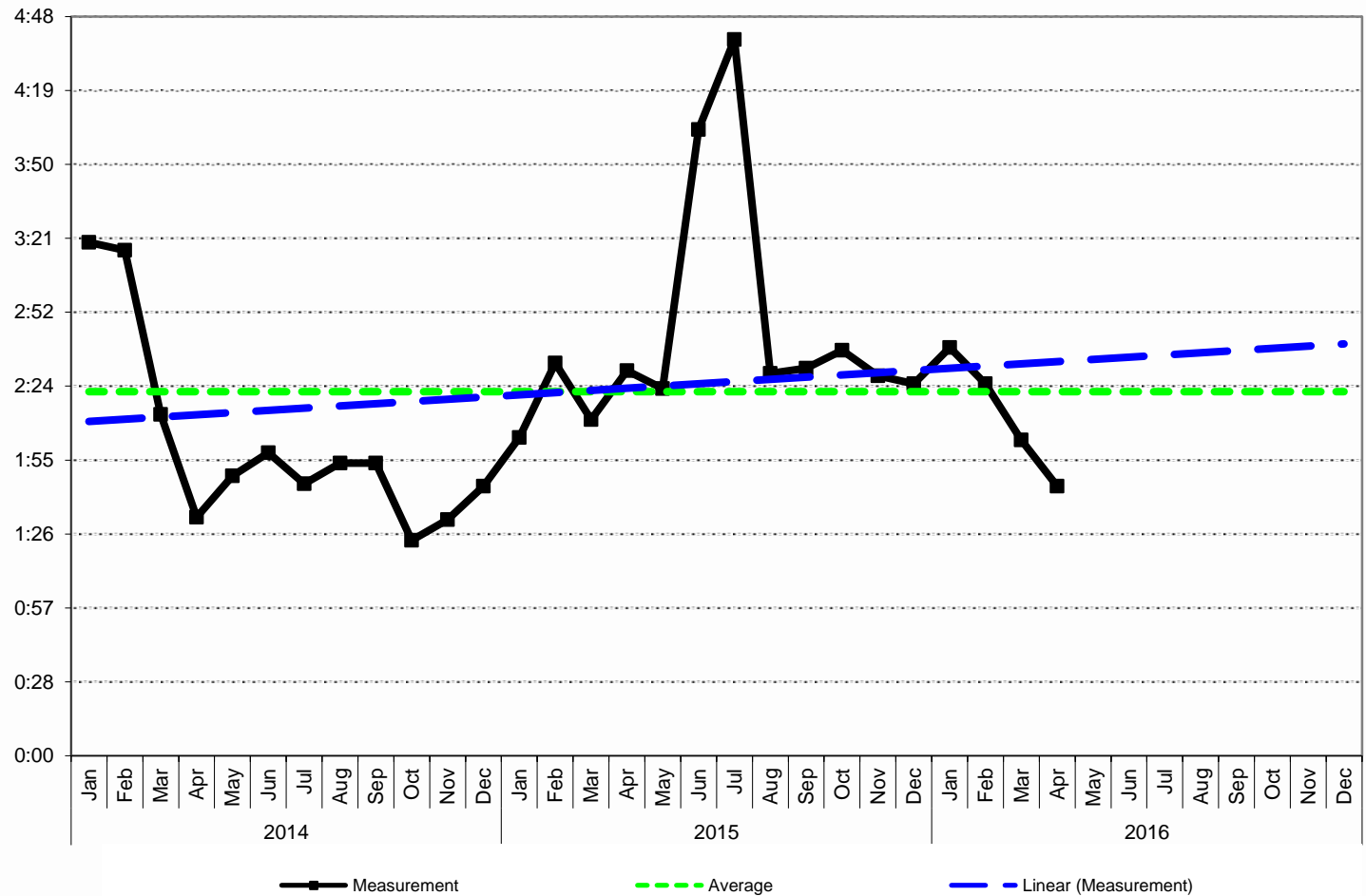


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Data Source:
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Related Strategy:
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Average call wait time

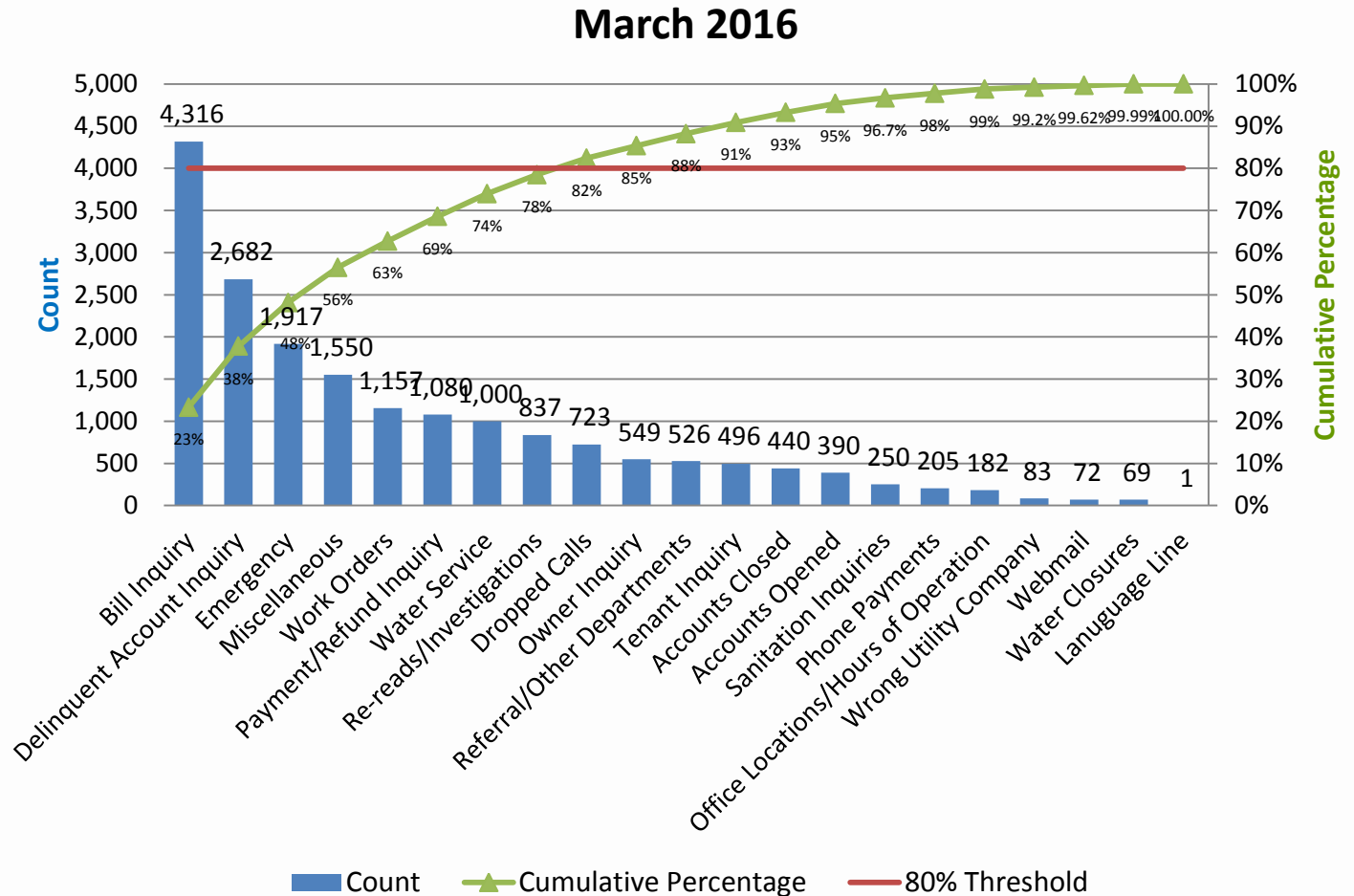


Responsible Organization:
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Data Source:
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New Orleans

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

Types of customer calls

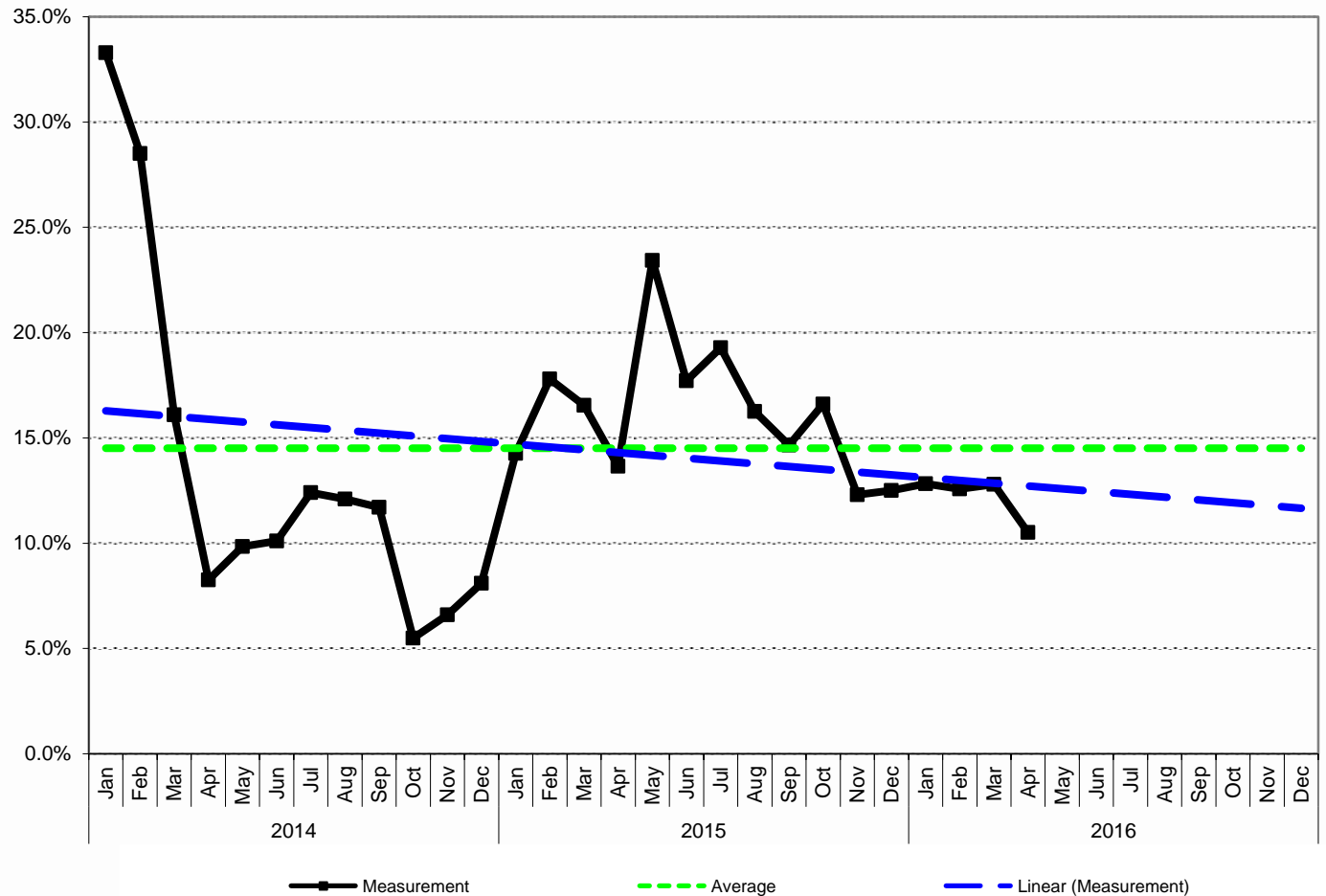


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Calls abandoned by customers as a percentage of total

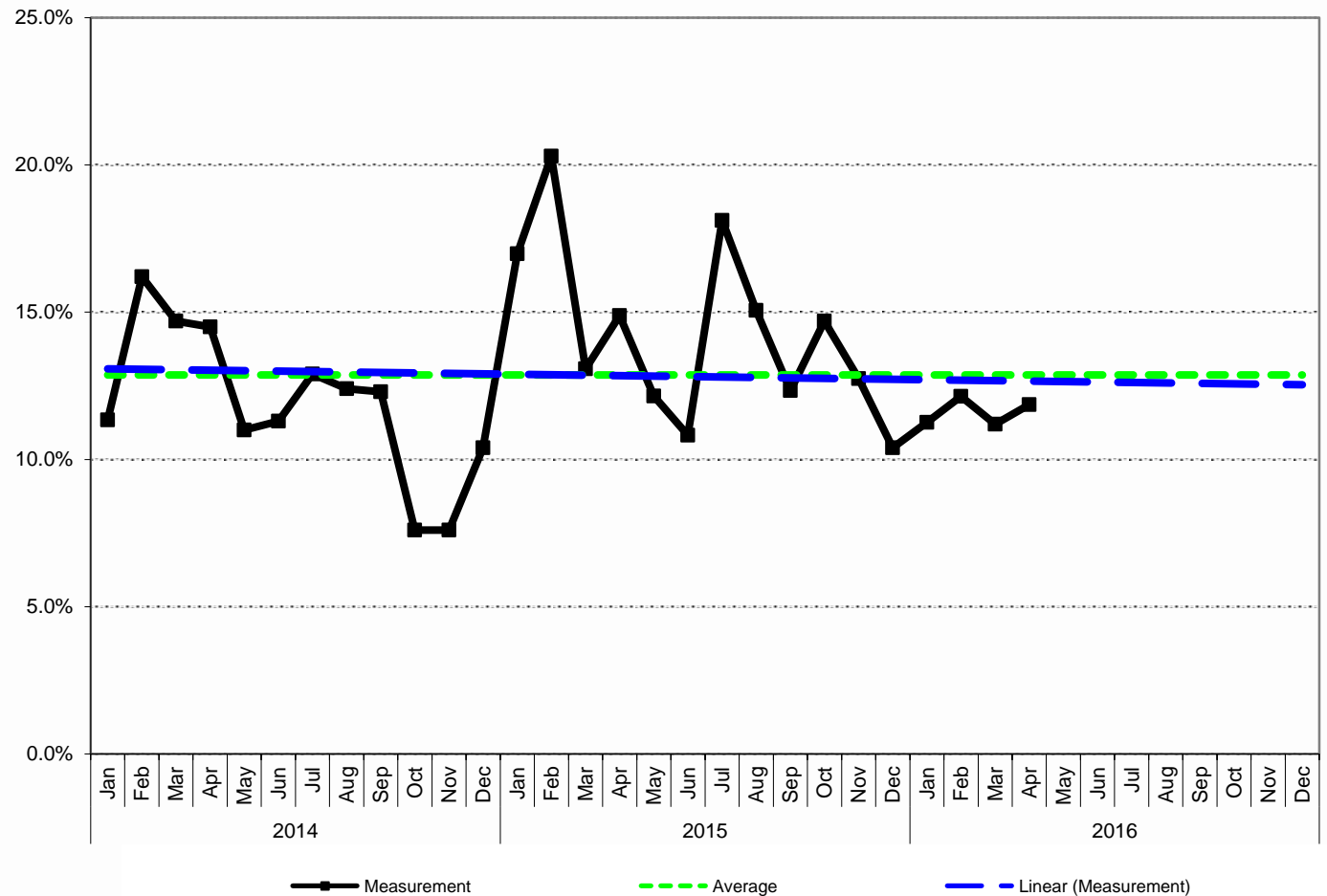


Responsible Organization:
Sewerage and Water Board of
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Data Source:
Sewerage and Water Board of
New Orleans

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

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

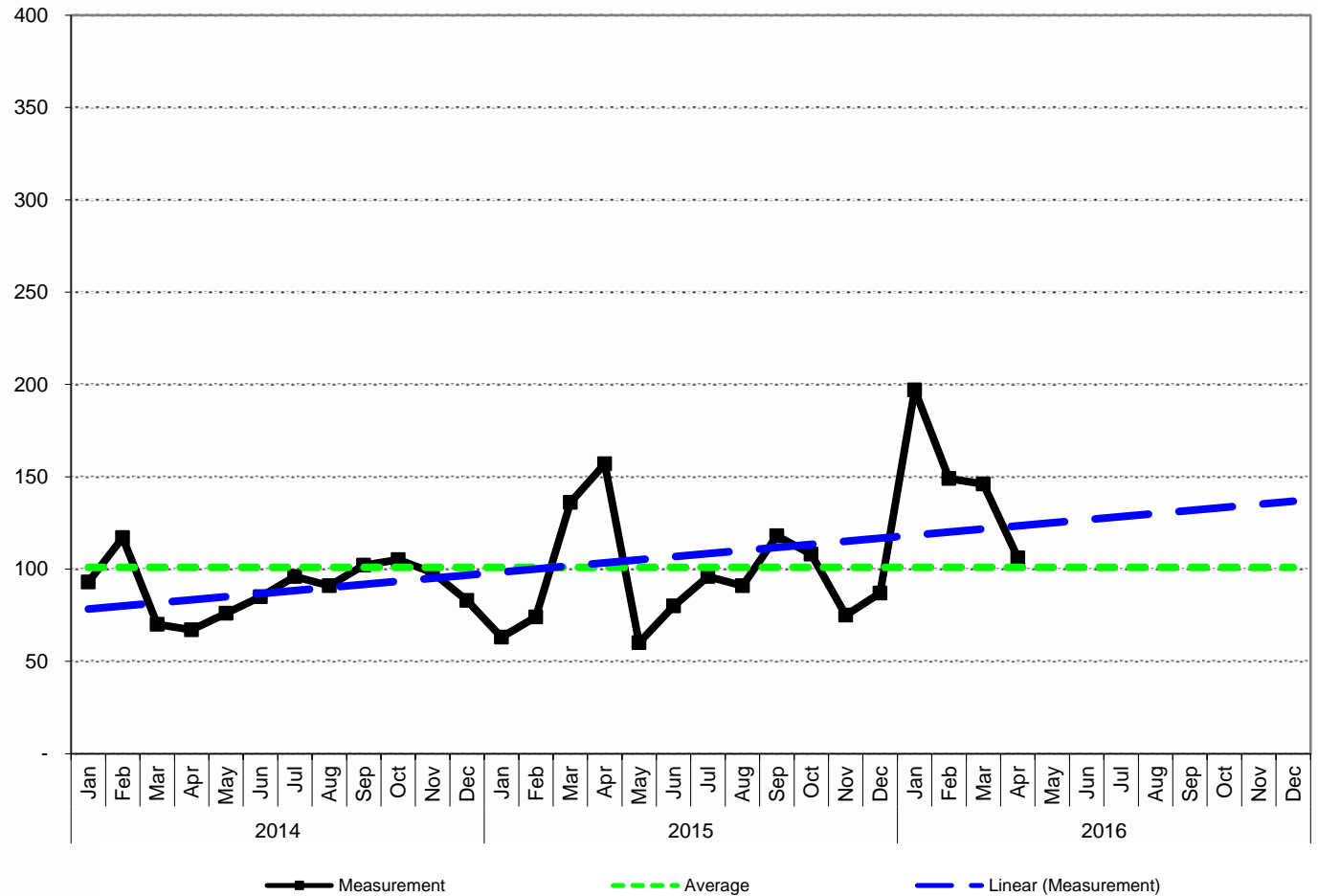


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Total service requests about low water pressure

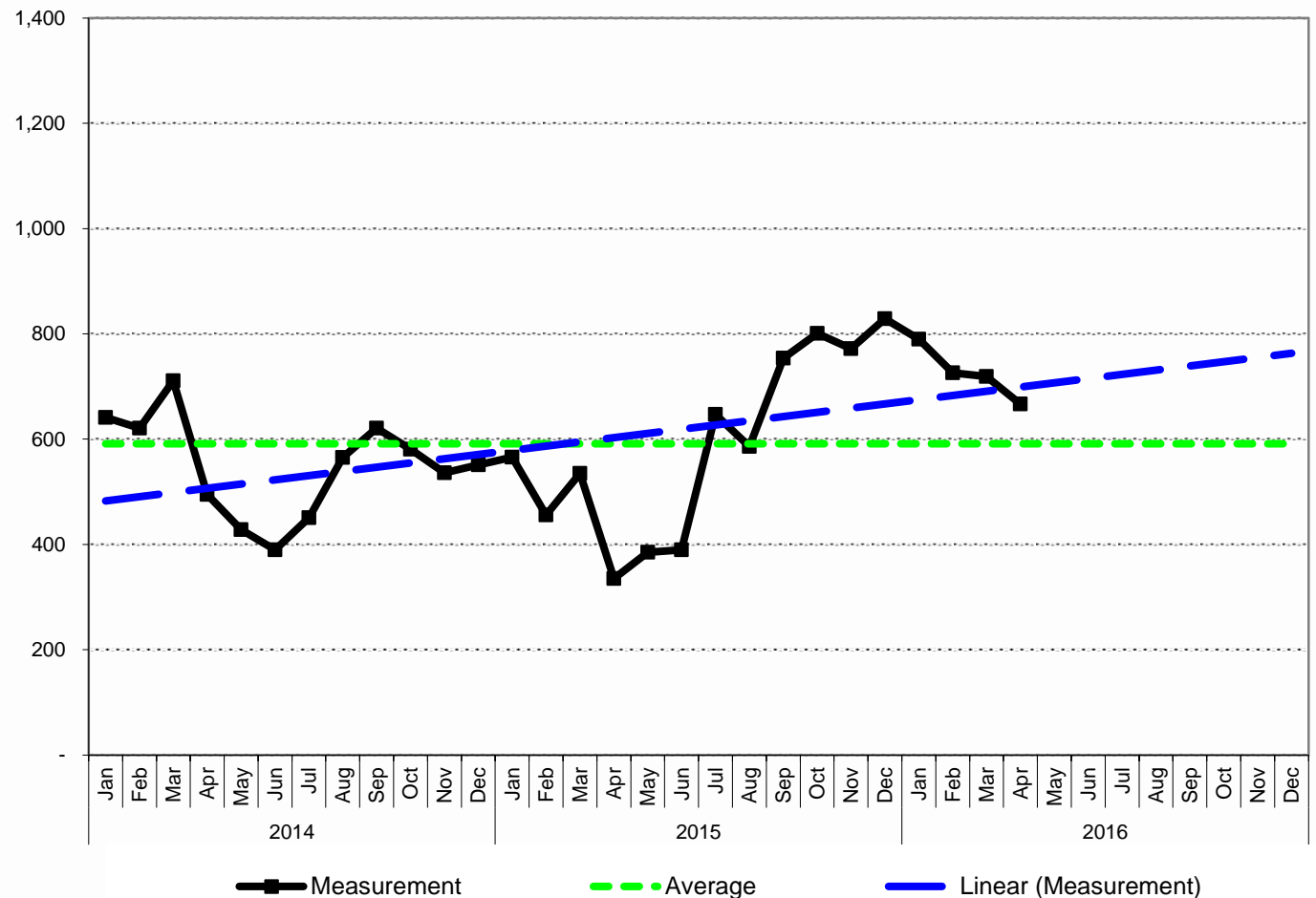


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Total service requests for water system leaks

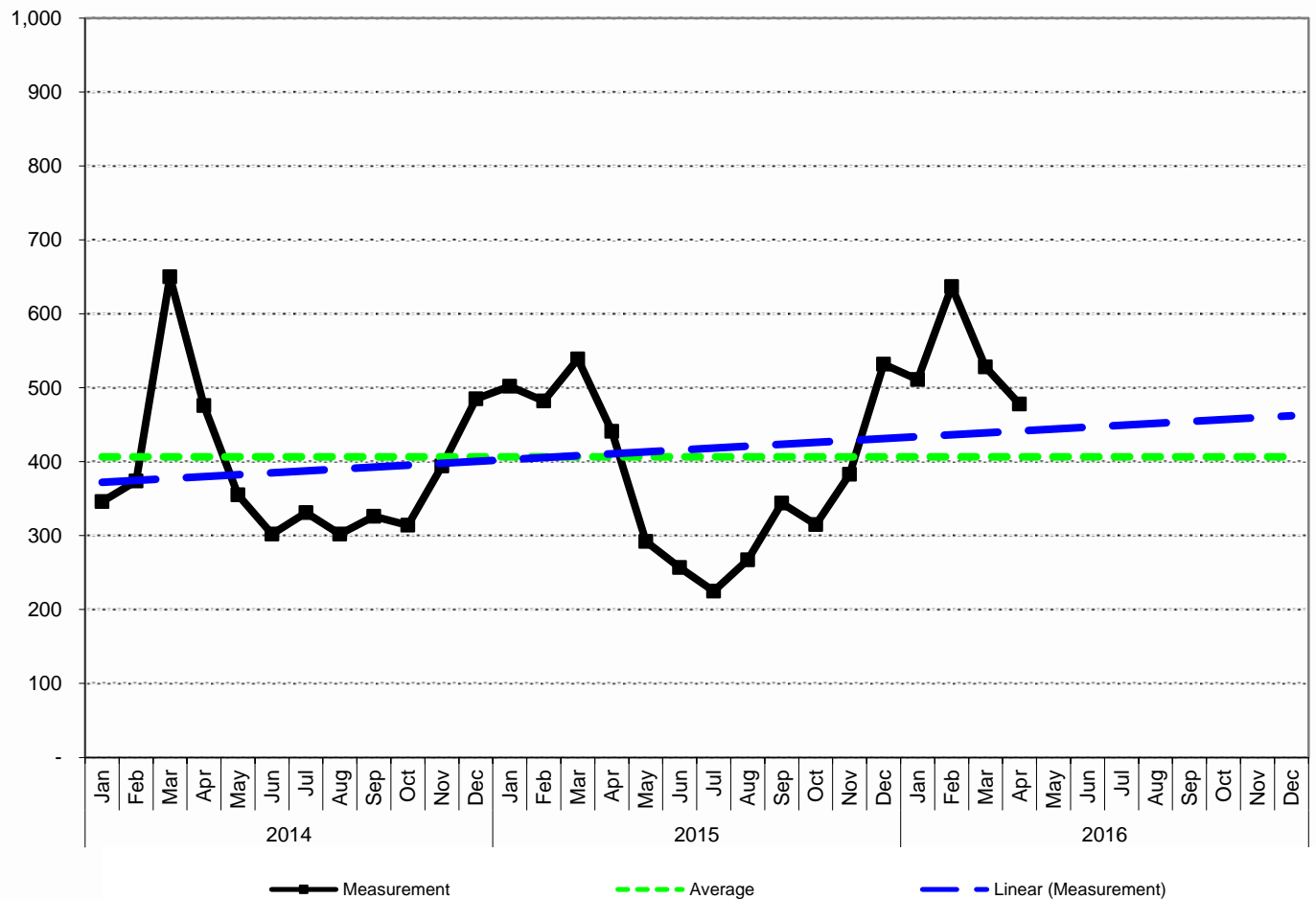


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Total service requests for sewer system leaks

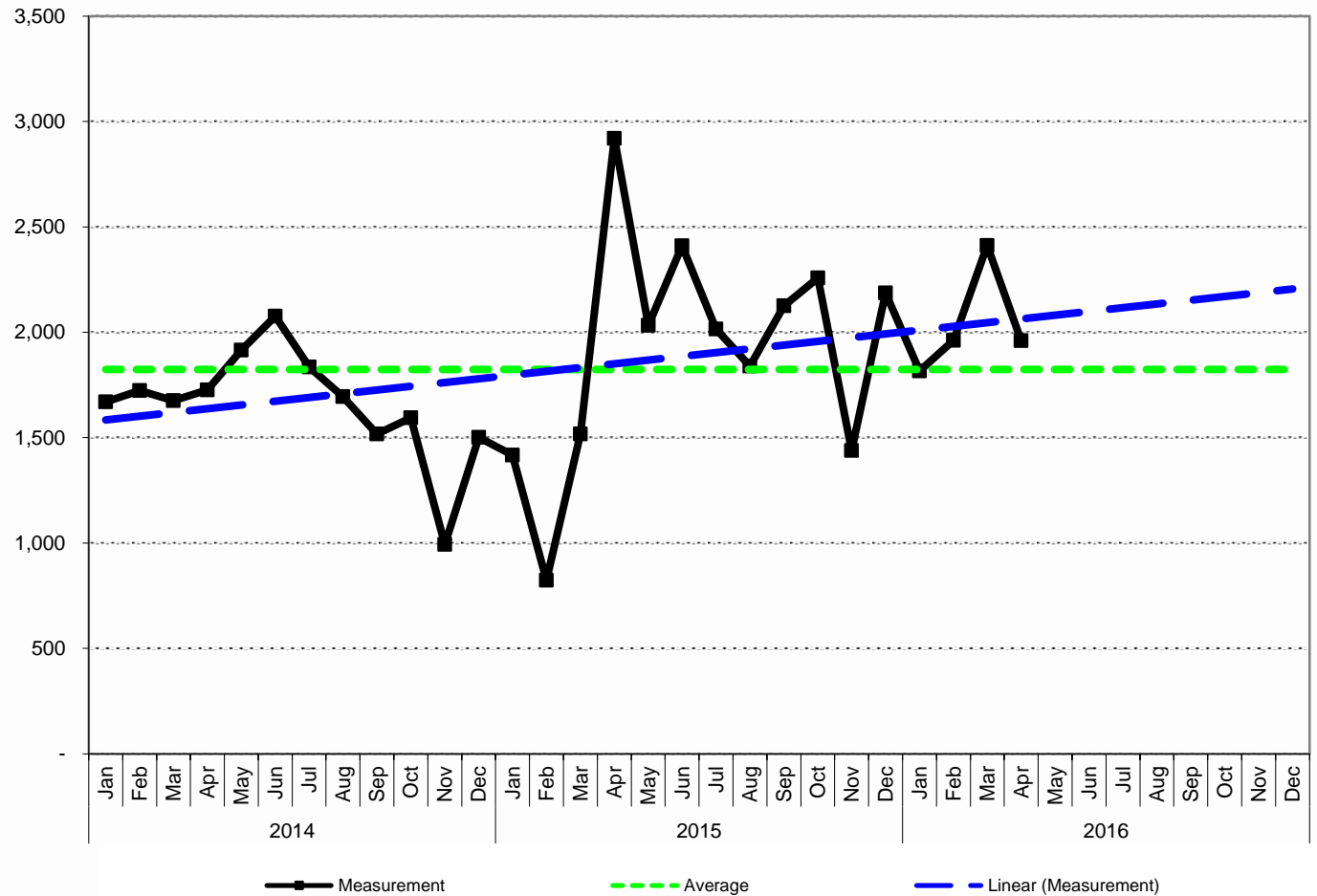


Responsible Organization:
Sewerage and Water Board of
New Orleans

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

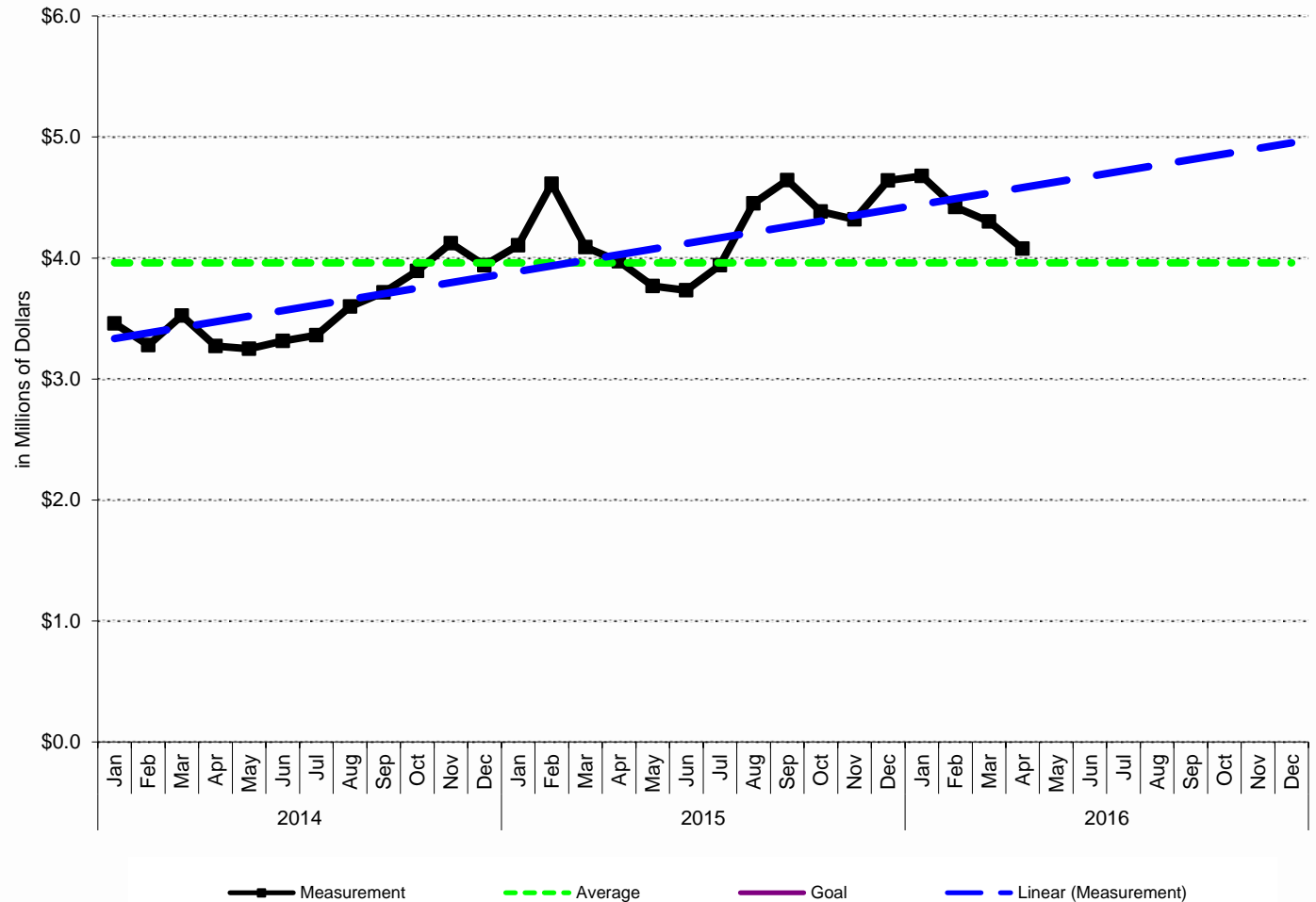


Responsible Organization:
Sewerage and Water Board of
New Orleans

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



PARKS AND PARKWAYS



Responsible Organization:

Department of Parks and
Parkways

Data Source:

Department of Parks and
Parkways

Related Strategy:

Protect and preserve parks and
other green spaces

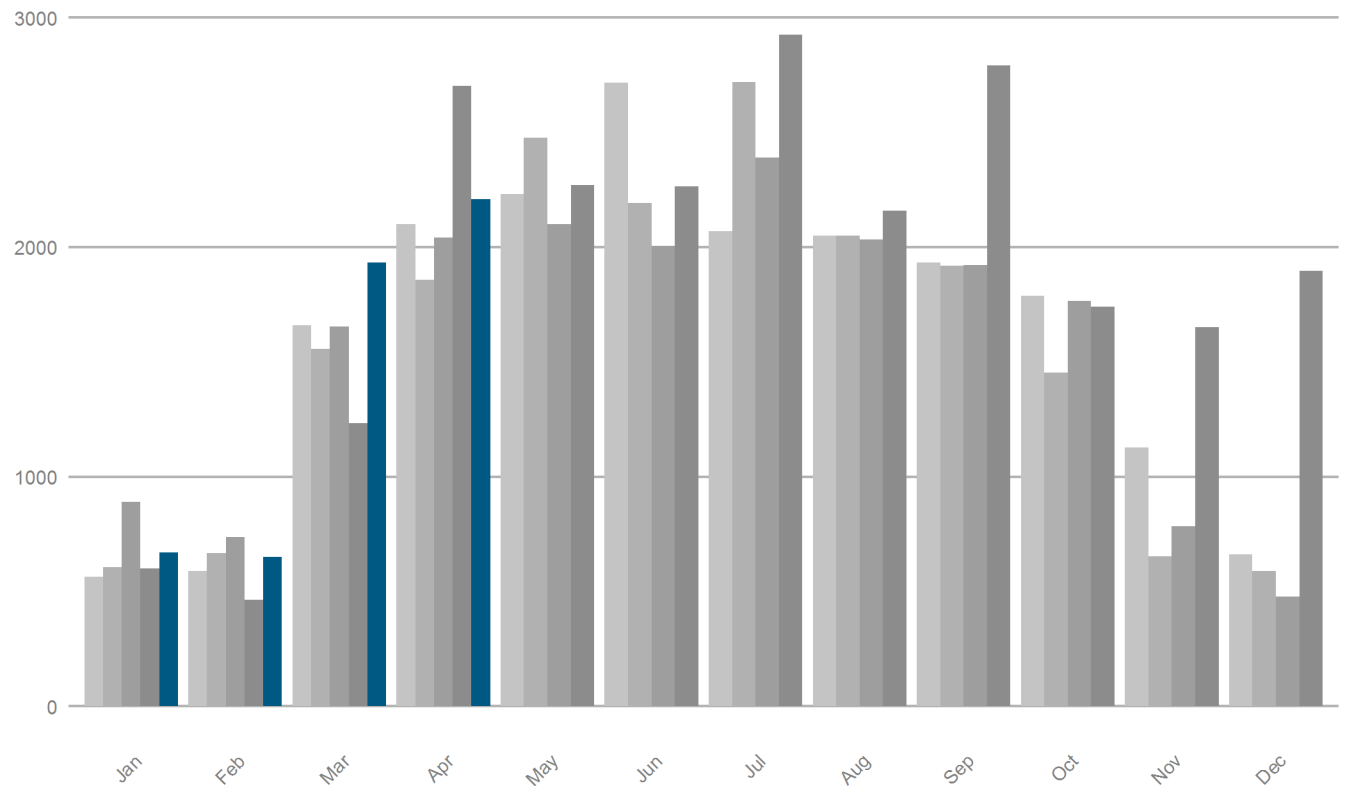
Notes:

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

Acres mowed during April were behind 2015 figures but ahead of other recent years

Acres mowed

2012 2013 2014 2015 2016



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."

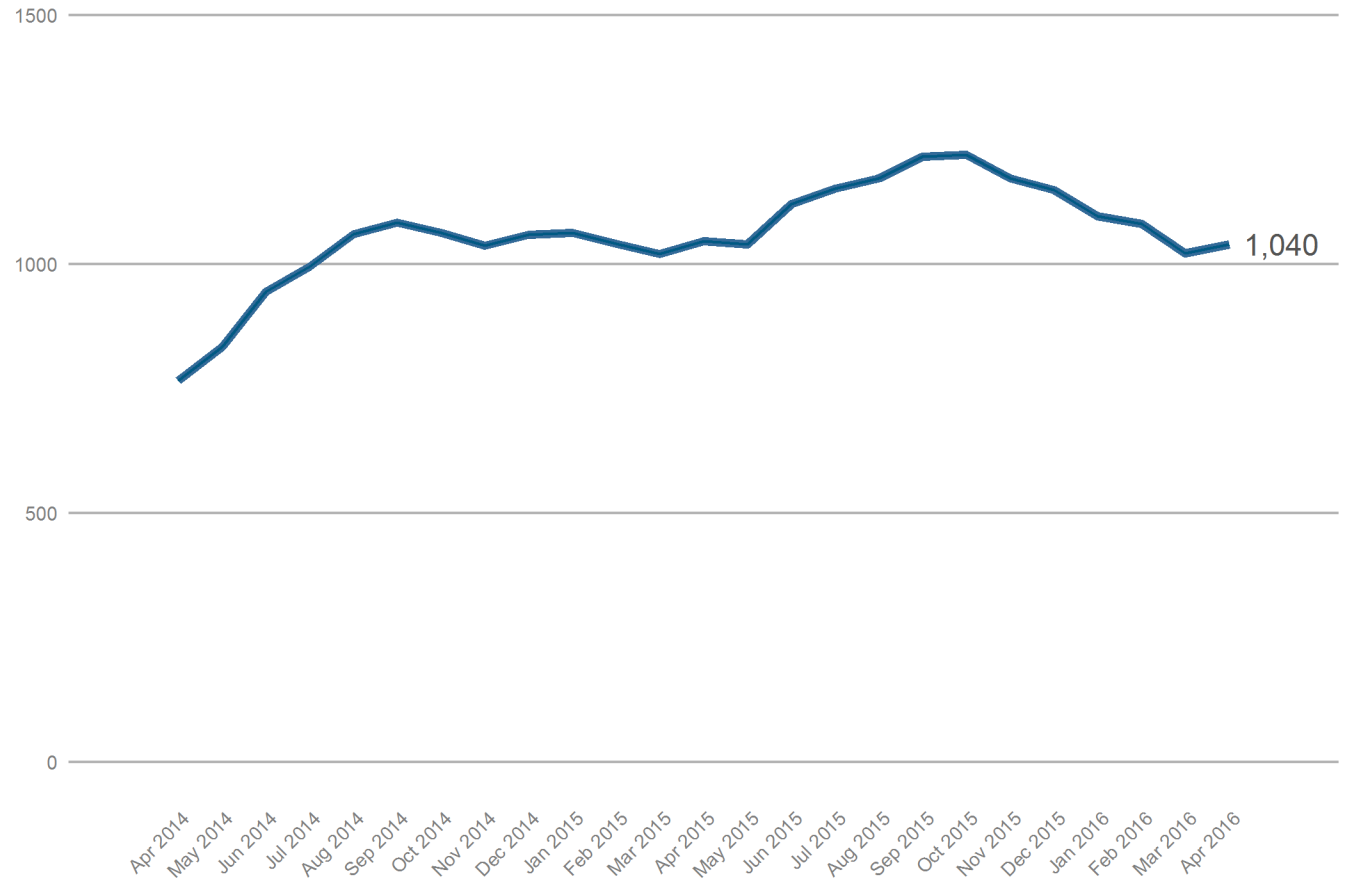
Excludes stumps, which are
done intermittently.

Related Strategy:

Protect and preserve parks and
other green spaces

The tree service backlog from 311 rose slightly in April but is still near a 12-month low

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.

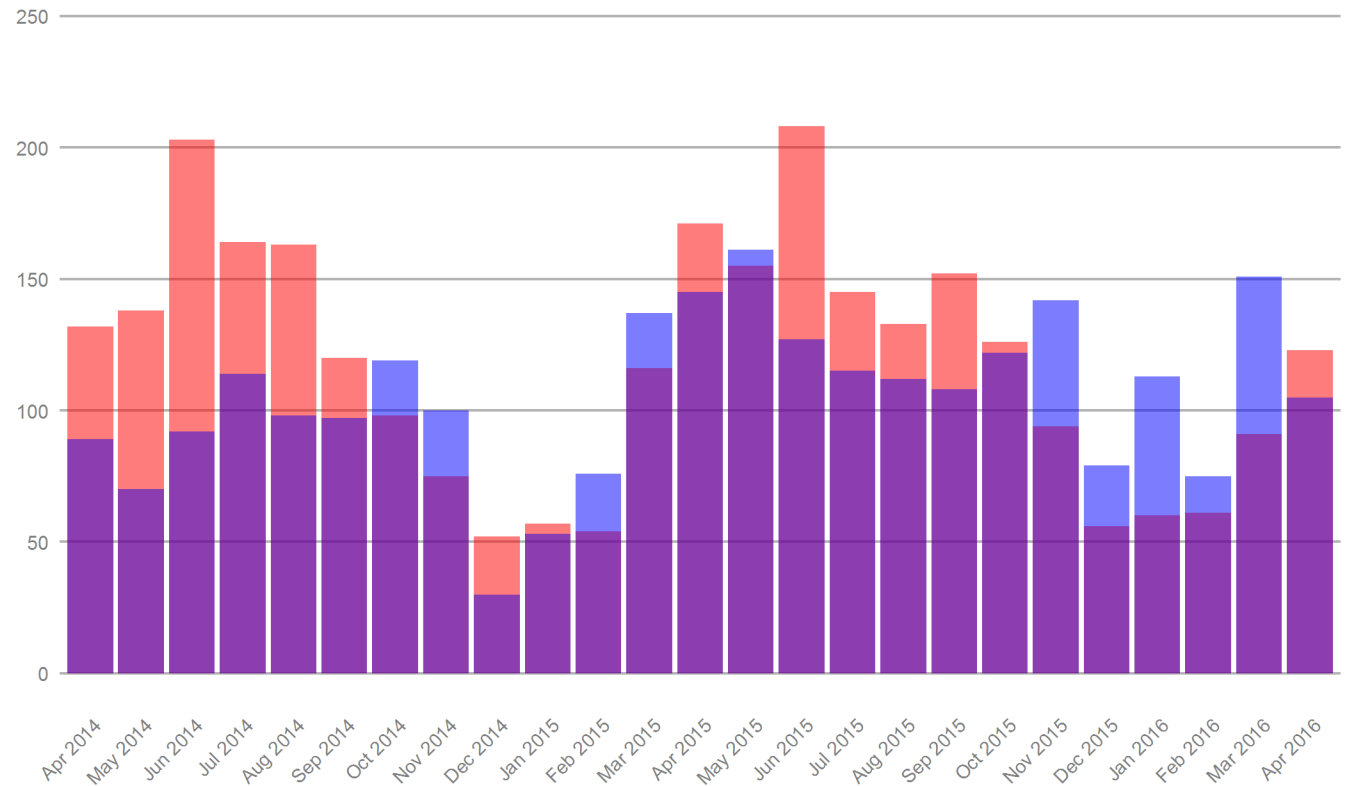
Related Strategy:

Protect and preserve parks and
other green spaces

Tree complaints resolved have been ahead of new requests during five of the last six months

Tree Service service requests net per month

Opened Closed



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.

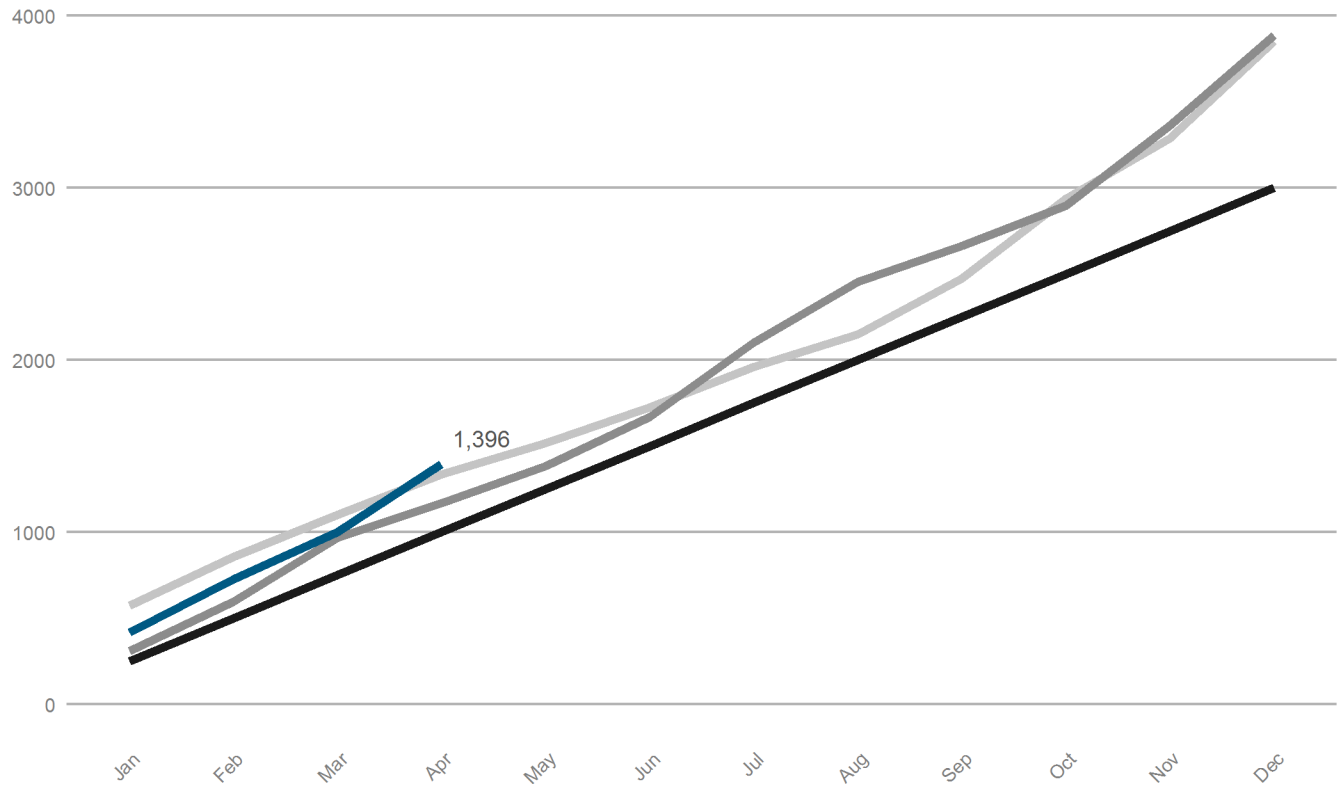
Related Strategy:

Protect and preserve parks and
other green spaces

Cumulative tree trims and removals are ahead of both the year-to-date target and 2015 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.

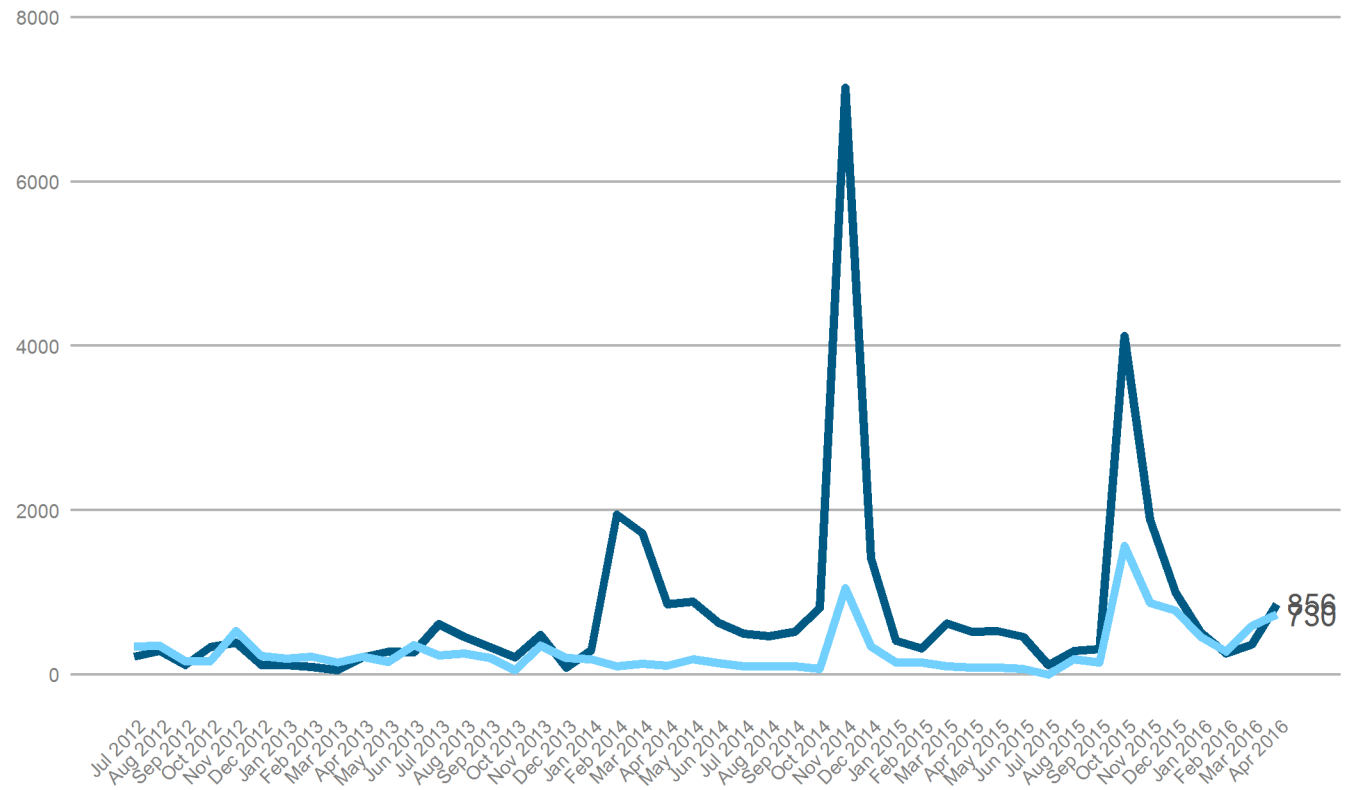
Related Strategies:

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

Sign removals were at an all-time high for April (in both departments)

Bandit signs removed

— Parks and Parkway — Sanitation



Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Acres mowed	5,461	NA	19,000
Tree trims and removals	1,396	1,000	3,000



SANITATION



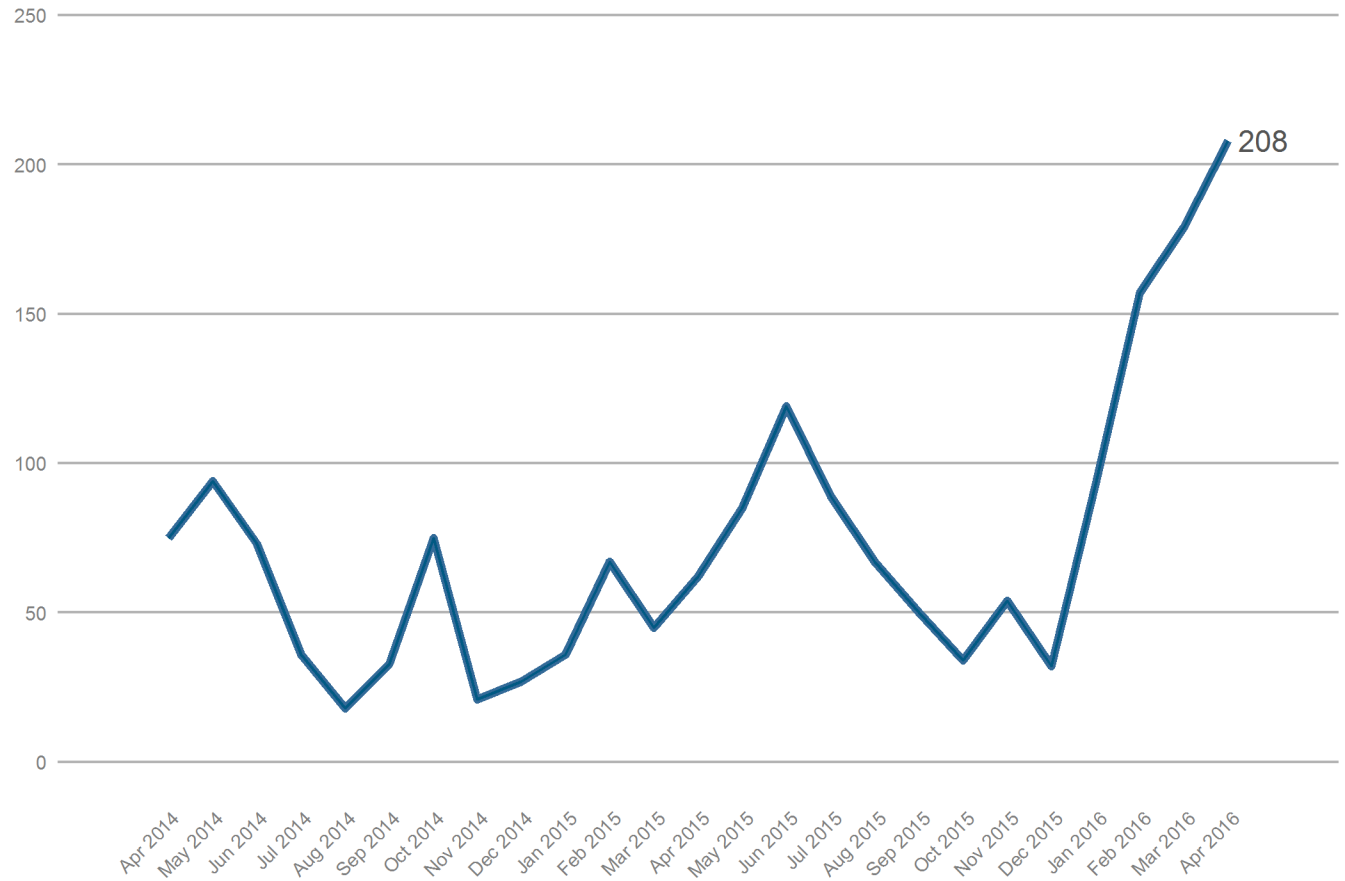
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

The illegal dumping backlog for April likely reflects competing demand on resources due to festival season

Illegal Dumping Reporting service requests open at end of month



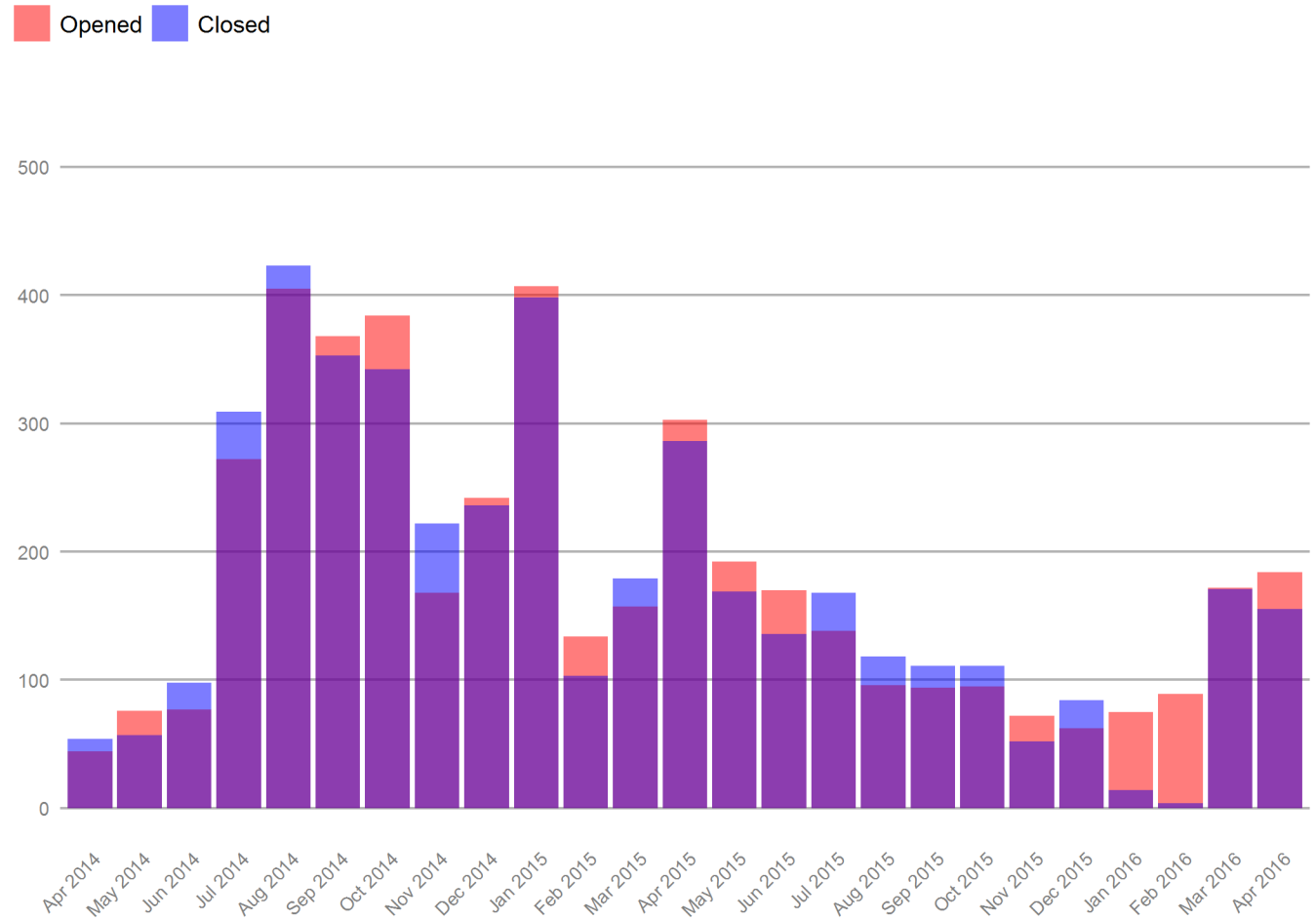
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

More illegal dumping requests were initiated than resolved in April

Illegal Dumping Reporting service requests net per month



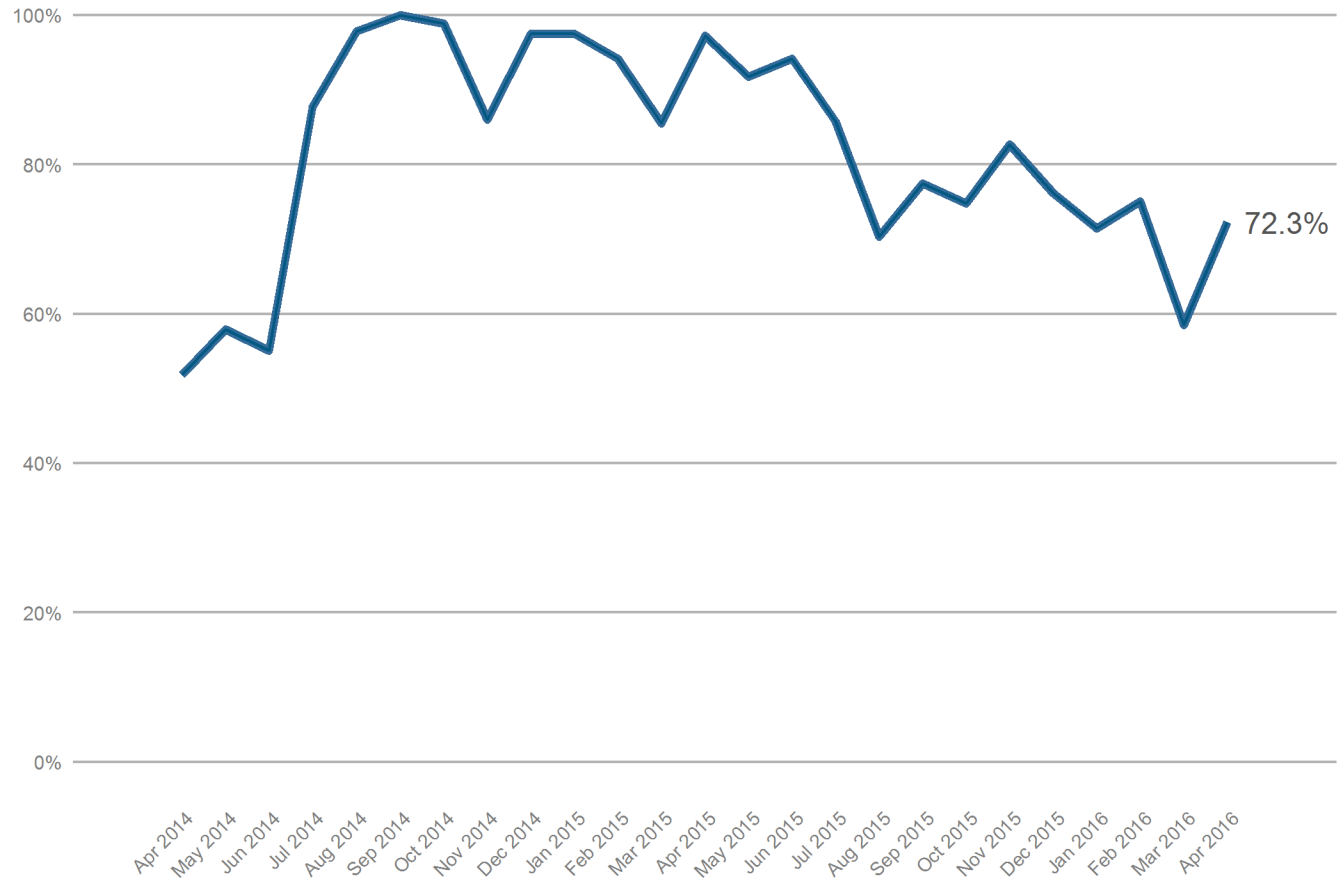
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

The portion of illegal dumping requests closed within 30 days rose above 70 percent

Percent of Illegal Dumping Reporting resolved in 30 days



Responsible Organization:
Department of Sanitation

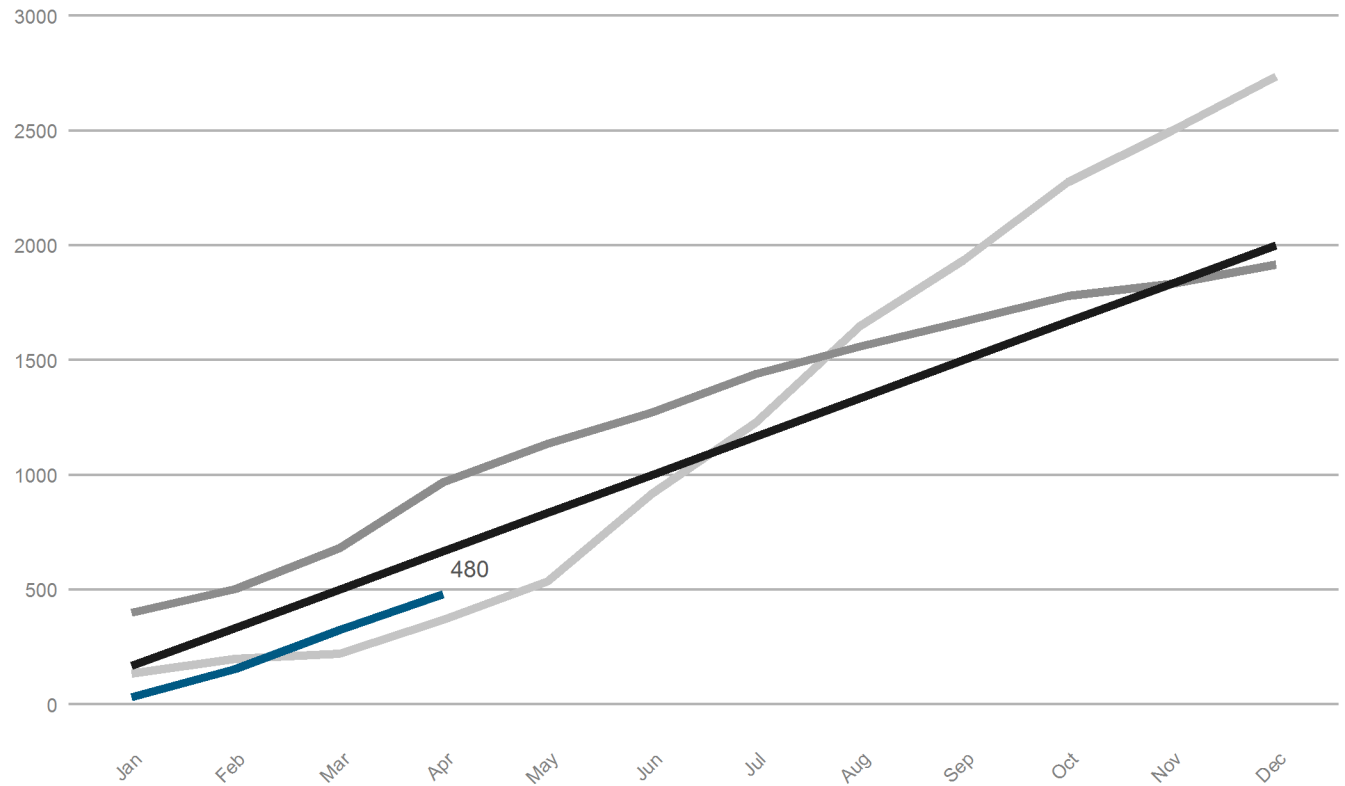
Data Source:
Department of Sanitation

Related Strategy:
Provide effective sanitation
services to residents and
businesses

Progress on illegal dump site cleanups appears to be slightly below target, but may not reflect activities outside the 311 system

Cumulative number of illegal dumping sites cleared

— 2014 — 2015 — 2016 — Target



Responsible Organization:
Department of Sanitation

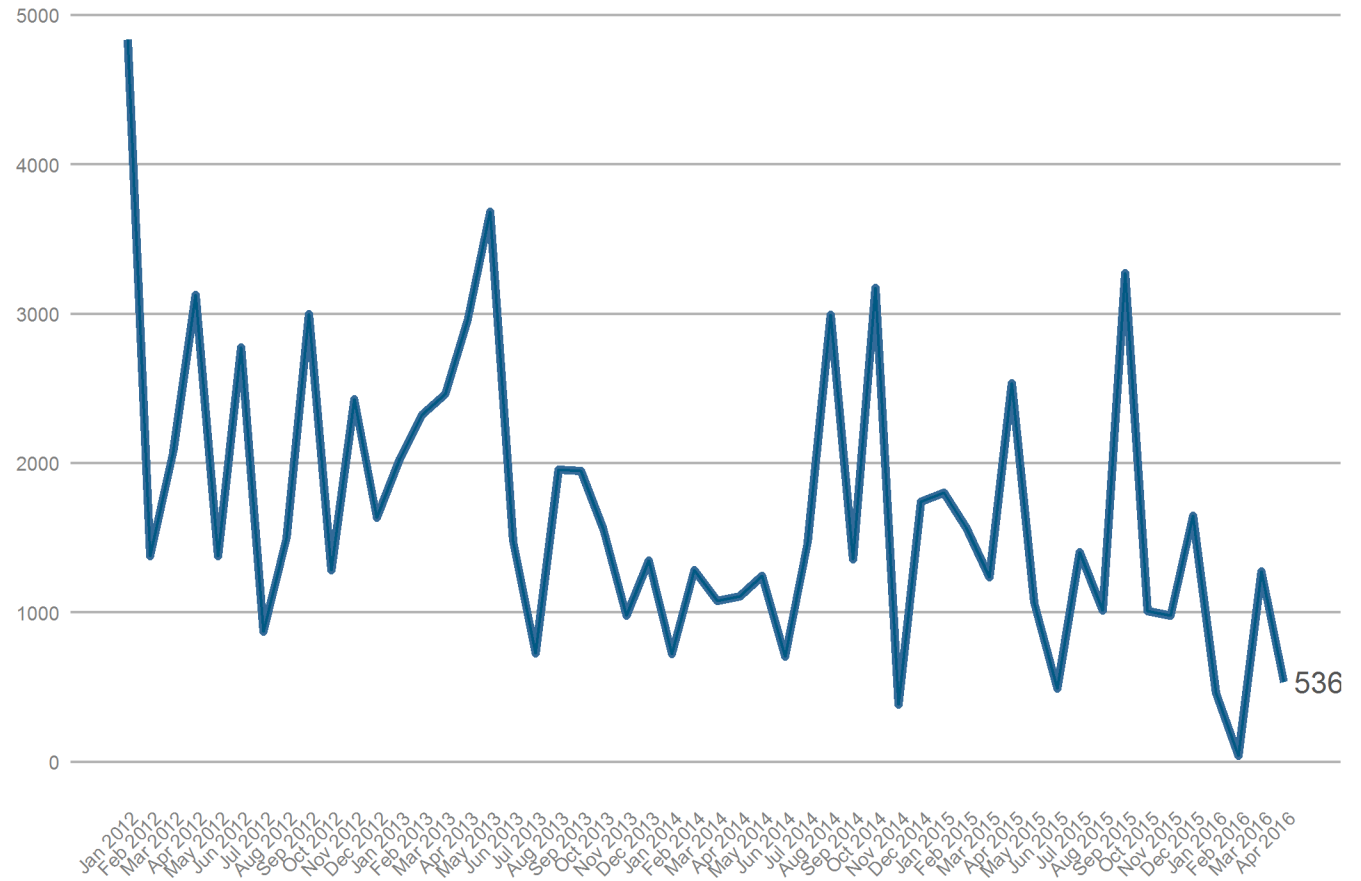
Data Source:
Department of Sanitation

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

Fewer tires were removed in April relative to prior years

Tires removed



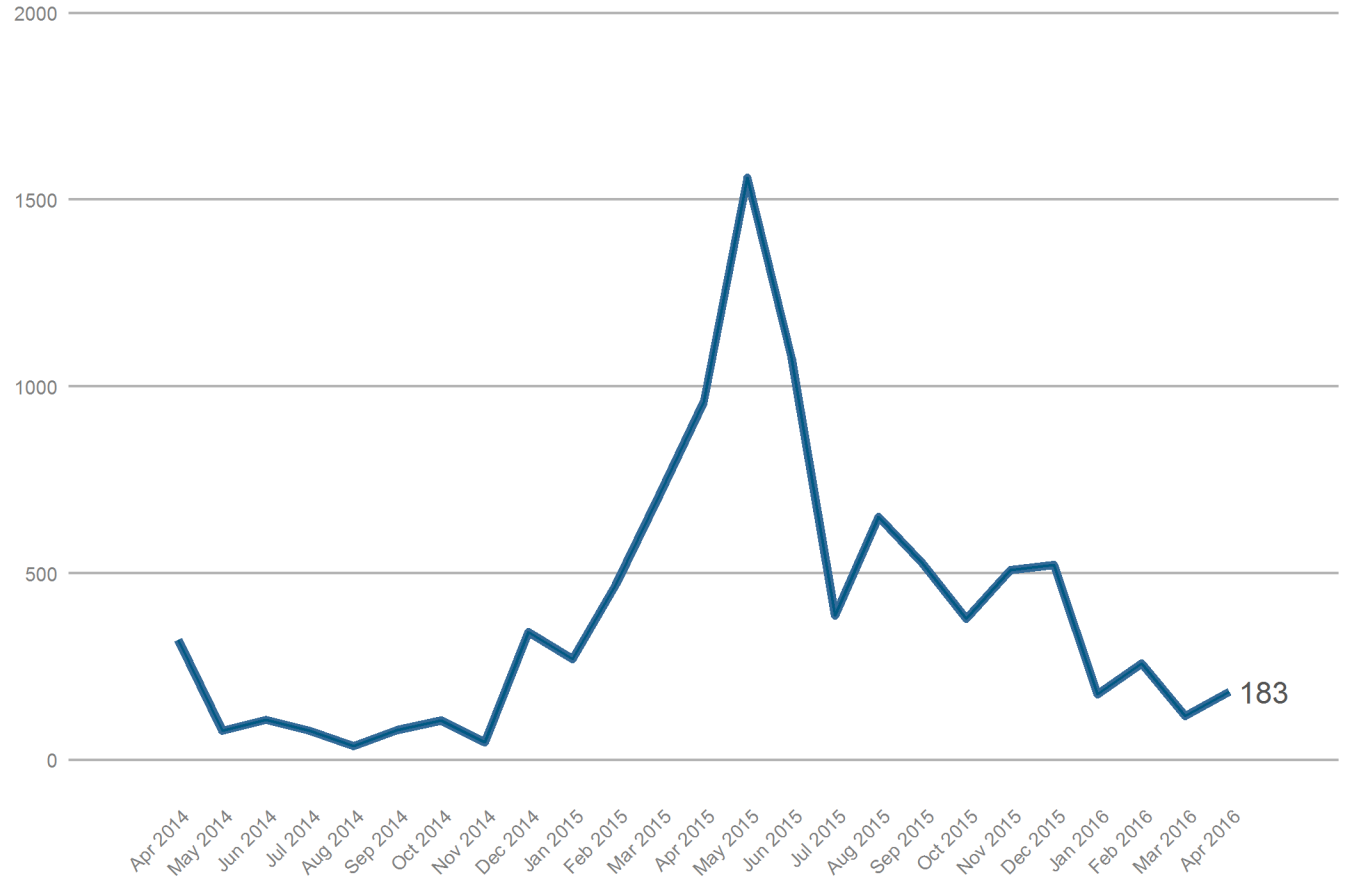
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

The number of outstanding requests for recycling carts has remained below 200 units

Residential Recycling Programs service requests open at end of month



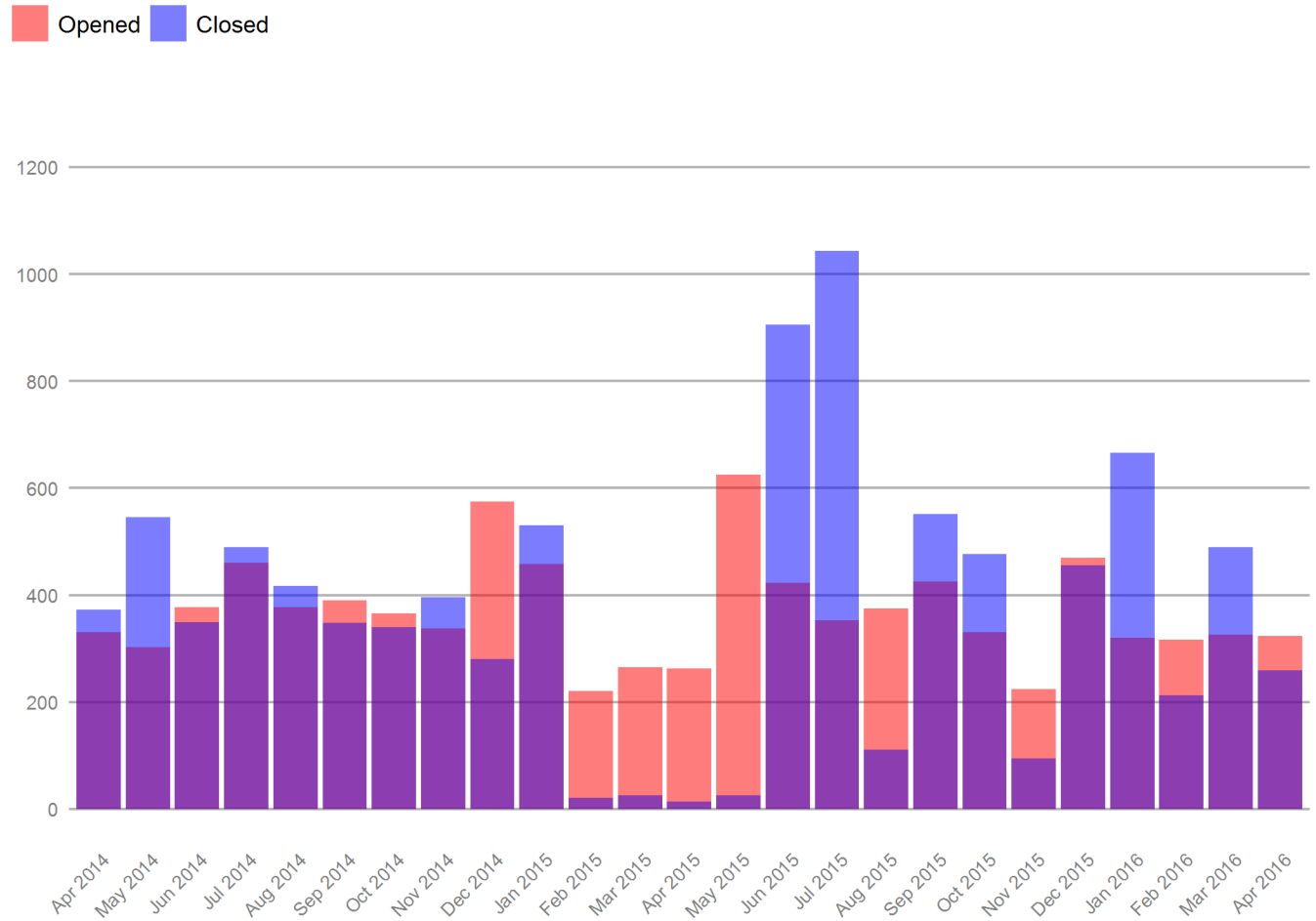
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

More recycling cart requests were closed than initiated during both January and March, but April requests outpaced deliveries

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

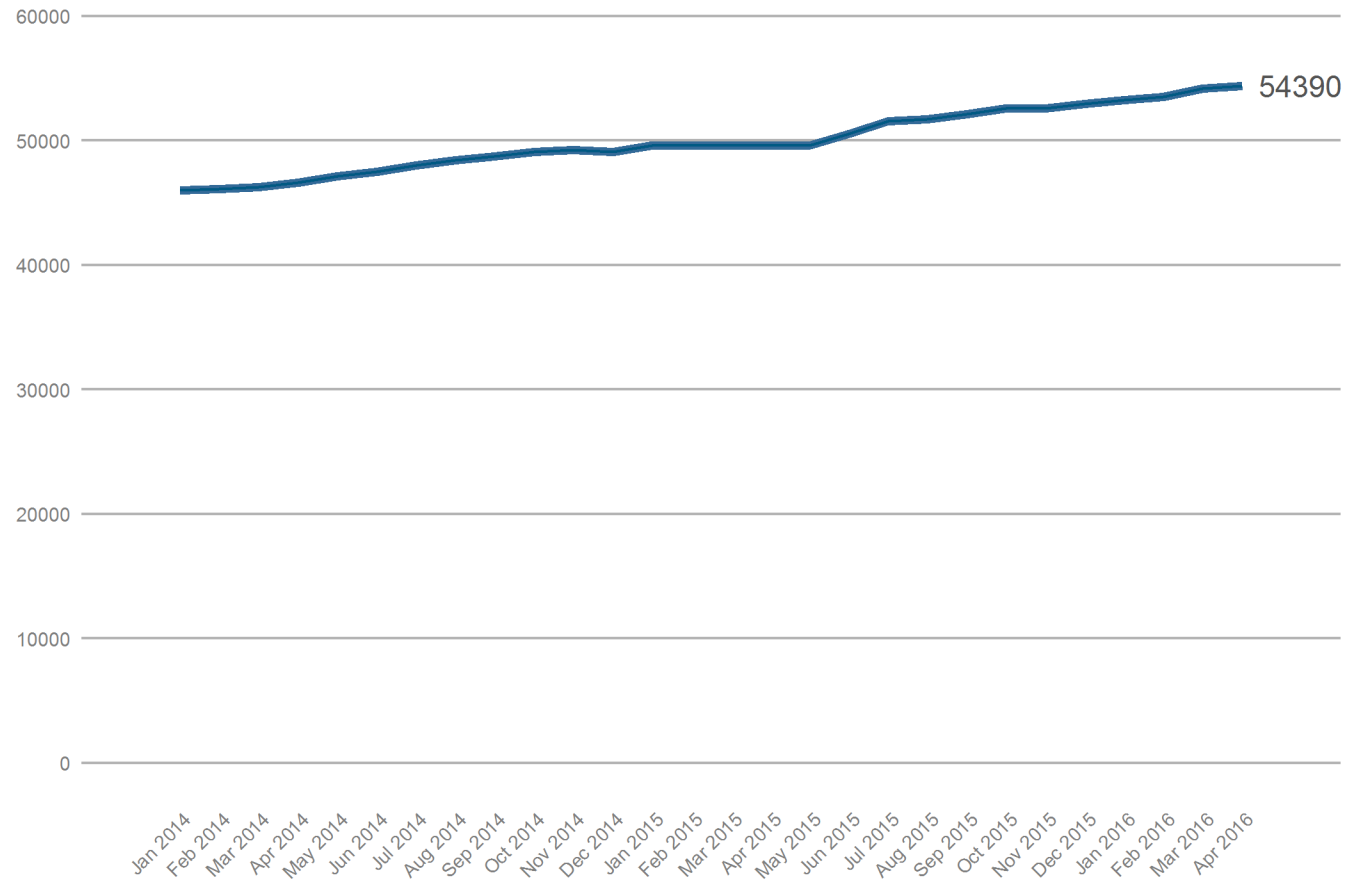
Definitions:

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.

The number of houses registered for recycling continues to increase

Houses registered for recycling



Responsible Organization:
Department of Sanitation
New Orleans Police Department

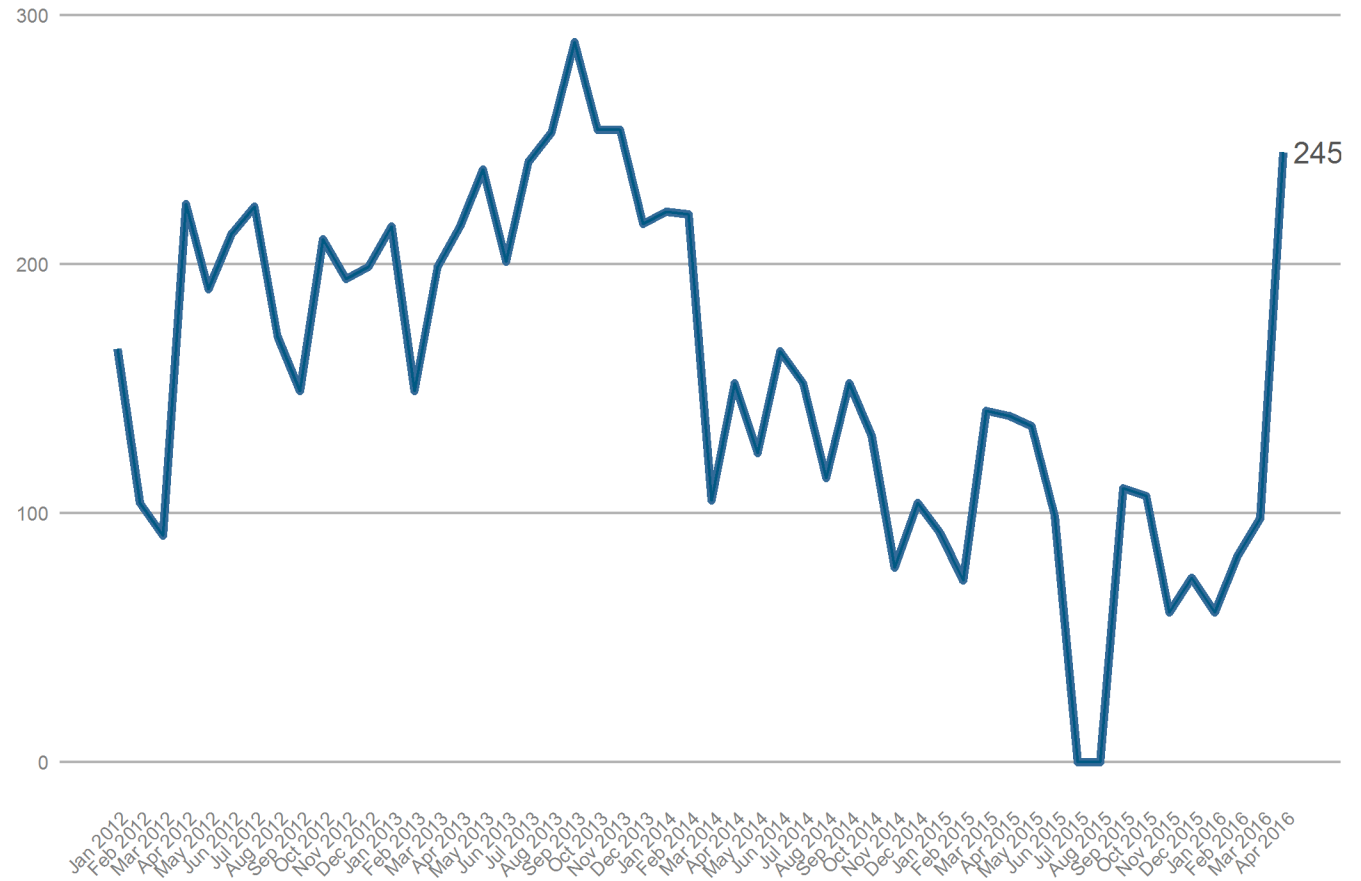
Data Source:
Department of Sanitation

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

With Rangers staffed up to full capacity, inspections have reached an all-time high for April

Sanitation inspections



Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Illegal dumping sites cleared	480	667	2,000
Illegal dumping service requests closed within 30 days (%)	65.4	80	80
Households registered for recycling (%)	39.8	42	42



LAW



Responsible Organization:
Law Department

Data Source:
Law Department

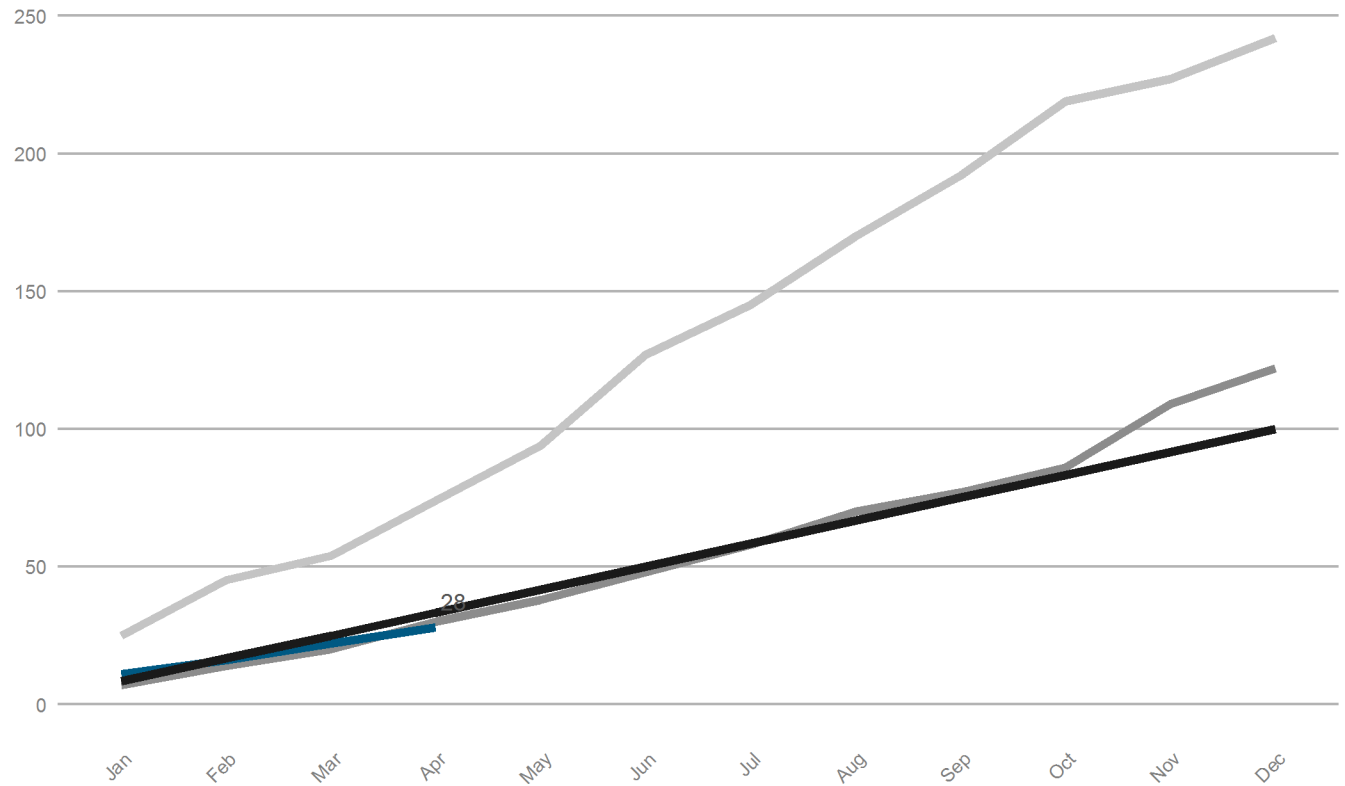
Related Strategy:
Effectively and fairly administer justice

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

Current year ABO filings are just below the new 2016 year-end target of 100

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	28	33	100



MOSQUITO AND TERMITE CONTROL



Responsible Organization:

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

Data Sources:

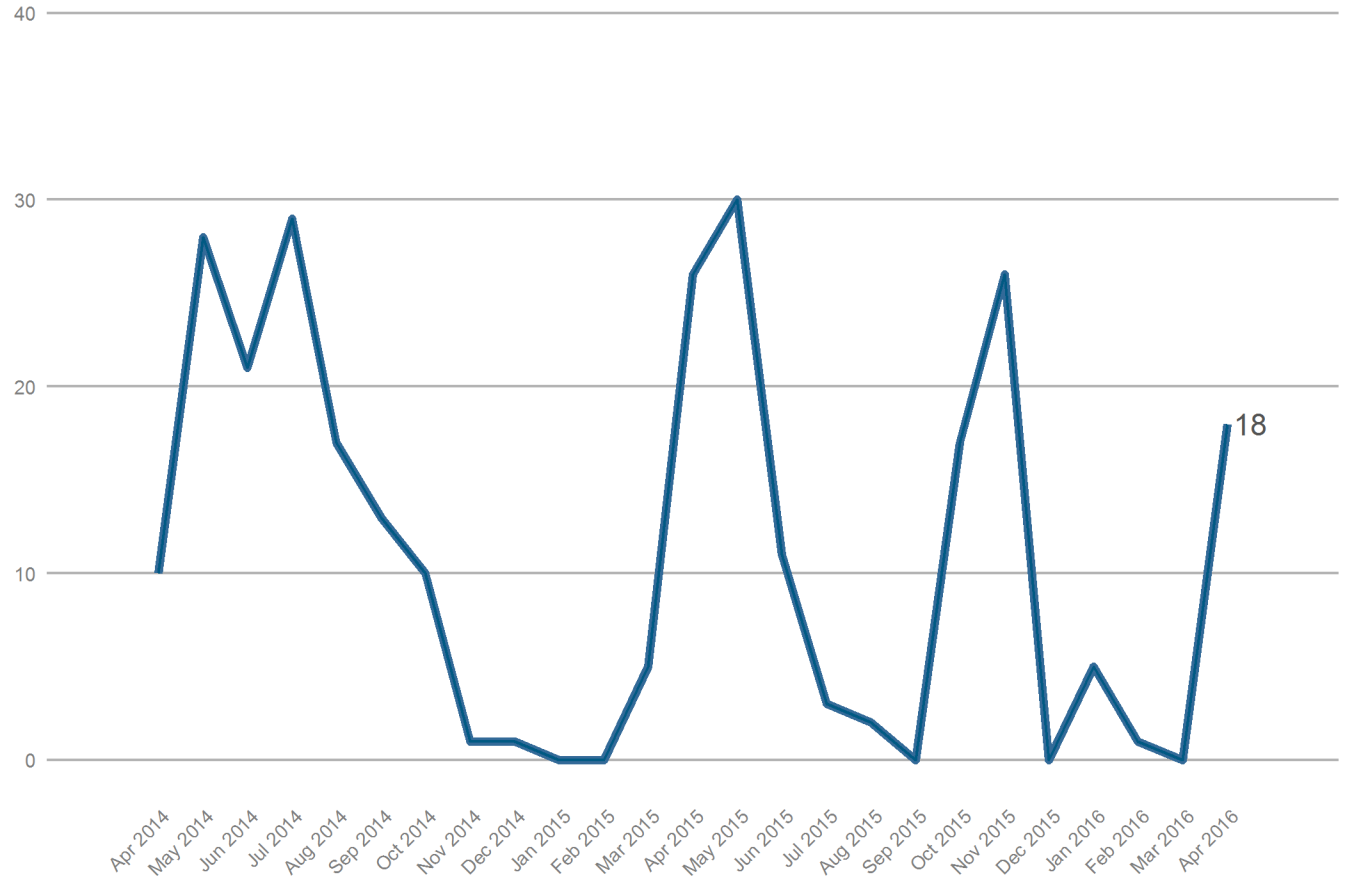
311

Related Strategy:

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

The backlog of open mosquito requests grew in April with the onset of warmer weather

Mosquito Control service requests open at end of month



Responsible Organization:

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

Data Sources:

311

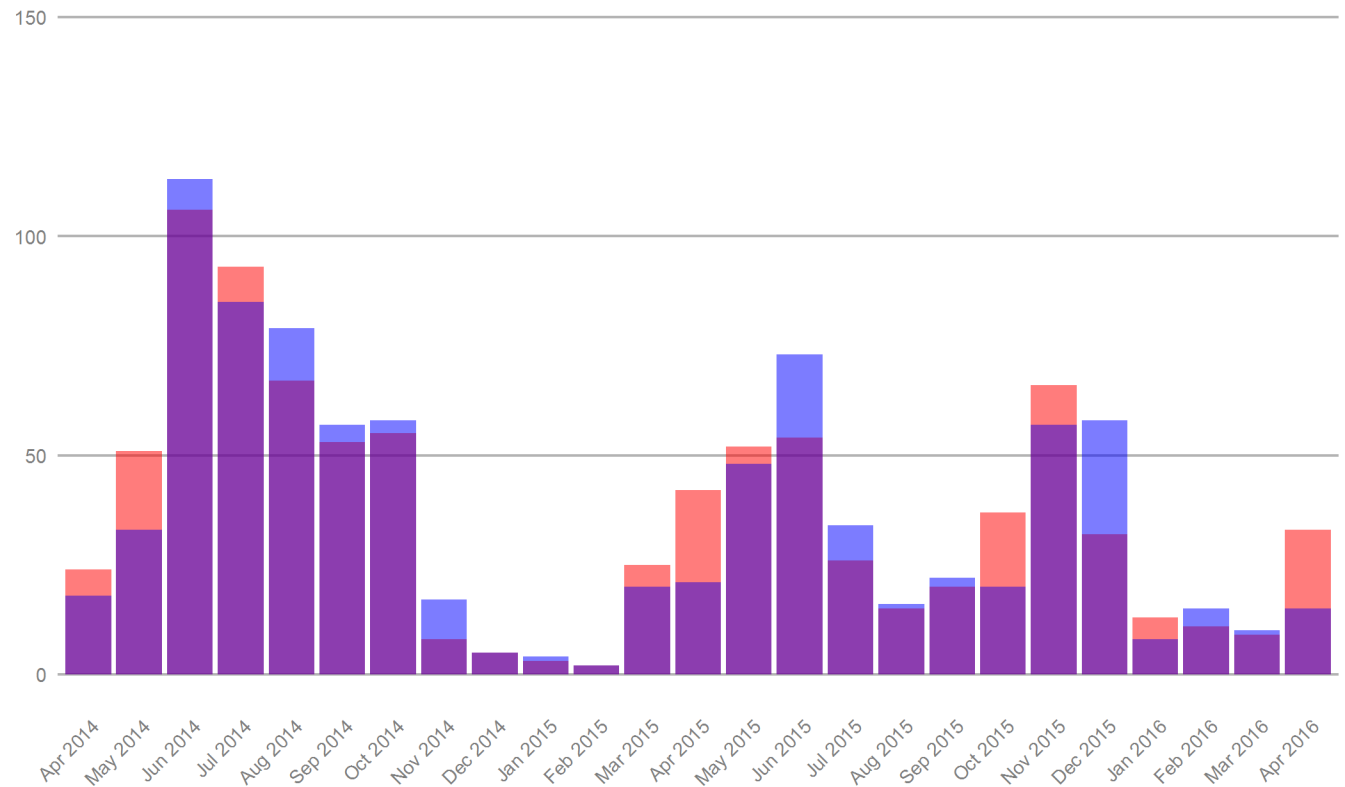
Related Strategy:

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

There were more than twice as many new mosquito requests as case closures in April

Mosquito Control service requests net per month

Opened Closed



Responsible Organization:

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

Data Sources:

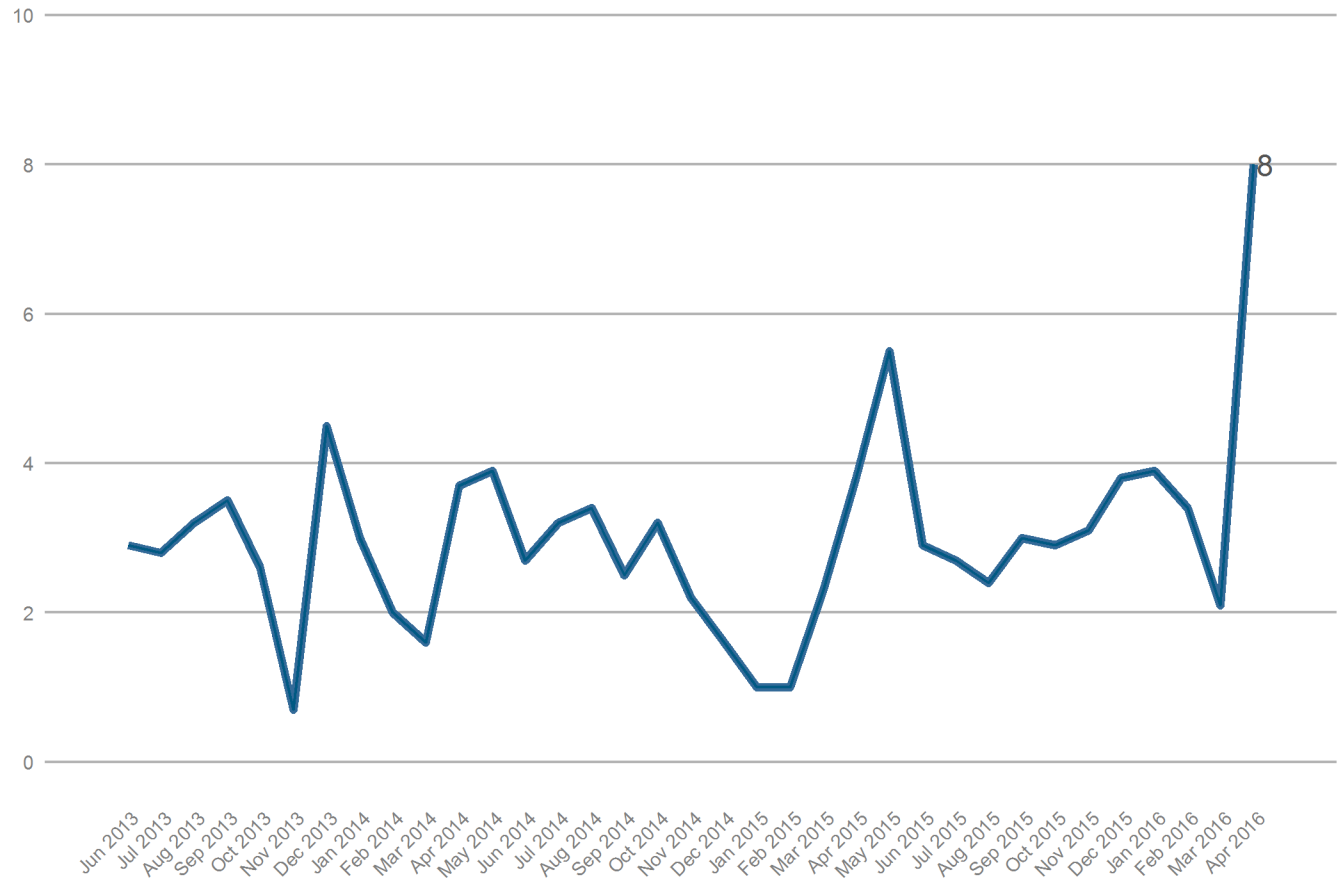
MTRCB

Related Strategy:

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

Time to close mosquito requests was above one week in April, apparently an all-time high since this measure has been tracked

Average days to close mosquito request



Responsible Organization:

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

Data Sources:

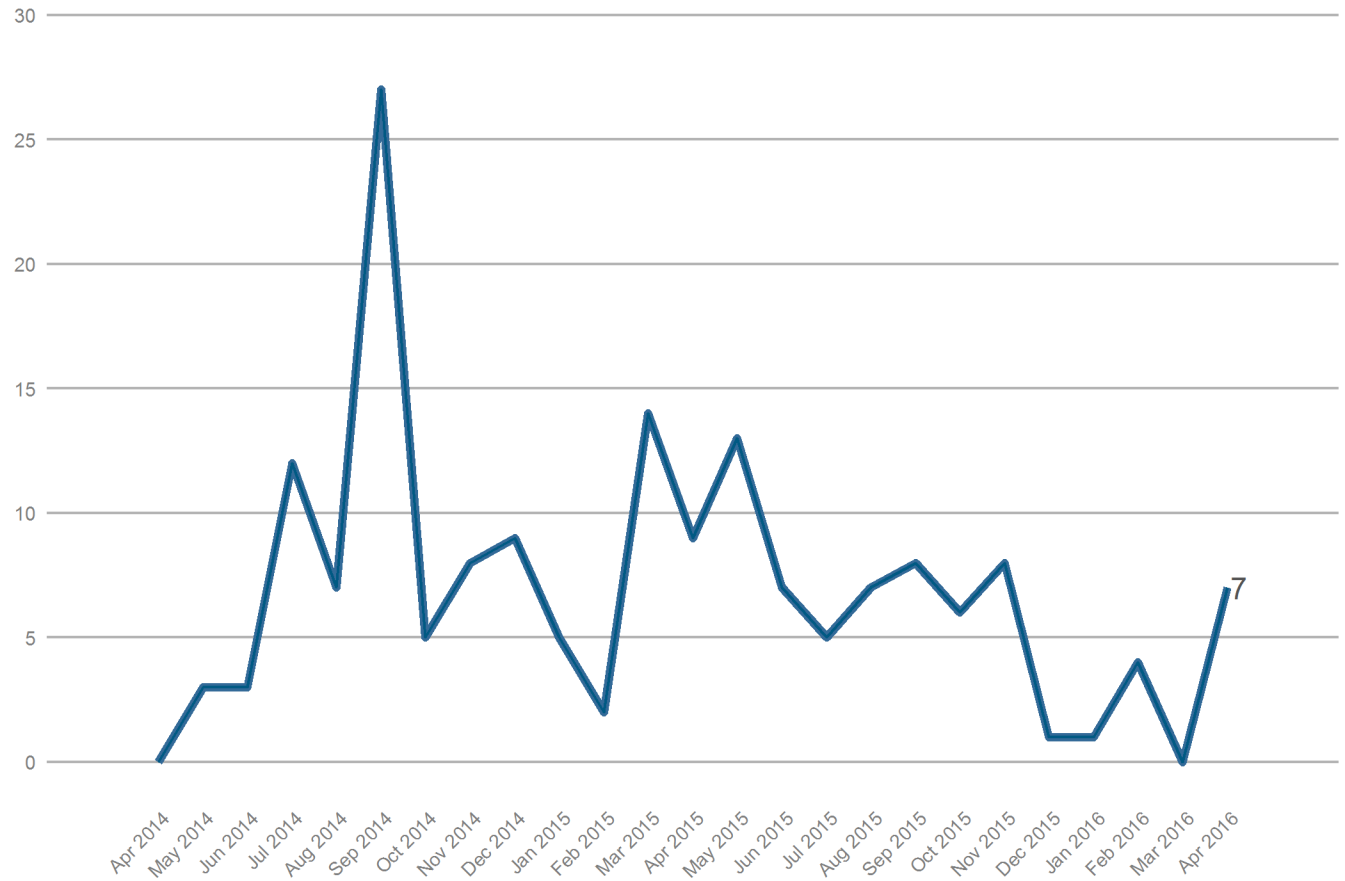
311

Related Strategy:

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

The backlog of rodent-related 311 calls also grew in April

Rodent Complaint service requests open at end of month



Responsible Organization:

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

Data Sources:

311

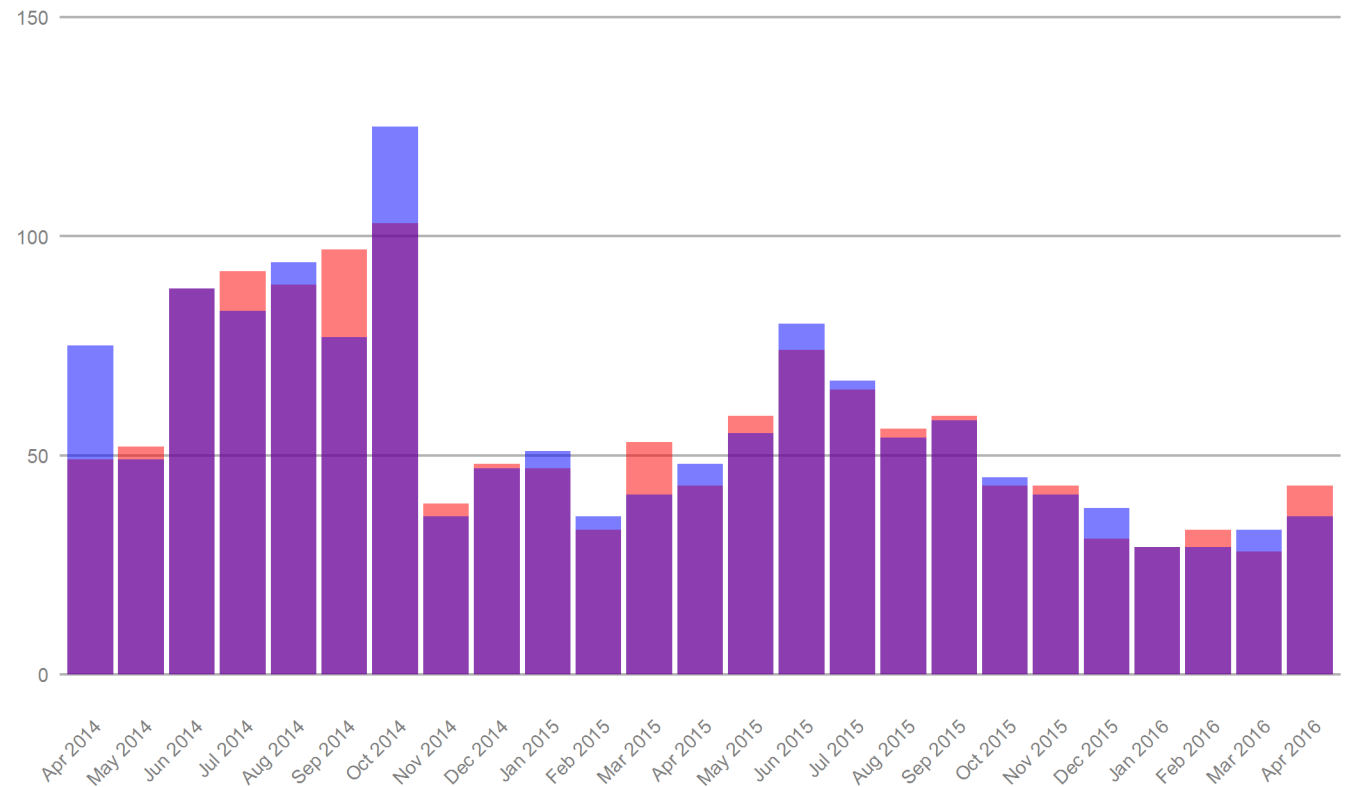
Related Strategy:

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

Resolution of rodent complaints has generally kept pace with new cases

Rodent Complaint service requests net per month

Opened Closed



Responsible Organization:

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

Data Sources:

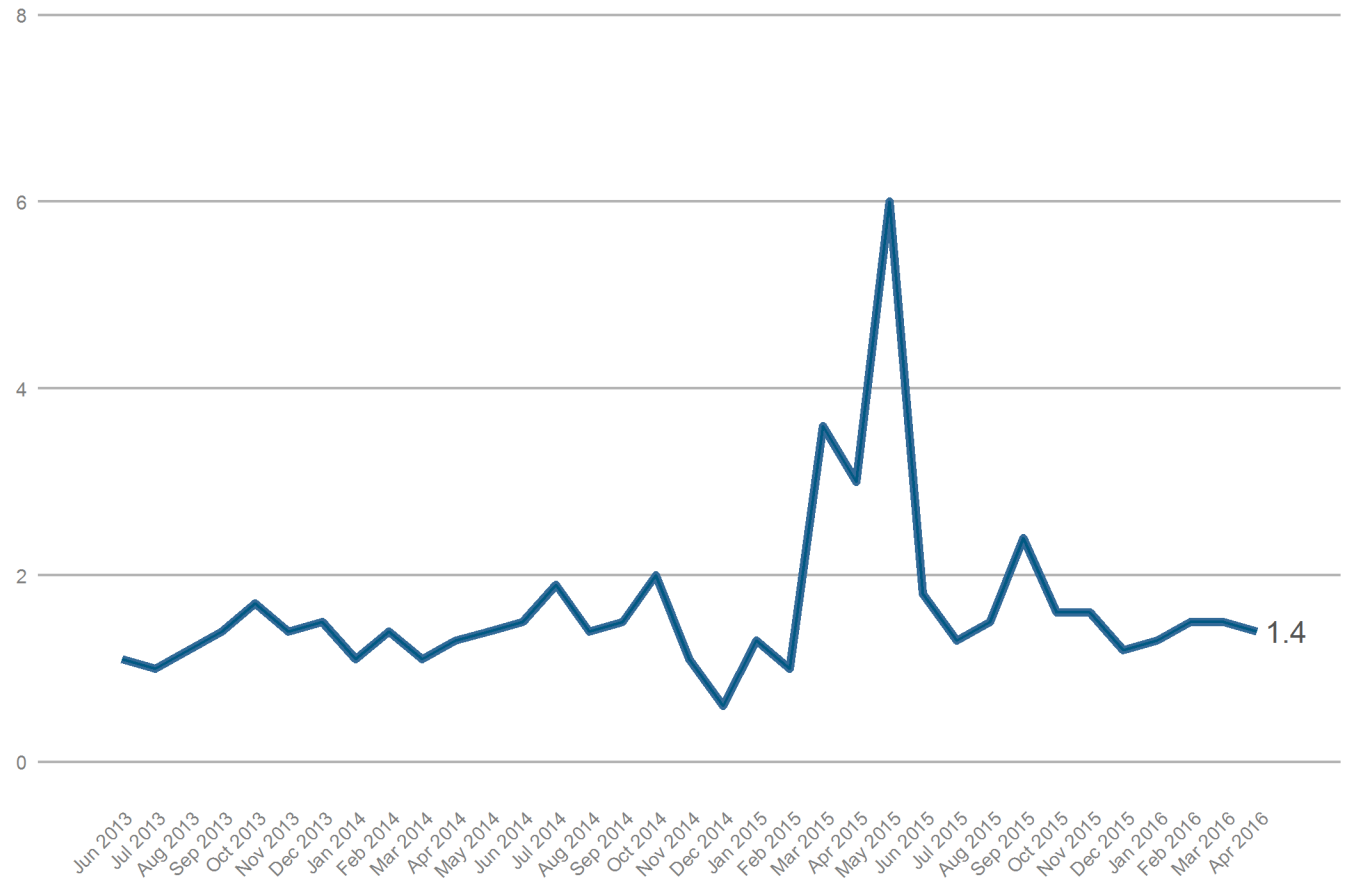
311

Related Strategy:

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

Since June 2013, time to close rodent cases has generally been held under two days – only three months were above target

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	4.4	3	3
Business days to complete rodent service requests	1.4	3	3



SAFETY AND PERMITS



Responsible Organization:
Safety and Permits

Data Source: LAMA permitting
and licensing database

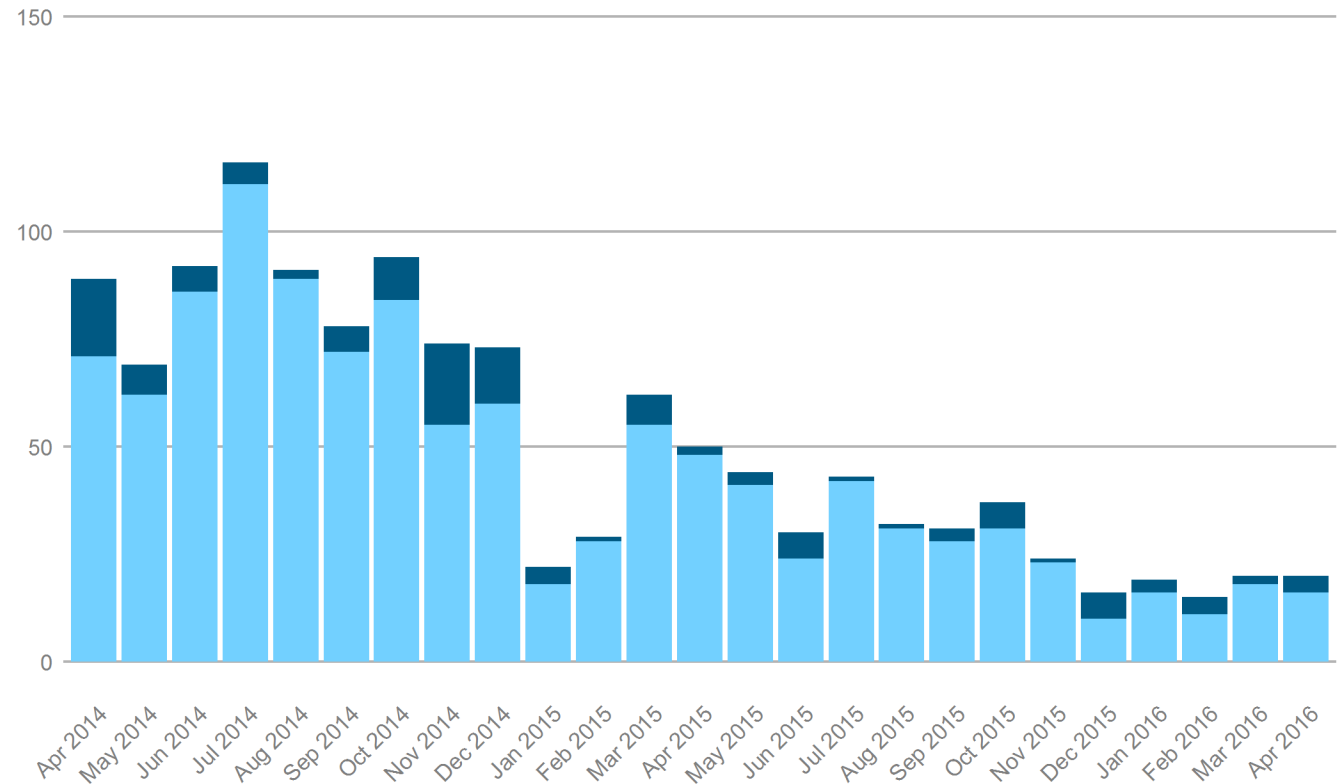
Definition:
Respond: complete a first
inspection

Note:
The number and age of
complaints with no first
inspection in September 2014,
previously reported as 59
complaints of 184 avg. days,
was adjusted in November
2014.

The vast majority of building complaint inspections are completed within seven days

Days to carry out building complaint inspections

More than 7 days Less than 7 days



Responsible: Organization:
Safety and Permits

Data Source: LAMA permitting
and licensing database

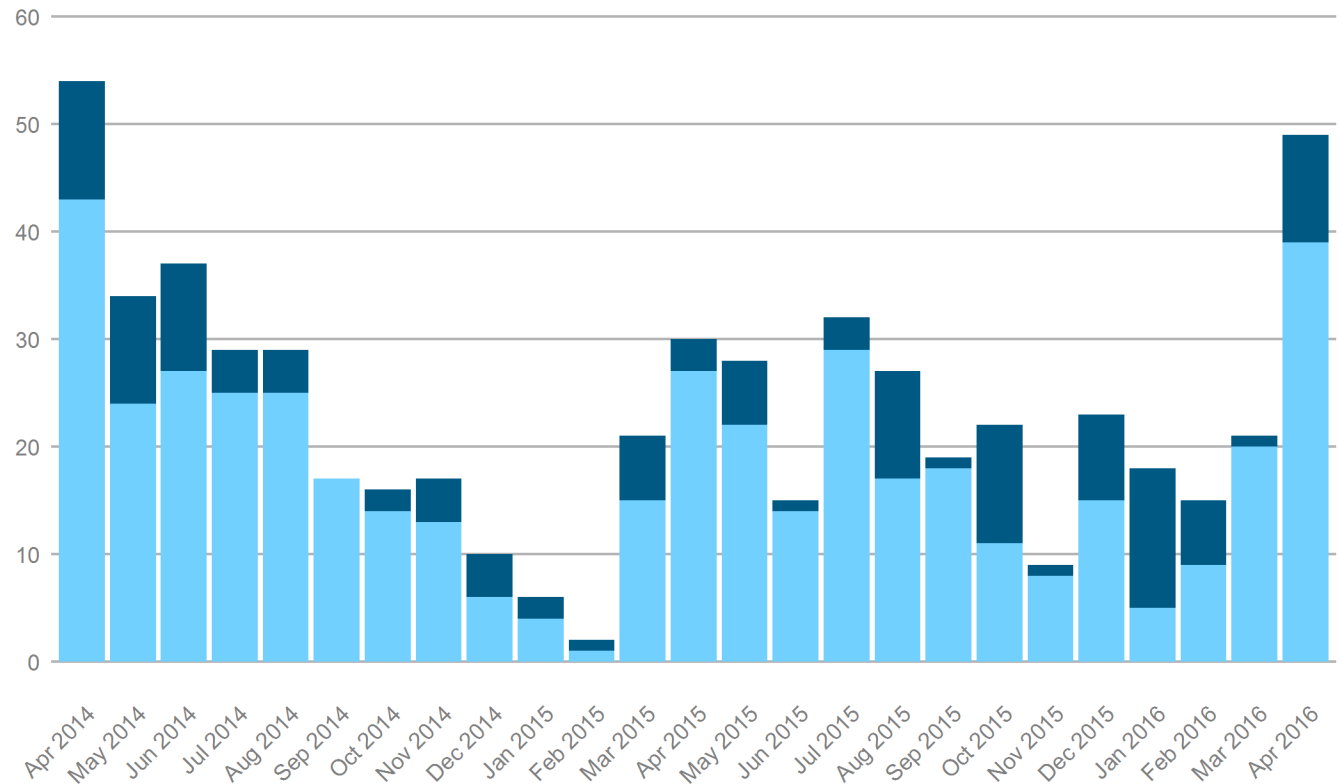
Definition:
Respond: complete a first
inspection

Note:
The number and age of
complaints with no first
inspection in September 2014,
previously reported as 59
complaints of 184 avg. days,
was adjusted in November
2014.

The vast majority of zoning complaint inspections are also completed within seven days

Zoning inspections, and days to completion

More than 7 days Less than 7 days



Responsible Organization:
Safety and Permits

Data Source: LAMA permitting
and licensing database

Note:

The number and age of complaints with no first inspection in September 2014, previously reported as 59 complaints of 184 avg. days, was adjusted in November 2014.

Disclaimer: Historical data on this measure may have been represented inaccurately in previous months.

Zoning and building complaints open with no first inspection within 30 days have increased relative to April 2015

Complaints with no first inspection within 30 days

