



CITY OF NEW ORLEANS  
**Quality of Life STAT**

February 18, 2016  
(Reporting Period: January 2016)

[www.nola.gov/opa](http://www.nola.gov/opa)



QualityOfLifeSTAT February 18, 2016

# Agenda

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



# Purpose and Scope

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

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

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

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



# Action Items

Assigned	Responsible	Action Item	Notes
9/17/15	A. Norton C. Sylvain-Lear	Reduce illegal tire disposal through targeted enforcement actions against unlicensed tire shops.	<ul style="list-style-type: none"> <li>Legal changes are required to strengthen enforcement strategy, as Department of Finance currently lacks authority to sanction tire shops operating without proper occupational licenses.</li> </ul>
11/19/15	R. Wainwright C. Harowski	Develop and implement strategy for photo enforcement of quality-of-life violations.	<ul style="list-style-type: none"> <li>Service and Innovation Team developing strategy along with City Attorney and relevant departments.</li> </ul>
11/19/15	K. Davis	Introduce separate queue to distinguish potholes from major surface repairs.	<ul style="list-style-type: none"> <li>311 to hire additional systems analyst.</li> </ul>
1/21/2016	H. Rainey C. Riegel	Coordinate outreach and safety measures related to mosquito-borne illness.	<ul style="list-style-type: none"> <li>Communications team will draw on MTRCB expertise to conduct outreach and organize any needed safety precautions.</li> </ul>
1/21/2016	E. Delarge	Bring enforcement actions to deter illegal sign placement.	<ul style="list-style-type: none"> <li>City Attorney can build on work already conducted by Sanitation rangers.</li> </ul>



# 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
Closed cases meeting target	100%	84%	34%	74%	85%	56%	45%	N/A	78%	73%	N/A
Closed Cases >= New Cases	Y	N	Y	Y	N	N	Y	Y	Y	N	N
Backlog to Closed Requests Ratio	0.0	79.4	1.0	0.1	0.1	0.2	7.5	N/A	0.4	0.5	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%	100%	82%	100%	100%	100%	100%	68%	100%	82%	100%
90d Average	100%	94%	77%	100%	94%	100%	100%	68%	100%	88%	100%
DAR Avg Year-To-Date	90%	91%	93%	100%	94%	100%	100%	68%	99%	90%	100%



# PUBLIC WORKS



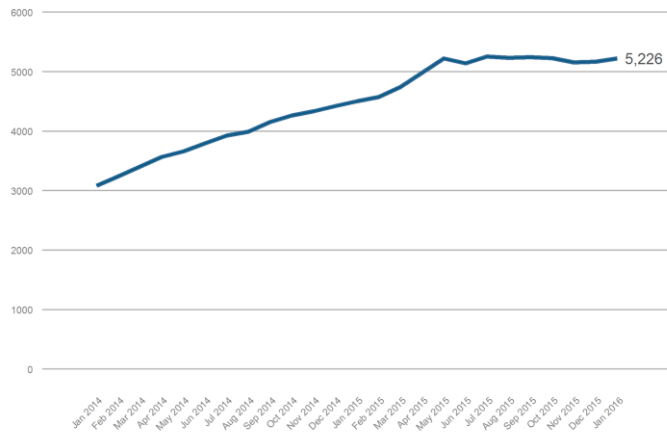
**Responsible Organization:**  
Department of Public Works  
(DPW)

**Data Source:**  
311

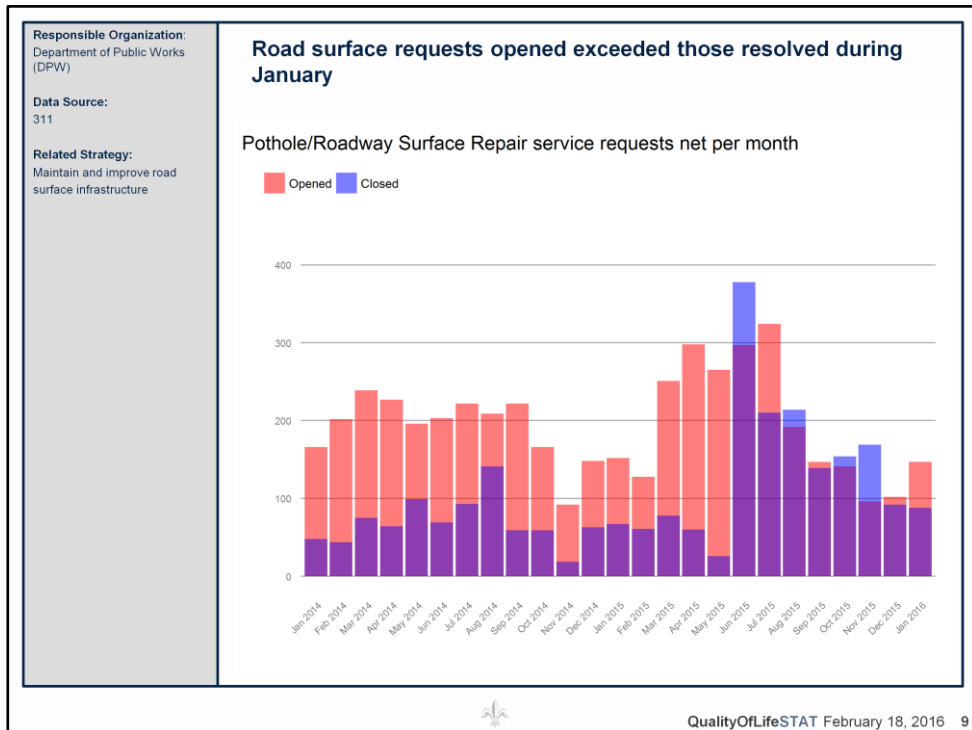
**Related Strategy:**  
Maintain and improve road  
surface infrastructure

## The road surface repair backlog has remained just above 5,000 since May

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







DPW has been prioritizing new cases.

**Responsible Organization:**  
Department of Public Works

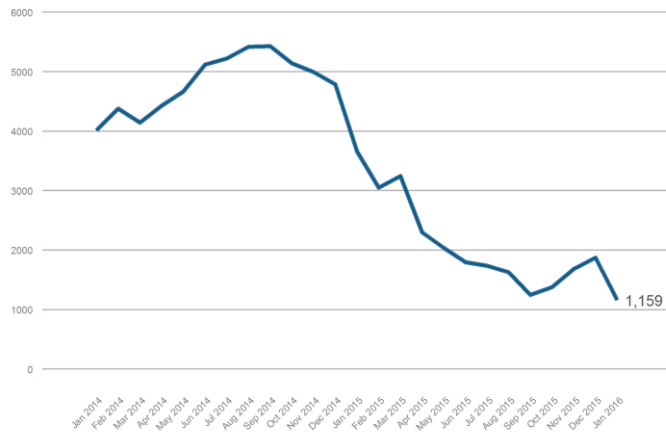
**Data Source:**  
311

**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 made some headway in January on reducing the streetlight request backlog

Street Light service requests open at end of month



**Responsible Organization:**  
Department of Public Works

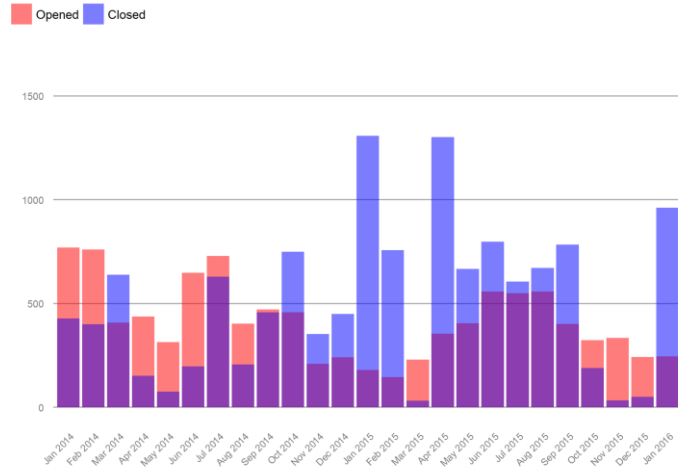
**Data Source:**  
311

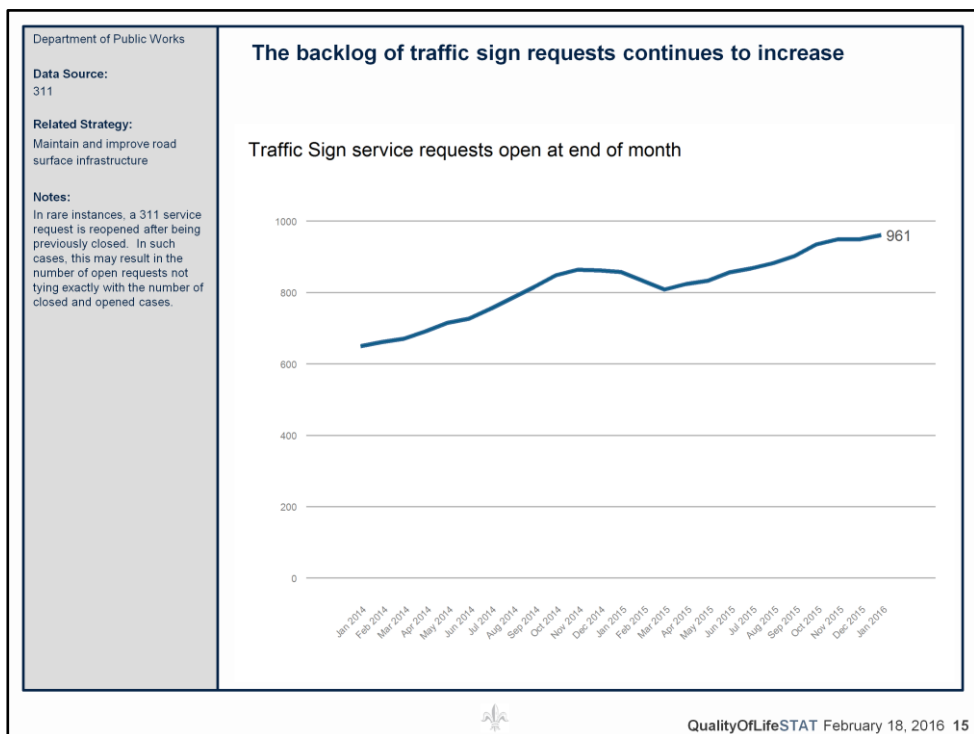
**Related Strategy:**  
Maintain and improve road  
surface infrastructure

**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.

## Several times more streetlight requests were resolved in January than opened

Street Light service requests net per month





Crews have been diverted from traffic sign installation to fulfill other requests, including new signage mandates.

Department of Public Works

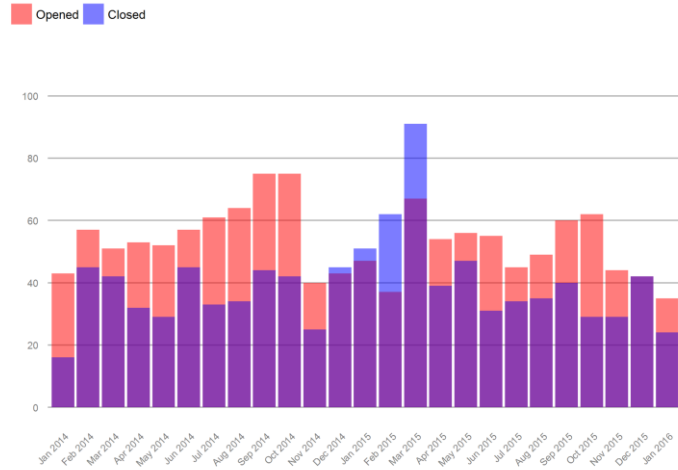
Data Source:  
311

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.

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

Traffic Sign service requests net per month



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Department of Public Works

Data Source:  
311

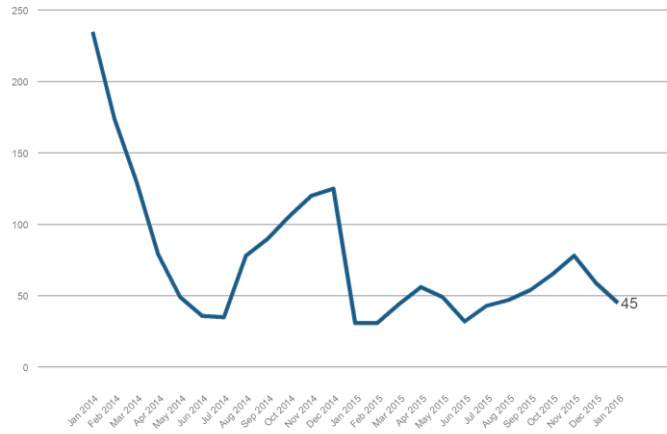
Related Strategy:  
Maintain and improve road  
surface infrastructure

**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 backlog of requests for street signs decreased for the second month

Street Name Sign service requests open at end of month



Department of Public Works

Data Source:  
311

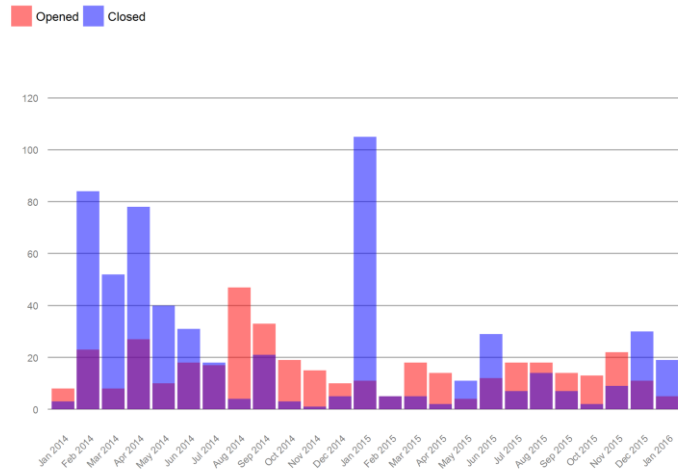
Related Strategy:  
Maintain and improve road  
surface infrastructure

**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.

## Street sign requests completed significantly exceeded those opened in December and January

Street Name Sign service requests net per month



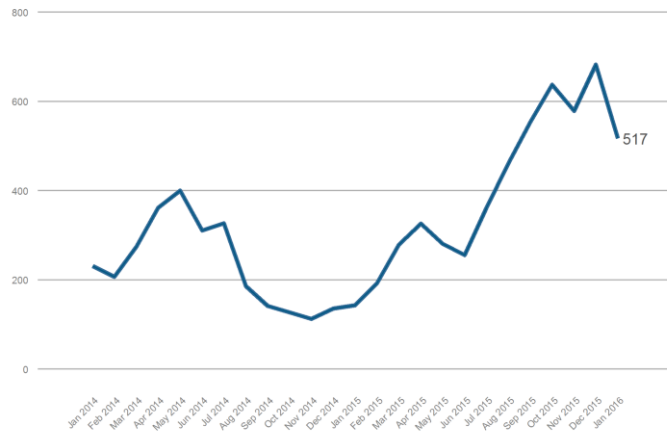
**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311

**Related Objective:**  
Promote Quality Neighborhoods

## DPW made significant progress in January on the abandoned vehicle request backlog

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





Responsible Organization:  
Department of Public Works

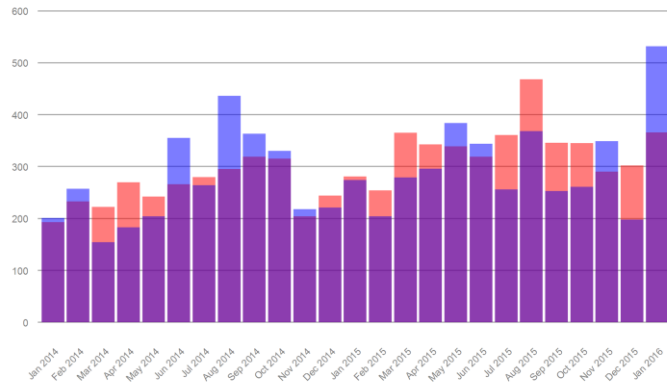
Data Source:  
311

Related Objective:  
Promote Quality Neighborhoods

## DPW was able to stay ahead of new abandoned vehicle calls for the second time in three months

Abandoned Vehicle Reporting/Removal service requests net per month

Opened Closed



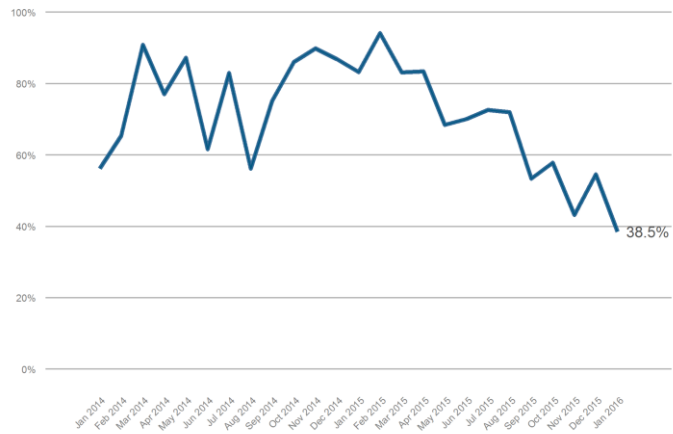
**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311

**Related Objective:**  
Promote Quality Neighborhoods

### The percentage of abandoned vehicle requests resolved within target fell, likely due to resolution of older cases

Percent of Abandoned Vehicle Reporting Removal resolved in 30 days



**Responsible Organization:**  
Department of Public Works

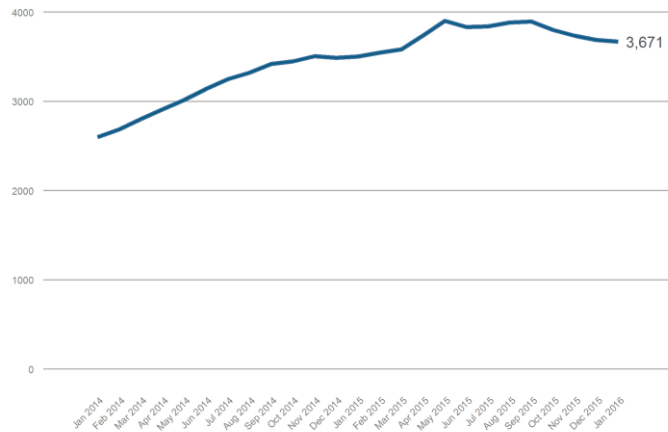
**Data Source:**  
311

**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.

## Progress has been made since September with regard to the street flooding and drainage request backlog

Street Flooding/Drainage service requests open at end of month



**Responsible Organization:**  
Department of Public Works

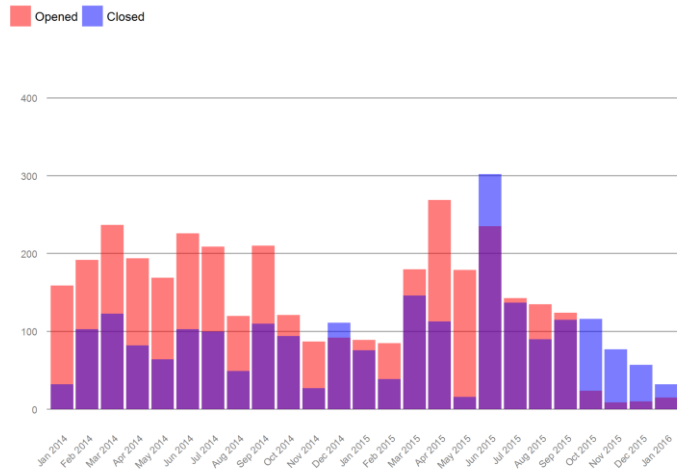
**Data Source:**  
311

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

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

## DPW has closed more street flooding cases than were opened during five of the past eight months

Street Flooding/Drainage service requests net per month



# 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

## SWB January 2016 customer service indicators

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

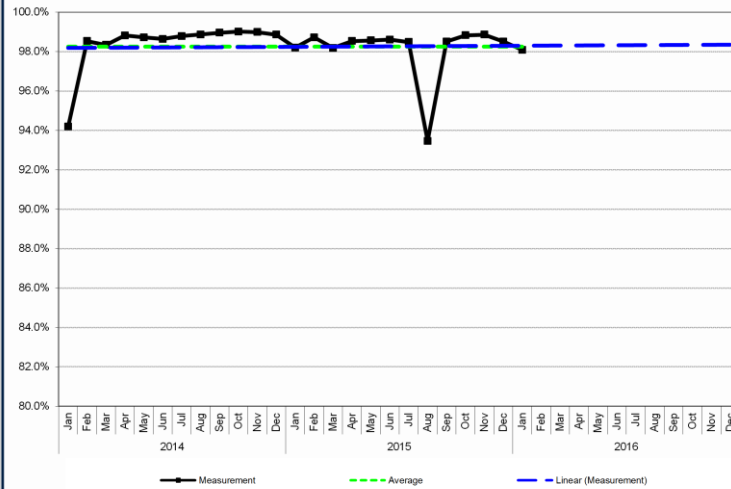


**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**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

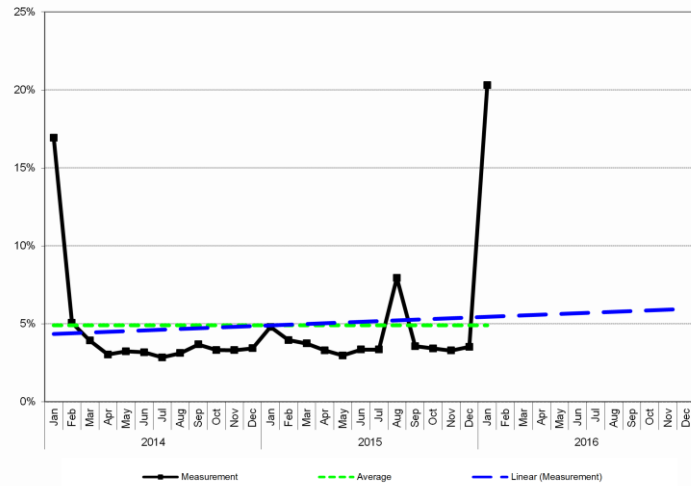


**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
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**Related Strategy:**  
Optimize the City's subsurface  
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### Bills estimated as a percentage of total bills



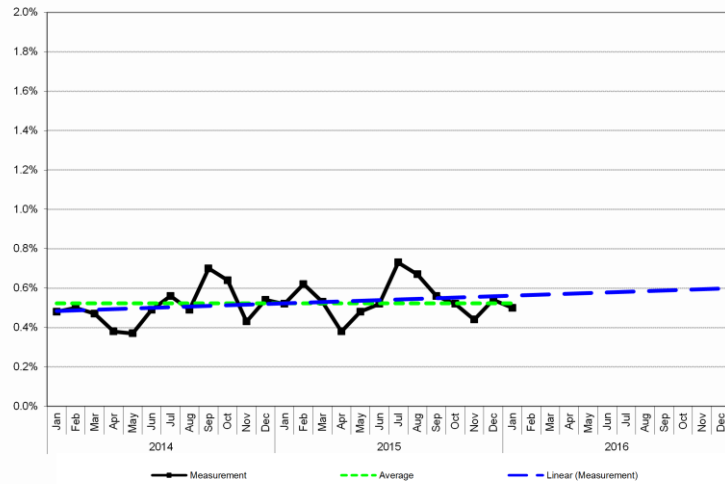


**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
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### Investigations from high bill complaints as a percentage of total bills

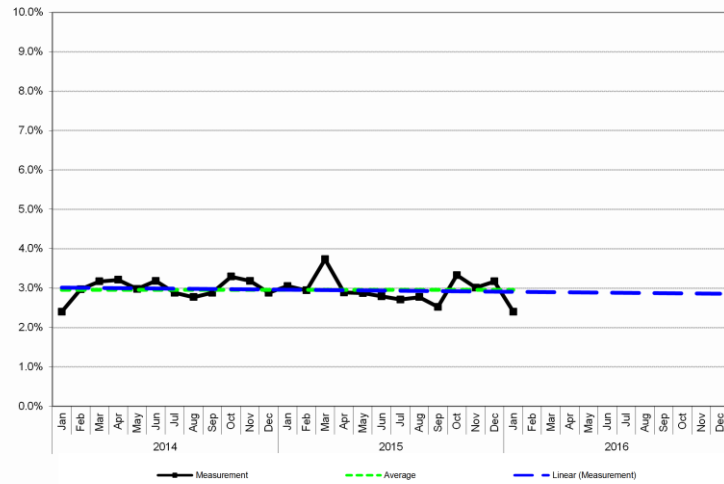


**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

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

### Bills adjusted as a percentage of total bills computed

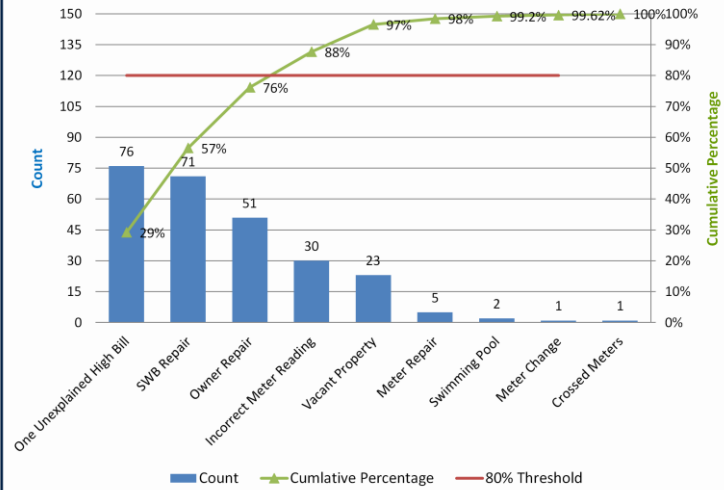


**Responsible Organization:**  
Sewerage and Water Board of  
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**Data Source:**  
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New Orleans

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

## Reasons for adjustments

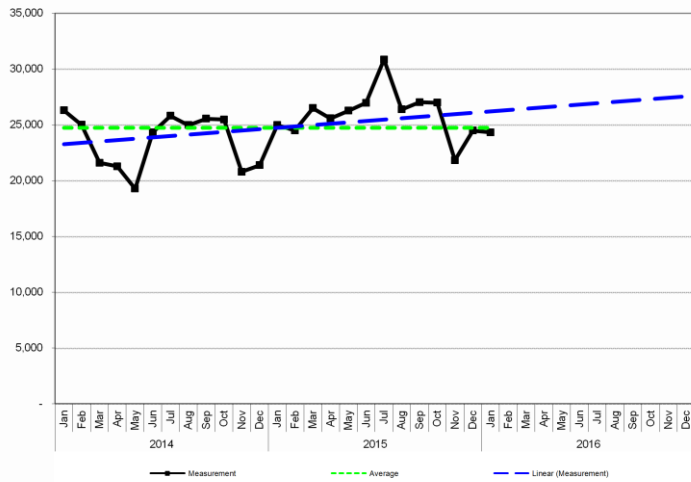


**Responsible Organization:**  
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New Orleans

**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

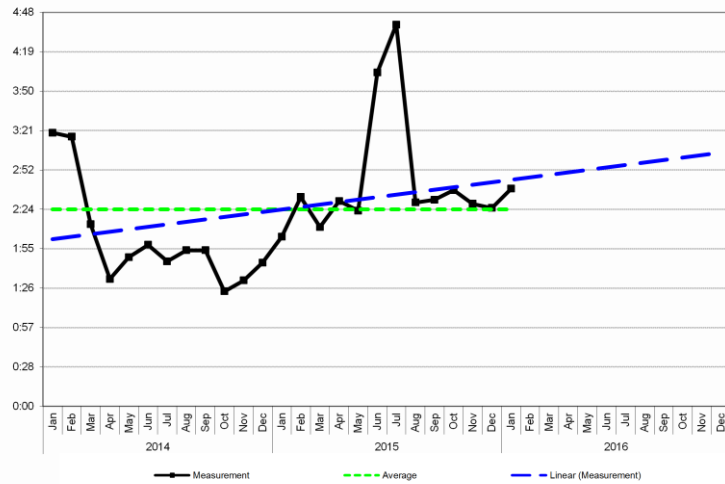


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**Data Source:**  
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**Related Strategy:**  
Optimize the City's subsurface  
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ensure resilient neighborhoods

### Average call wait time

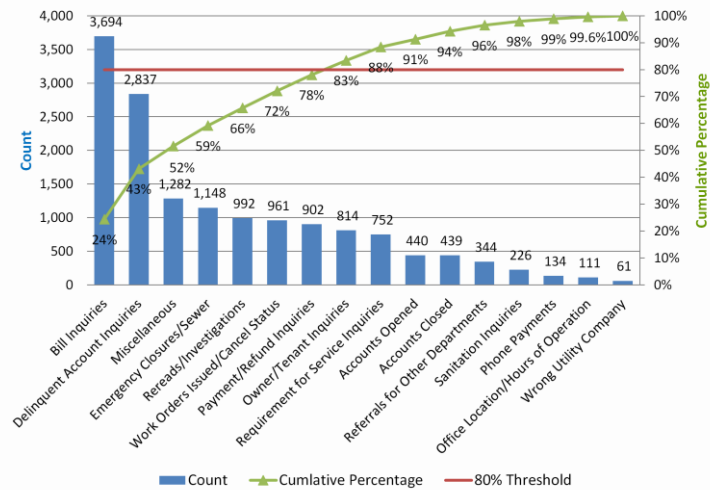


**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**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



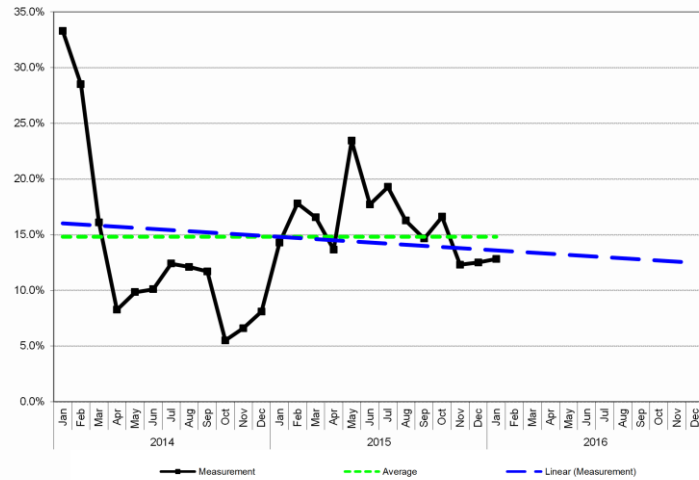
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**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

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

### Calls abandoned by customers as a percentage of total

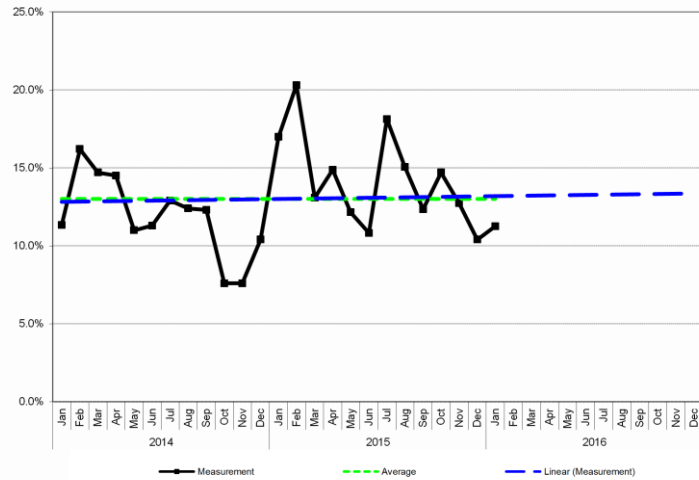


**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

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

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



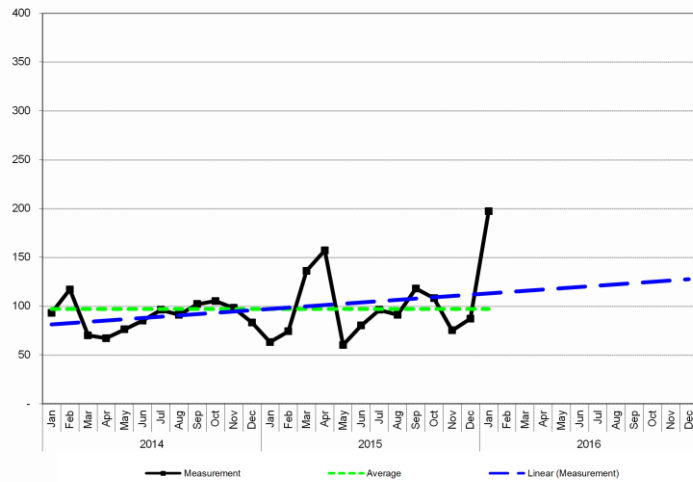


**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

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

## Total service requests about low water pressure

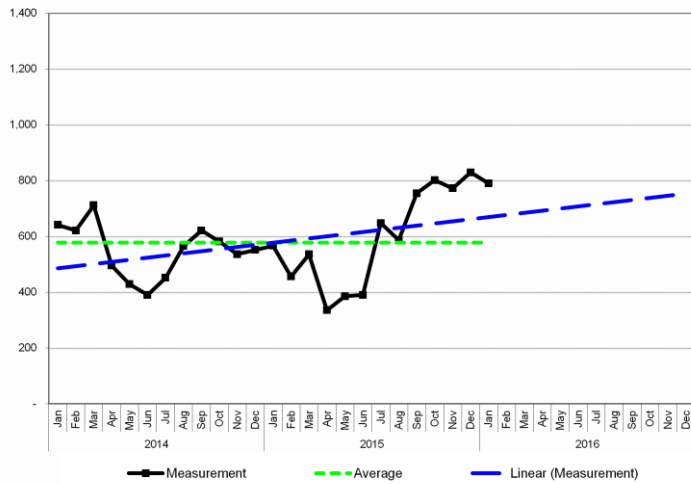


**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

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

## Total service requests for water system leaks

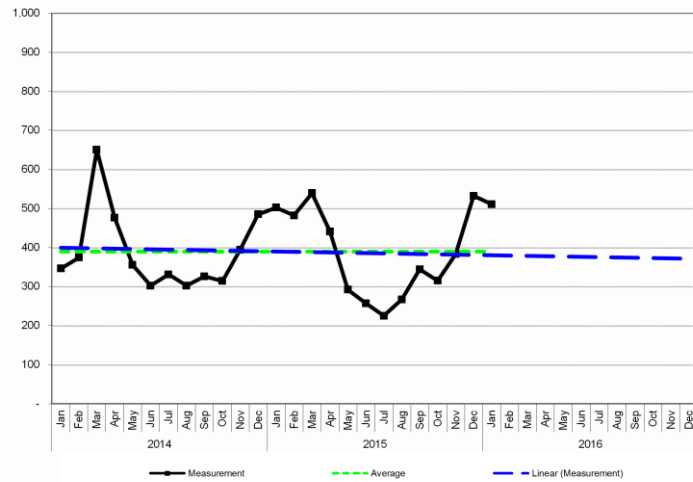


**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

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

### Total service requests for sewer system leaks

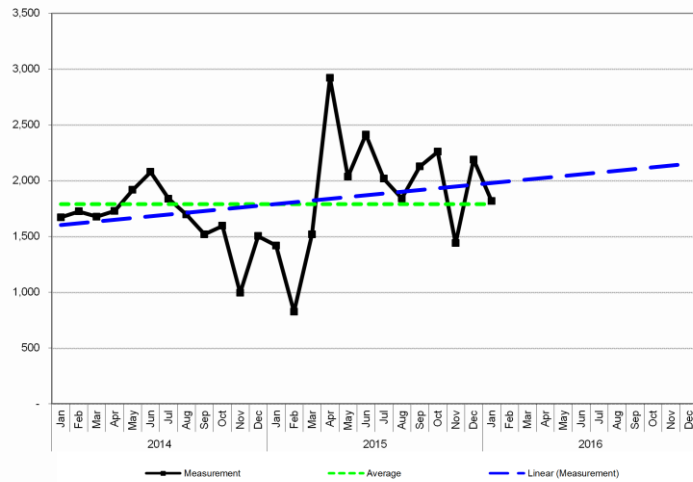


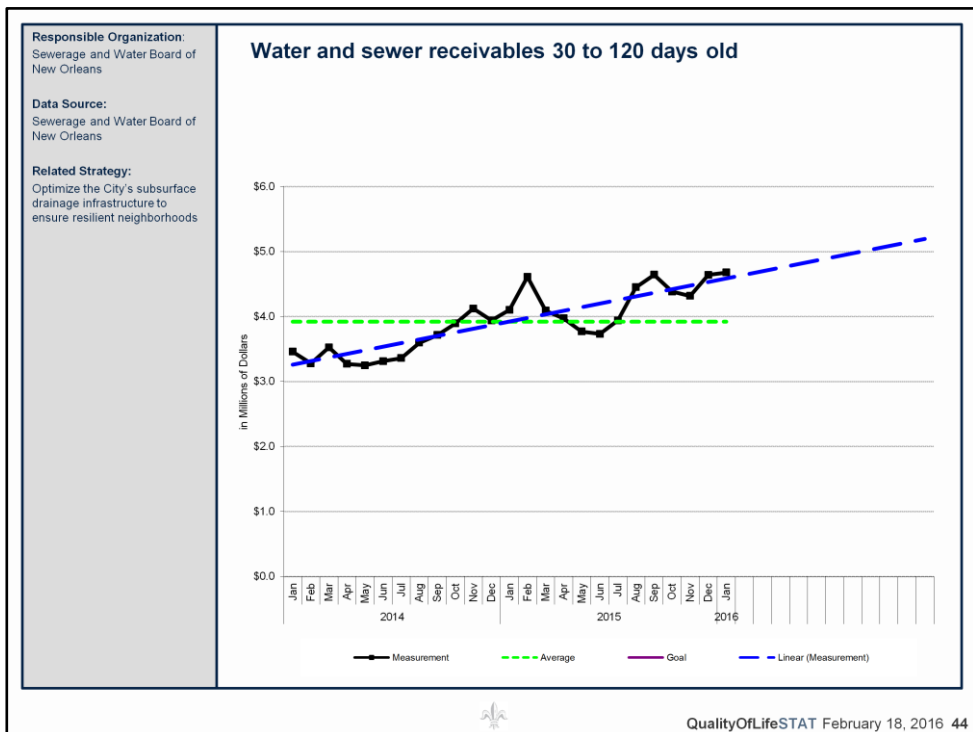
**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**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





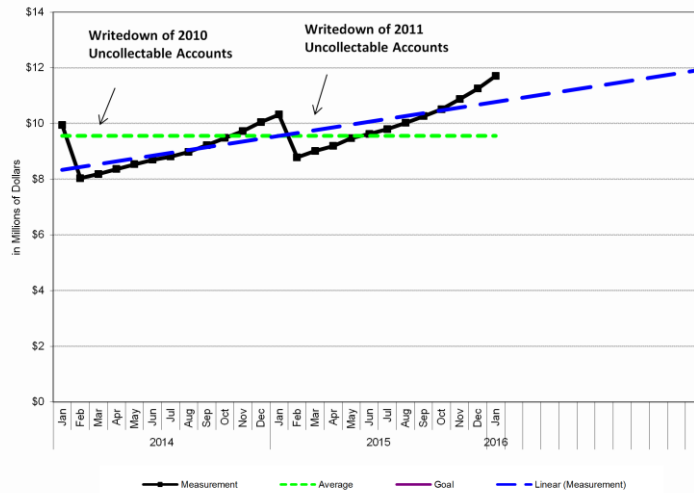
Increase in dollar value of receivables may be driven in part by increase in rates, and not solely by larger number of delinquent accounts.

**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



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**Responsible Organization:**  
Department of Parks and  
Parkways

**Data Source:**  
Department of Parks and  
Parkways

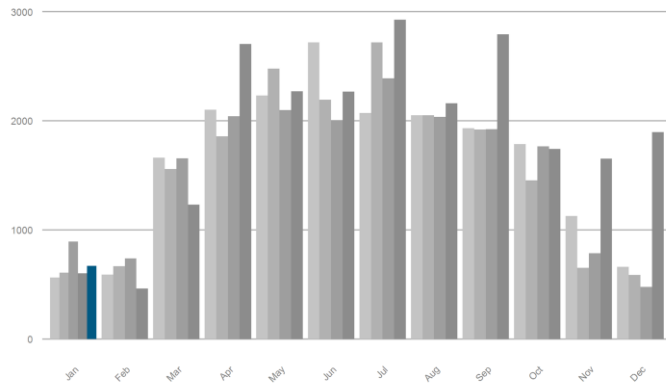
**Related Strategy:**  
Protect and preserve parks and  
other green spaces

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

## Acres mowed during January were on par with prior years

### Acres mowed

2012 2013 2014 2015 2016





**Responsible Organization:**  
Department of Parks and  
Parkways

**Data Source:**  
Department of Parks and  
Parkways

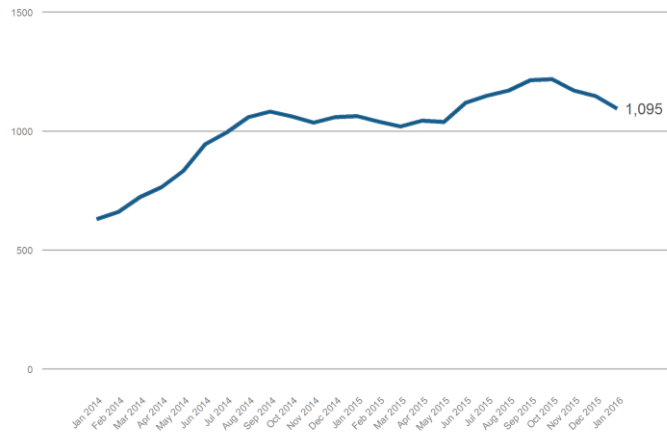
**Note:**  
Forestry work orders represent  
the actual work completed  
within a tree "work order."

Excludes stumps, which are  
done intermittently.

**Related Strategy:**  
Protect and preserve parks and  
other green spaces

## Parks and Parkways was able to push down the tree service request backlog for the third consecutive month

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."

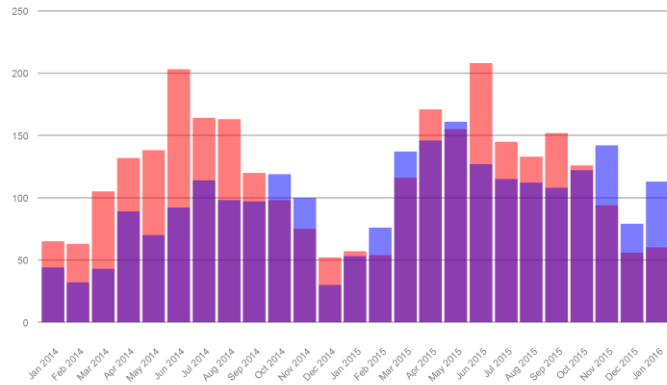
Excludes stumps, which are  
done intermittently.

**Related Strategy:**  
Protect and preserve parks and  
other green spaces

## Tree service closures have been ahead of new requests opened since November

Tree Service service requests net per month

Opened Closed



**Responsible Organization:**  
Department of Parks and  
Parkways

**Data Source:**  
Department of Parks and  
Parkways

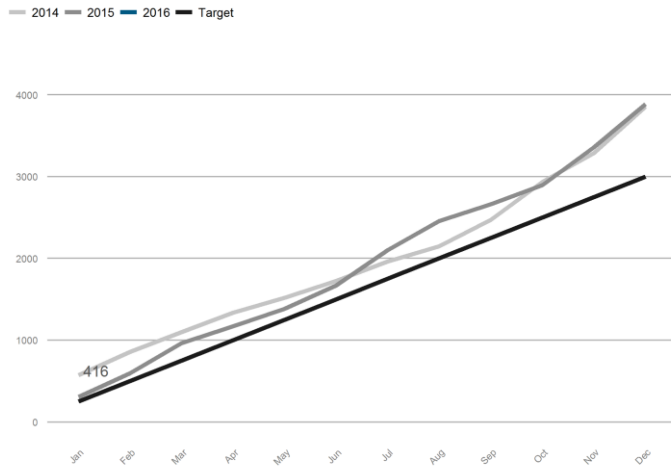
**Note:**  
Forestry work orders represent  
the actual work completed  
within a tree "work order."

Excludes stumps, which are  
done intermittently.

**Related Strategy:**  
Protect and preserve parks and  
other green spaces

## Cumulative tree trims and removals (416 total) were ahead of the January target by more than 60 percent

Cumulative number of tree trims and removals



**Responsible Organization:**  
Department of Sanitation  
Department of Parks and  
Parkways

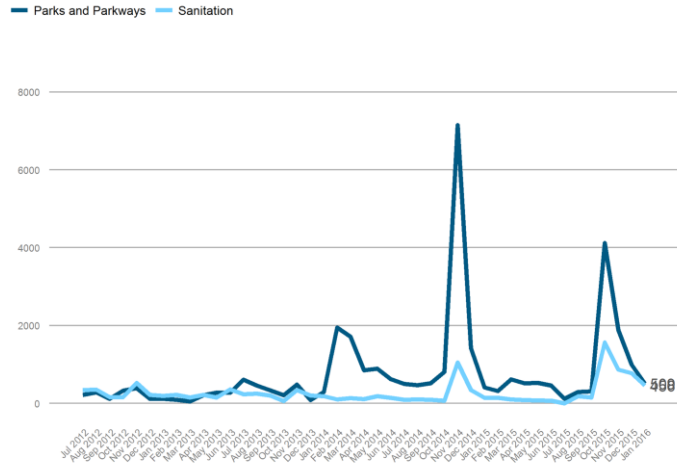
**Data Source:**  
Department of Sanitation  
Department of Parks and  
Parkways

**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

## Signs removed by Sanitation personnel are up compared to January 2015

Bandit signs removed



# SANITATION



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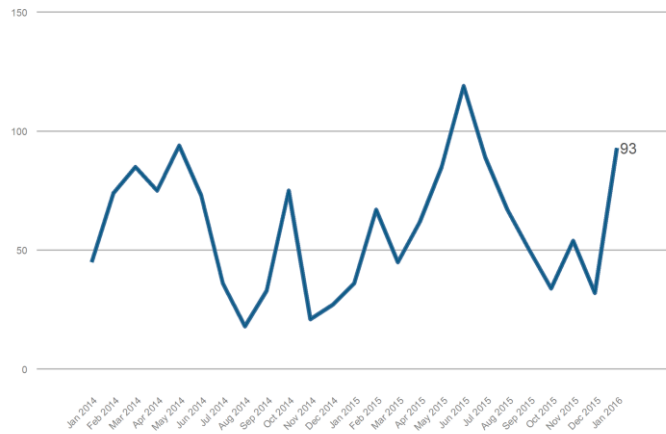
**Responsible Organization:**  
Department of Sanitation

**Data Source:**  
311

**Related Strategy:**  
Provide effective sanitation  
services to residents and  
businesses

## The backlog of illegal dumping cases appears to be above January trends from prior years

Illegal Dumping Reporting service requests open at end of month



**Responsible Organization:**  
Department of Sanitation

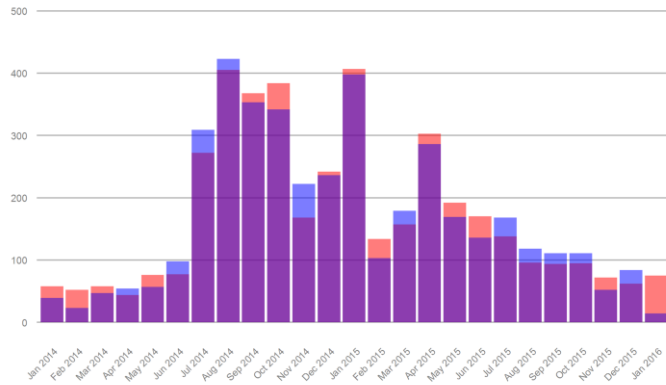
**Data Source:**  
311

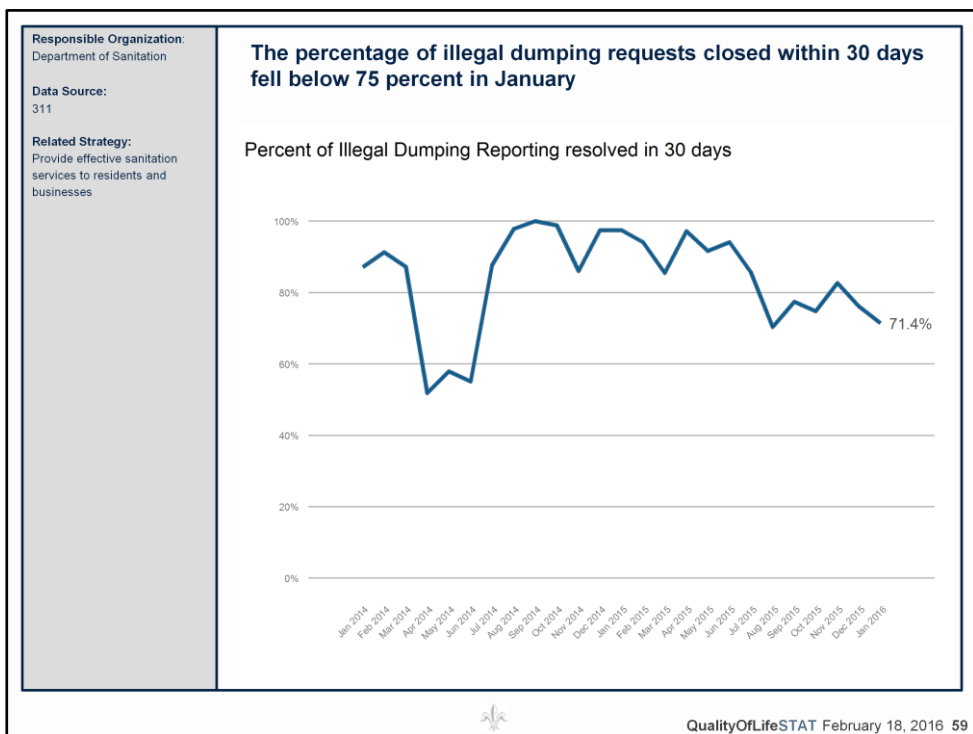
**Related Strategy:**  
Provide effective sanitation  
services to residents and  
businesses

## More illegal dumping requests were resolved than initiated during five of the last seven months

Illegal Dumping Reporting service requests net per month

Opened Closed





Department is working to hire another administrator.



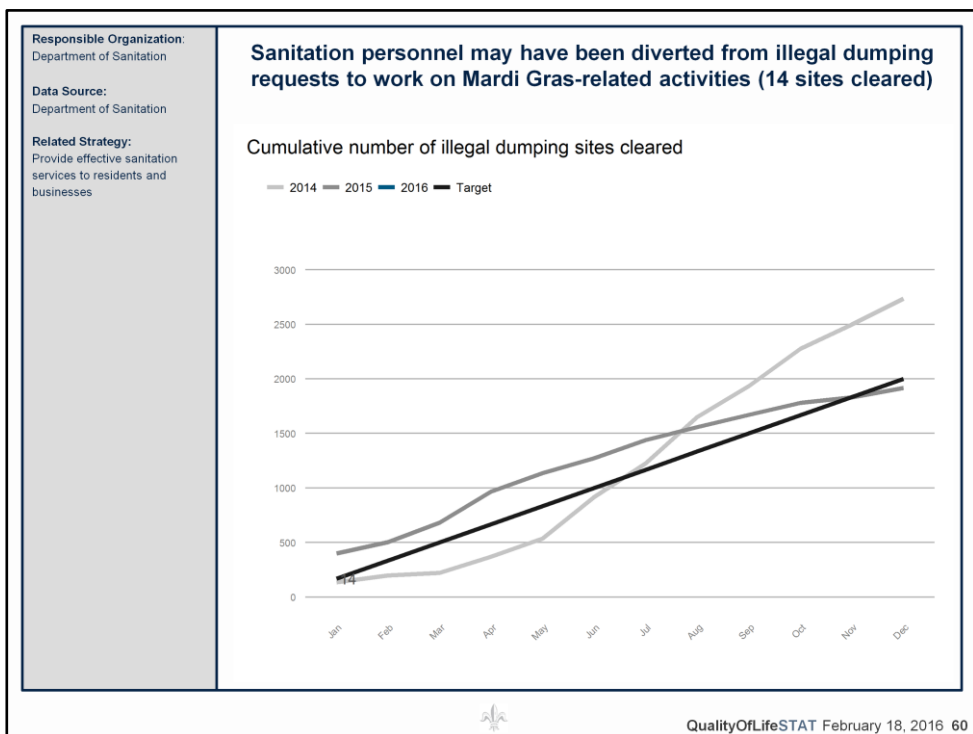


Figure should increase going forward as the Department has now staffed up to three sanitation rangers.

**Responsible Organization:**  
Department of Sanitation

**Data Source:**  
Department of Sanitation

**Note:**

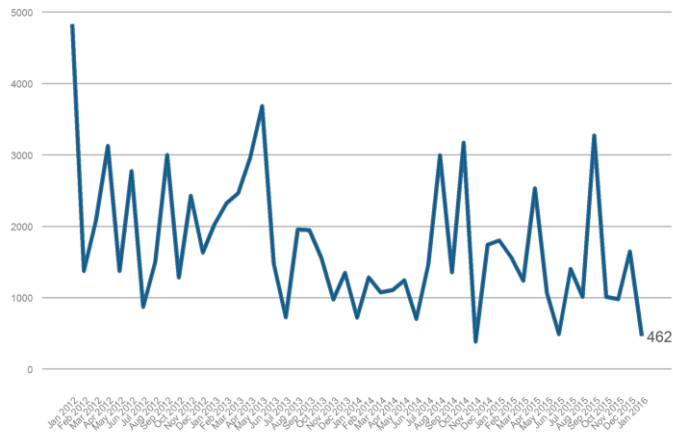
"Tires removed" indicates the number of dumped tires the vendor transports from the City facility that had previously been collected Sanitation. Consequently, this figure does not always reflect the exact amount collected from illegal dumping sites during a given month.

**Related Strategy:**

Provide effective sanitation services to residents and businesses

## Sanitation personnel may have been diverted from tire disposal requests to work on Mardi Gras-related activities

Tires removed



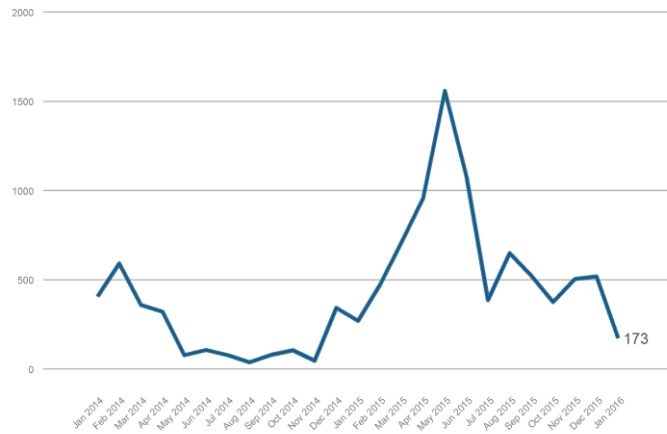
**Responsible Organization:**  
Department of Sanitation

**Data Source:**  
311

**Related Strategy:**  
Provide effective sanitation  
services to residents and  
businesses

## Sanitation was able to close out several hundred open recycling requests in January

Residential Recycling Programs service requests open at end of month



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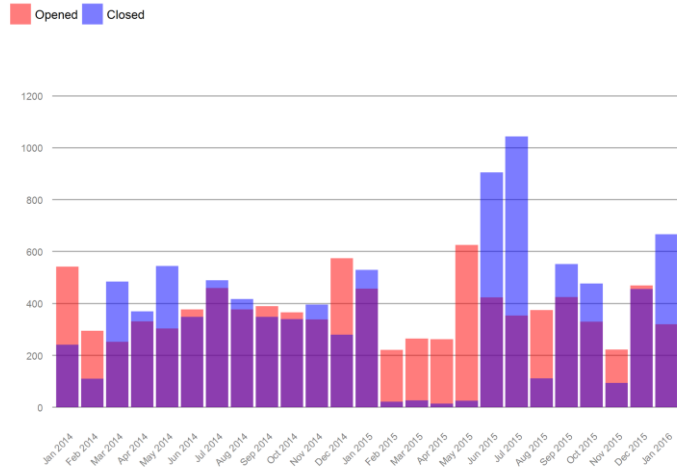
**Responsible Organization:**  
Department of Sanitation

**Data Source:**  
311

**Related Strategy:**  
Provide effective sanitation  
services to residents and  
businesses

## Since June 2015, Sanitation has generally been working down the backlog of recycling requests

Residential Recycling Programs service requests net per month



**Responsible Organization:**  
Department of Sanitation  
vendors

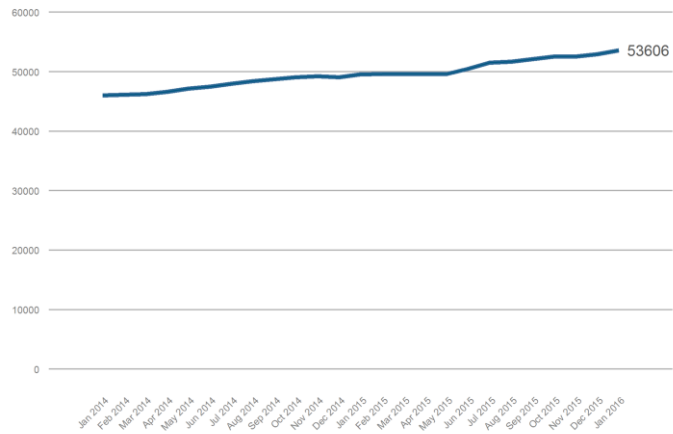
**Data Source:**  
Sanitation Department

**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

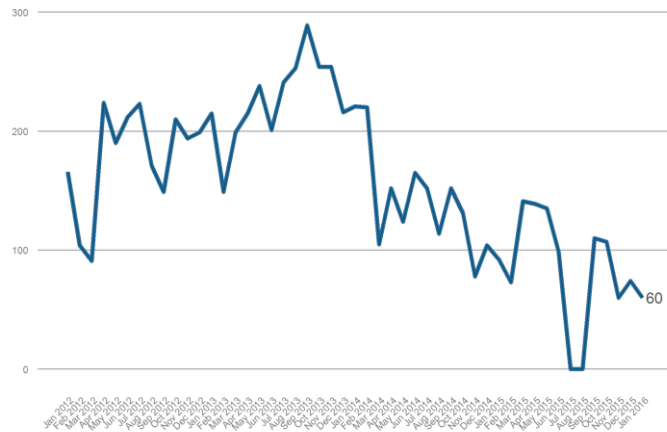
**Data Source:**  
Department of Sanitation

**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

## Inspection figures are lower than January trends for prior years

### Sanitation inspections



**LAW**



**Responsible Organization:**  
Law Department

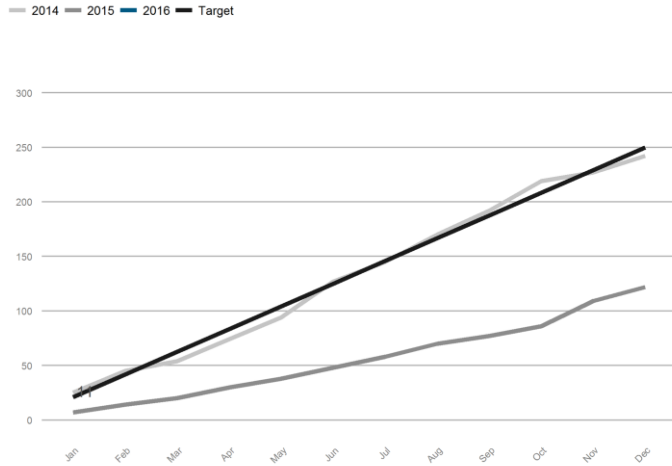
**Data Source:**  
Law Department

**Related Strategy:**  
Effectively and fairly administer justice

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

## ABO cases were below target with 11 filings, but January data alone may not provide an accurate representation of performance

Cumulative number of ABO filings





**Responsible Organization:**  
New Orleans Police Department

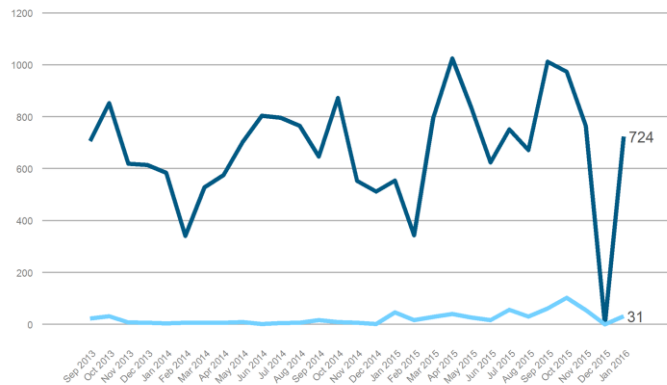
**Data Source:**  
New Orleans Police Department

**Related Strategy:**  
Effectively and fairly administer justice

## Summons increased in January, even as officers were diverted for Mardi Gras-related duties

Complaints received and summonses issued by NOPD quality of life officers

— Complaints received by NOPD — Summonses issued by NOPD



# MOSQUITO AND TERMITE CONTROL



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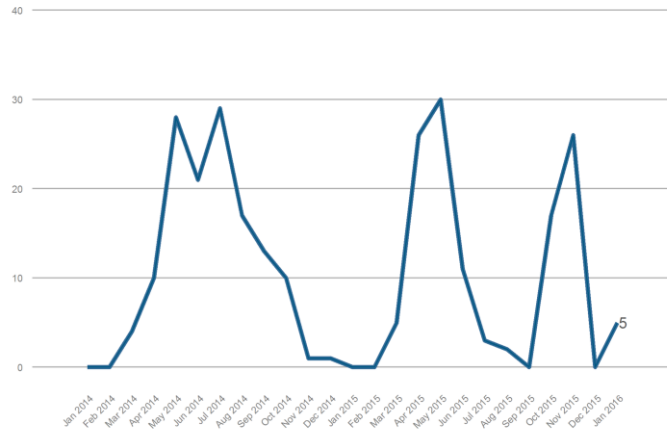
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
311

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

## The backlog of mosquito requests rose slightly in January, possibly due to Mardi Gras-related events

Mosquito Control service requests open at end of month



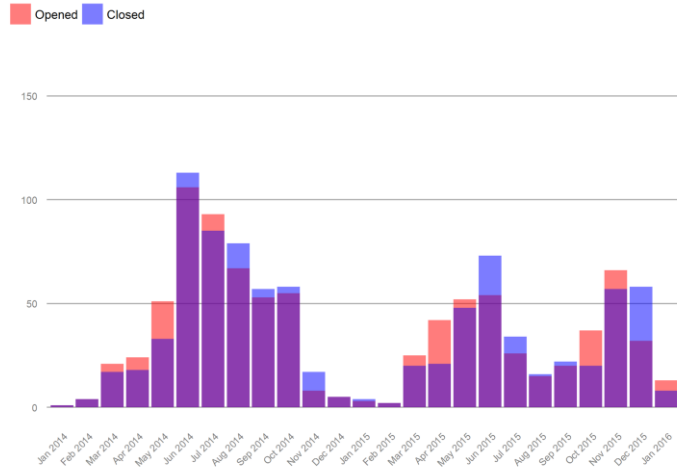
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
311

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

## More mosquito requests were opened than closed in January, but the overall number was relatively small

Mosquito Control service requests net per month



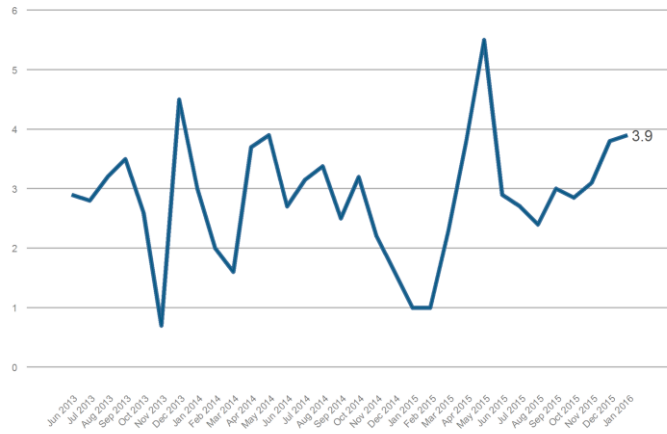
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
MTRCB

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

## The average time to close mosquito requests has fluctuated around three or four days

Average days to close mosquito request



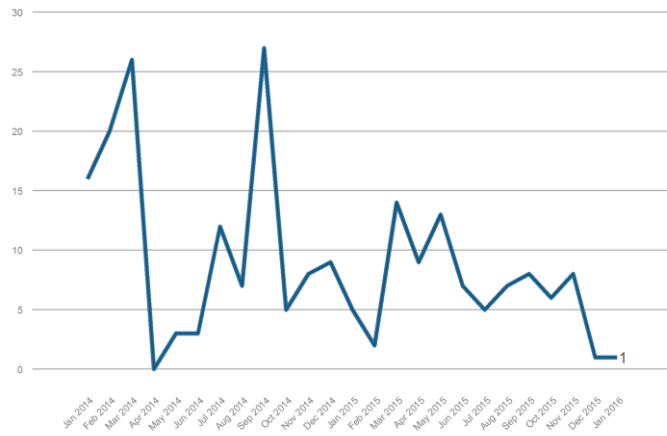
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
311

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

## The number of outstanding rodent calls remains near zero

Rodent Complaint service requests open at end of month



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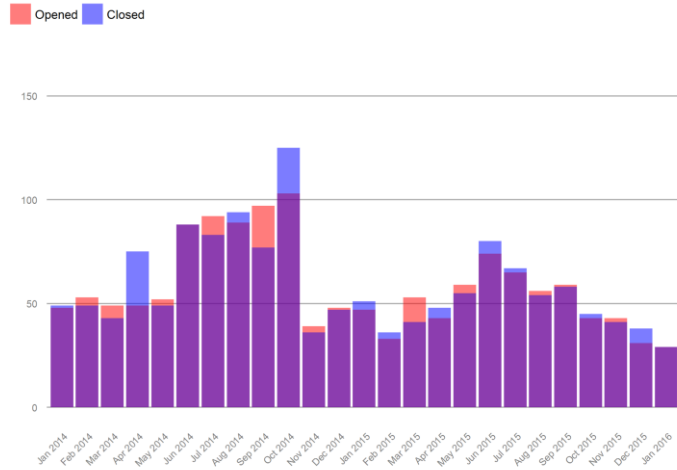
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
311

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

## Resolution of rodent complaints has generally kept pace with new cases

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

**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**

