CITY OF NEW ORLEANS

QualityofLifeSTAT

June 19th, 2014
(Reporting Period: May 2014)

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.*

City Strategic Framework

Mission

The City of New Orleans delivers excellent service to its citizens with courage, competence and compassion.

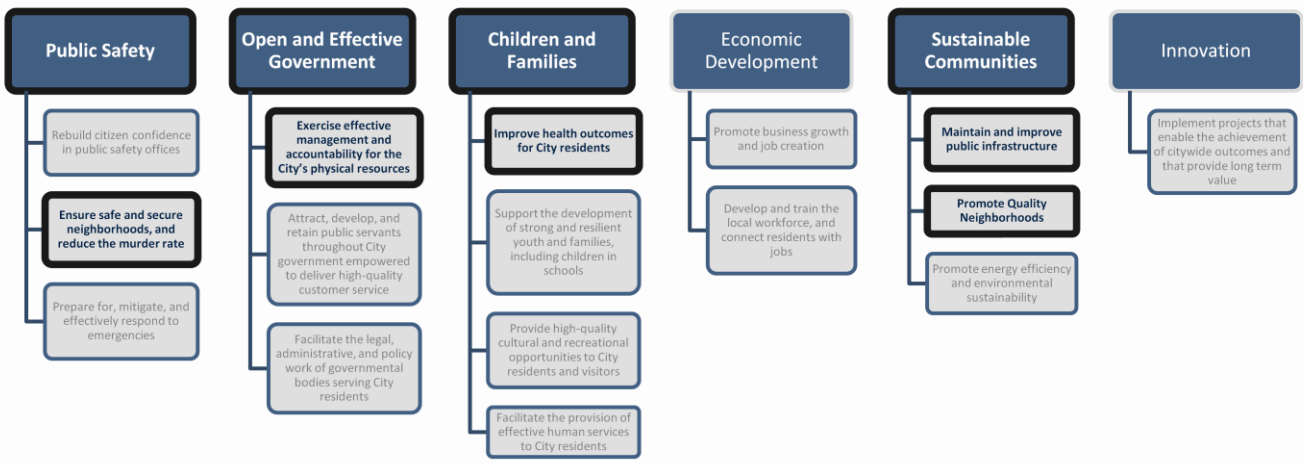
Values

Integrity, Excellence, Transparency, Teamwork, Responsiveness, Innovation, Diversity and Inclusion

Vision

New Orleans is a model city. We are a unified city. We are a creative city.

Result Area Goals and Objectives



Open and Effective Government

Goal: Ensure sound fiscal management and transparency, promote effective, customer-driven services and foster active citizen engagement in City government.

Objectives and Strategies	Outcome Measures
Exercise effective management and accountability for the City's physical resources 1. Effectively steward the City's financial resources 2. Manage the City's information and analyze the City's performance data 3. Manage vendor relationships and provide oversight of City contracts 4. Responsibly support the City's capital assets	• Bond ratings
Attract, develop, and retain public servants throughout City government empowered to deliver high-quality customer service 1. Cultivate a high-quality City workforce 2. Provide fair and reasonable benefits to City employees and retirees	• Rate of employee turnover • Percent of employees engaged and satisfied
Facilitate the legal, administrative, and policy work of governmental bodies serving City residents 1. Govern the City with integrity and accountability 2. Defend the City's legal interests 3. Promote civic engagement 4. Facilitate, link, and leverage resources with external organizations	• Percent of citizens satisfied with overall government services

311 Dashboard -

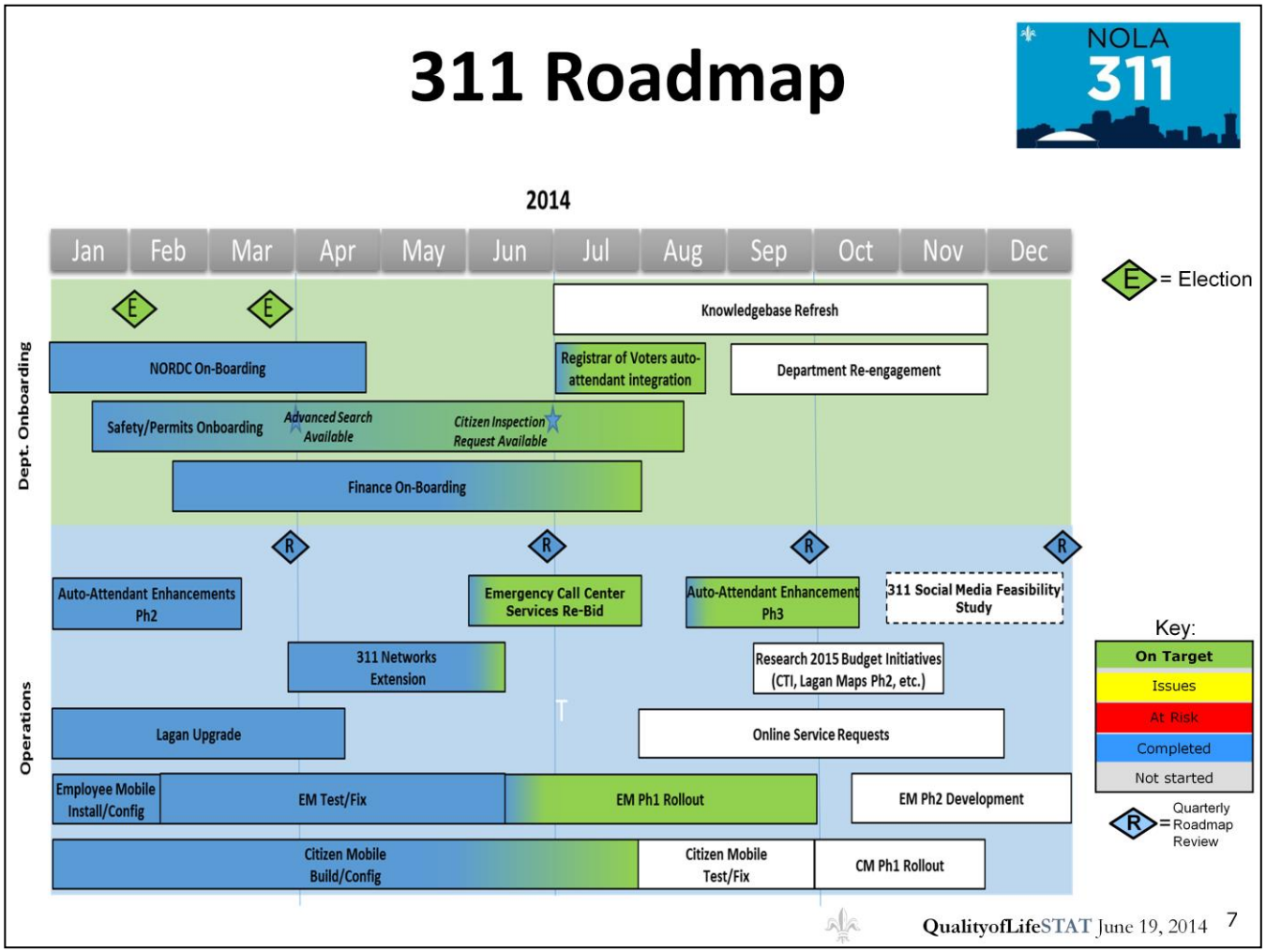
Request Closure Rates Still Biggest Challenge

Existing Onboarded Departments

Onboarding Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	Sanitation	Taxi	EMS
Timeliness to Close Requests (Closed cases meeting target > 80%, 50-80%, <50%)	78%	98%	82%	78%	57%	N/A	78%	69%	7%	100%
						N/A				
Request Closure Rate (Closed Cases >= New Cases Yes/No)	Y	N	N	N	N	N	N	Y	N	Y
Backlog to Closed Requests Ratio (<5, 5-7, >=8)	0.0	35.6	2.0	31.0	0.3	0.4	8.0	0.3	1.5	0.0
Notes	*Note: Closures reflect Lagan, not LAMA.*	Address case backlog.	Junked vehicle is backlogged for pick-ups	Addressing case backlog. Streetlights and street name signs biggest movers.	-	*Establish Expected Days to Close Target(s).*	Budget is constrained.	Sanitation is distributing recycle cans while working through backlog.	Addressing through lost and found cases since CPNC renewal is concluded.	Launched 12/18/13

Department Adoption Rate

Adoption Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	Sanitation	Taxi	EMS
Current Month	100.00%	83.00%	100.00%	100.00%	83.00%	100.00%	100.00%	100.00%	100.00%	100.00%
90d Average	100.00%	81.00%	94.00%	100.00%	83.00%	100.00%	100.00%	100.00%	94.00%	100.00%
DAR Avg To-Date	93.00%	80.00%	94.00%	98.00%	83.00%	100.00%	100.00%	100.00%	96.00%	100.00%



311 will ensure that NOPD Quality of Life officers are included in the next round of 311 employee mobile device testing.

Sustainable Communities

Goal: Support sustainable communities that integrate quality housing, transportation, schools, commercial development, energy efficiency, parks and green space, flood protection and cultural assets.

Objectives and Strategies	Outcome Measures
Maintain and improve public infrastructure 1. Maintain and improve road surface infrastructure 2. Consistently implement Complete Streets philosophy in streets investments 3. Effectively administer the City's capital improvements program 4. Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods	• Percent of citizens satisfied with condition of streets • Mean travel time to work • Percentage of workers commuting to work by means other than driving alone • Percent of citizens satisfied with drainage/flood control • Percent of citizens satisfied with public transportation • Percent of citizens satisfied with traffic congestion
Promote Quality Neighborhoods 1. Reduce blighted properties by 10,000 by the end of 2014 2. Provide effective sanitation services to residents and businesses 3. Protect and preserve parks and other green spaces 4. Regulate land use to support safe, vibrant neighborhoods and preserve historic properties	• Percent of citizens satisfied with control of abandoned houses • Percent of citizens satisfied with parks and recreation • Percent of citizens satisfied with control of trash and litter / trash pickup • Percent of citizens satisfied with life in New Orleans • ParkScore (based on acreage, service and investment, and access) • Percent of citizens satisfied with zoning
Promote energy efficiency and environmental sustainability 1. Restore the City's marshes and coastline 2. Promote green energy and other sustainability measures 3. Remediate brownfields, lead, and other environmental hazards	• Percent of days with healthy air quality • Number of health based drinking water violations • Number of certified green buildings • Number of land acres in Orleans Parish

Responsible Organization: Department of Public Works (DPW)

Data Source: DPW Weekly Maintenance Reports

Related Strategy: Maintain and improve road surface infrastructure

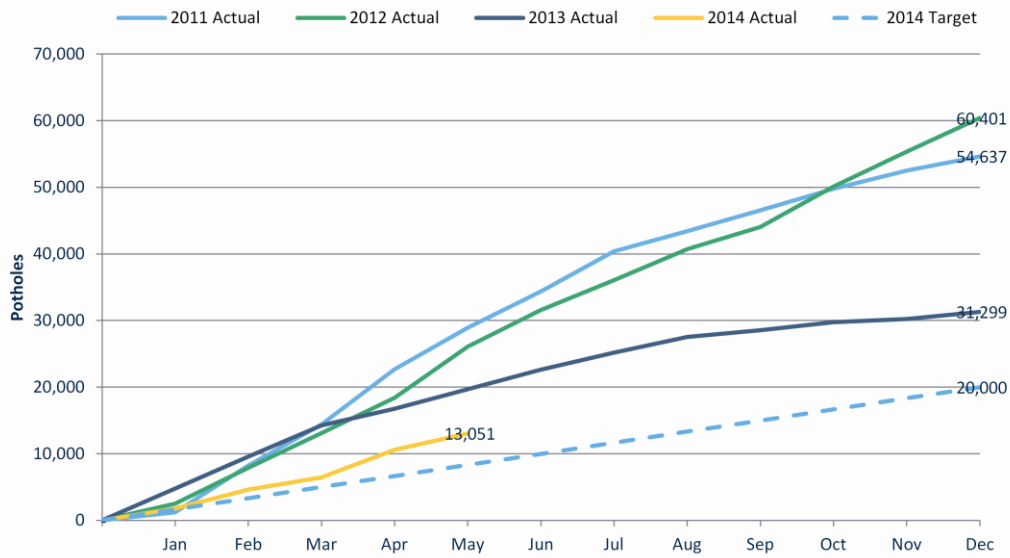
Legend:

- On Target
- Within 10% of Target
- Off Target

Key measure that best indicates whether City activities are achieving the desired results

DPW remained on target to reach its annual goal of potholes filled.

Number of Potholes Filled



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
54,637	●	60,401	●	31,299	●	13,051	20,000	●

Responsible Organization:
Department of Public Works

Data Source:
311

Definitions:
Service Request: A 311 call requesting the City to perform a specific task.
Open Request: A service request that has not been completed.
Closed Request: A service request that has been completed.

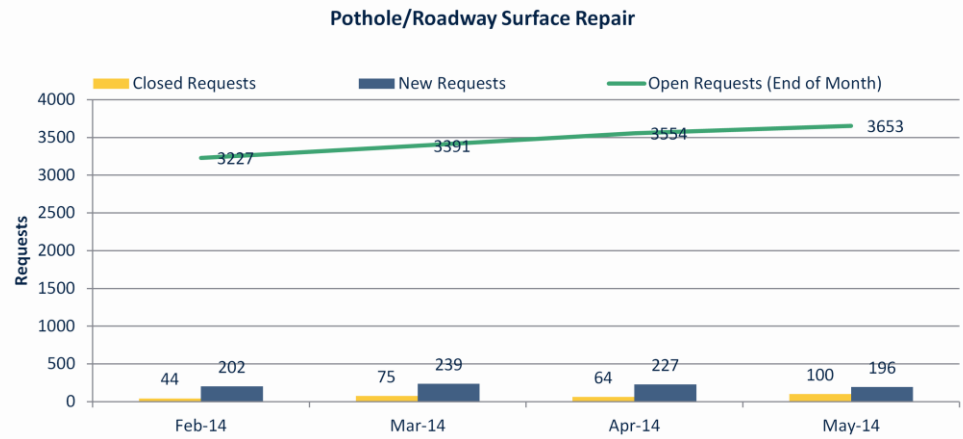
Related Strategy:
Maintain and improve road surface infrastructure

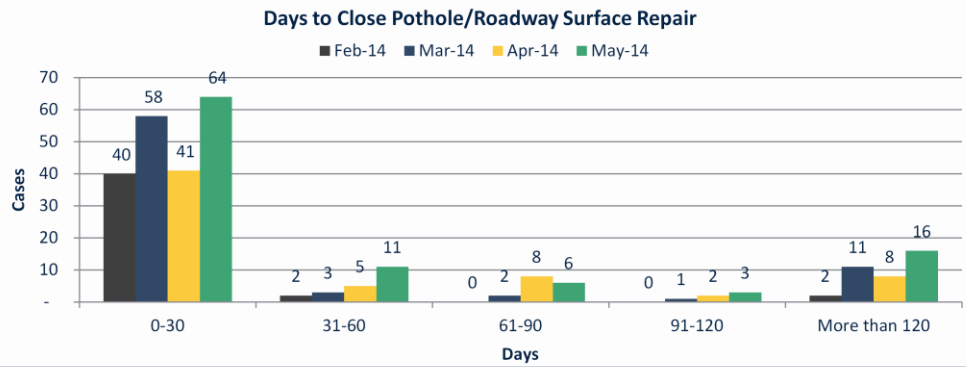
Notes:
Expected days to close, developed in 2012: 60-365 days.

While 311 pothole/roadway surface repair reflects maintenance crew and pothole killer activity, the pothole killer requests are not systematically captured at this time.

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 pothole service requests continued to increase.





Responsible Organization: Department of Public Works

Data Source: 311

Related Strategy: Maintain and improve road surface infrastructure

Note: 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.

Most other DPW maintenance 311 service requests backlogs increased.

Service Request (SR)	Open SRs (5/1)	New SRs	Closed SRs	Open SRs (5/31)	Δ from Prior Period	Avg. Age of Open SR	Avg. Days to Close
Manhole Cover Maintenance	168	8	12	172	4	500	3
Road Shoulder Repair	279	5	12	286	7	445	5
Sidewalk Repair	720	30	51	742	22	506	46
Subsidence	299	23	53	329	30	174	10

311 Issues

Responsible Parties	Issue/Status	Due
M. Jernigan	Service request expected days to close are set to 365 days. Need to review and revise.	Past Due
M. Nolan	Significant case backlog exists. Resources/funding unavailable to address requests. 6,481 open cases at end of November 2013.	Ongoing
M. Jernigan	Identify Interim case status for service requests that have up to 365 day turn-around time. A 311 team member can help with this task if necessary.	Q4 2014

311 will work with departments to revise the expected days to close service requests based on historical closure data.

Responsible Organization: Department of Public Works

Data Source: DPW Streetlights Monthly Report

Note: Restored outage totals do not include 313 Hurricane Isaac-related repairs in Q4 2012.

Related Strategy: Maintain and improve road surface infrastructure

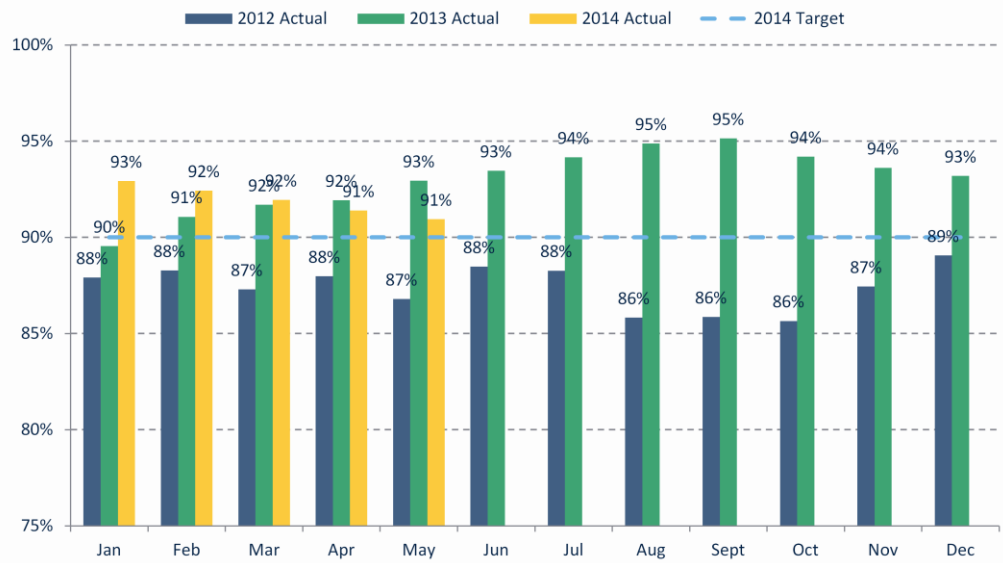
Legend:

- On Target
- Within 10% of Target
- Off Target

Key measure that best indicates whether City activities are achieving the desired results

As of the end of May, 91% of the streetlights in New Orleans were functional.

Percent of Streetlights Functioning



2014		
YTD Actual	Annual Target	Status
91%	90%	●

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Streetlight functionality stayed above target despite minimal outages restored through the first five months of 2014, largely due to the approximately 17,000 LED's installed through the past year and a half. The $14.7M in funding for LED installations will free up in July. DPW expects to install approximately 20,000 more LED's, which will yield approximately two-thirds of City streetlights being LED's.

Responsible Organization:
Department of Public Works

Data Source:
DPW Streetlights Monthly Report

Note:
Restored outage totals do not include 313 Hurricane Isaac-related repairs in Q4 2012.

Related Strategy:
Maintain and improve road surface infrastructure

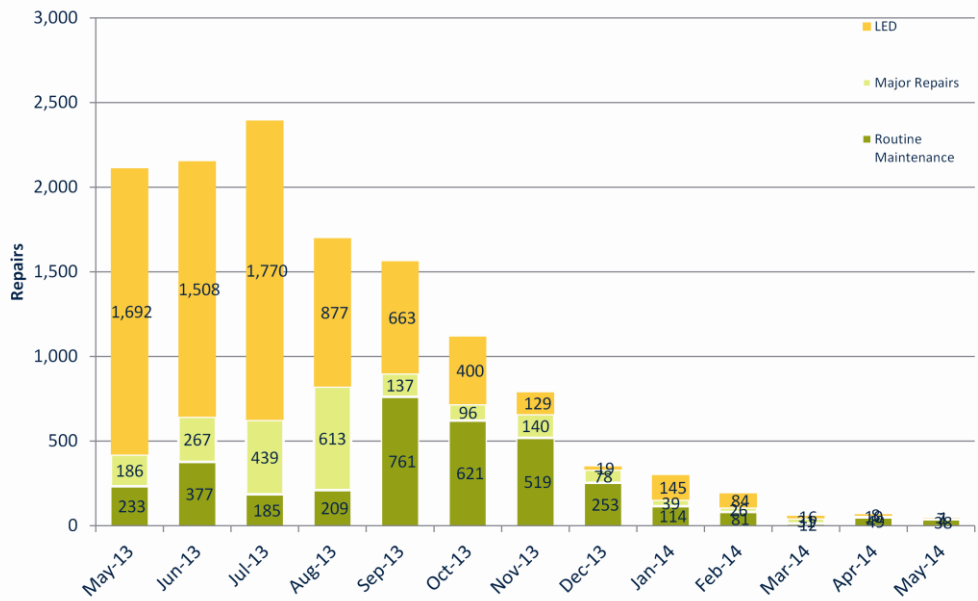
Legend:

- On Target
- Within 10% of Target
- Off Target

Key measure that best indicates whether City activities are achieving the desired results

DPW continued to restore a very low number of outages.

Number of Streetlight Outages Restored



2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
12,500	◆	19,006	●	661	8,000	◆

Responsible Organization: Department of Public Works

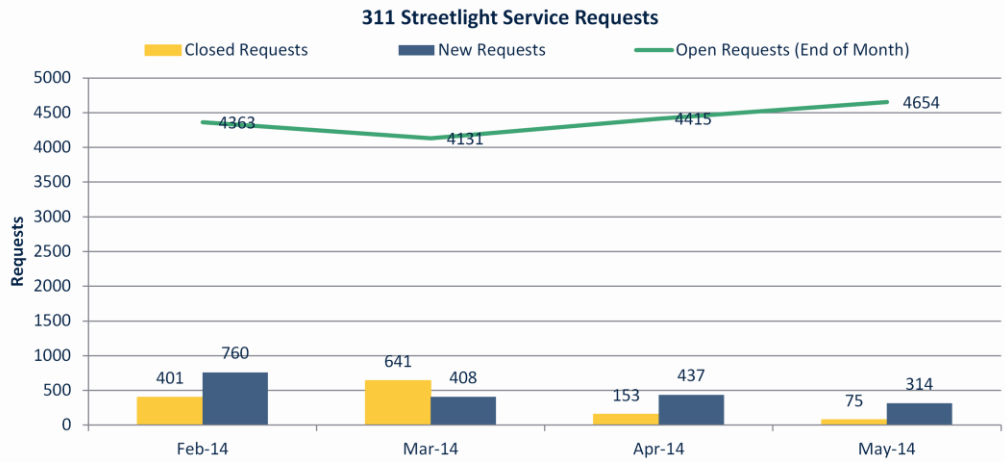
Data Source: 311

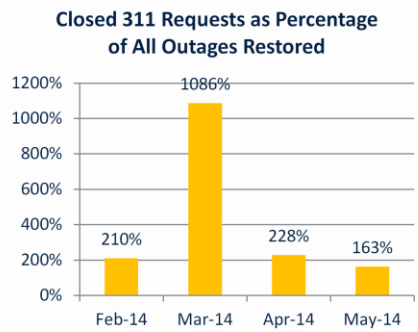
Related Strategy: Maintain and improve road surface infrastructure

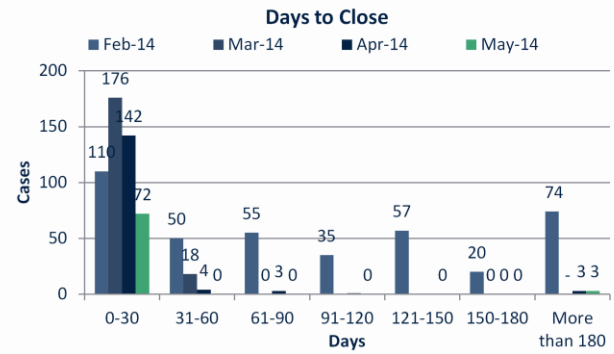
Notes: Expected days to close, developed in 2012: 30-180 days.

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 streetlight requests increased during the month.







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DPW intends to install many of the new LED lights in currently functional streetlights to prevent them from becoming outages, and therefore does not expect that all of the current outages will be addressed with the new wave of LED's. However, City Council is currently deliberating over an infusion of over $1M in capital streetlight funding that would help to address many of the major outage repairs that currently exist in the backlog.

Responsible Organization:
Department of Public Works

Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure

Notes:
Expected days to close, developed in 2012: 30-180 days.

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.

Target previously reported as 80%, rather than "establishing baseline," as reported in the budget.

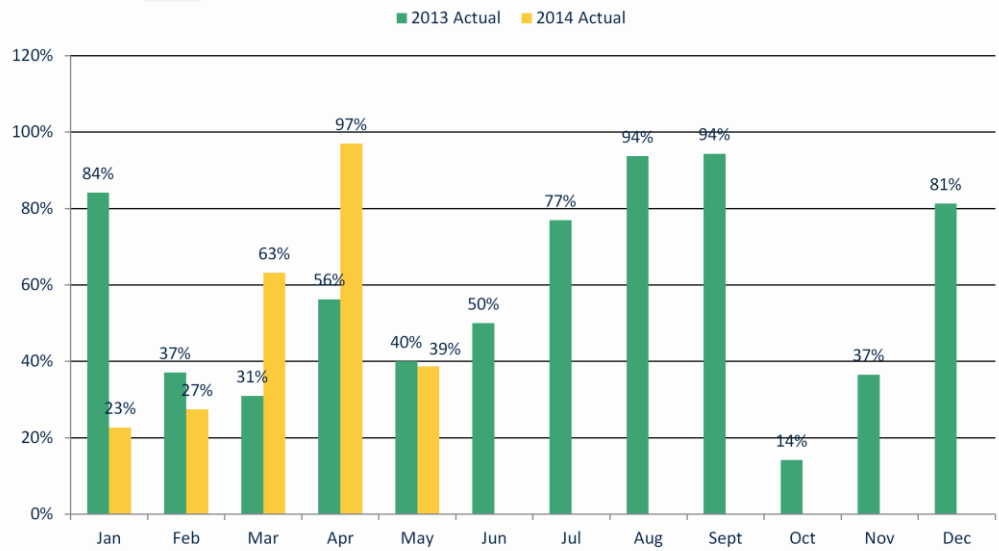
Legend:

- On Target
- Within 10% of Target
- Off Target

Key measure that best indicates whether City activities are achieving the desired results

From January to May 2014, DPW closed 46% of its 311 streetlight service requests within 90 days.

Percent of 311 Streetlight Service Requests Closed within 90 Days



2013		2014		
Actual	Target Met?	YTD Actual	Annual Target	Status
45%	-	46%	-	**Establishing Baseline**

Responsible Organization:
Department of Public Works

Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure

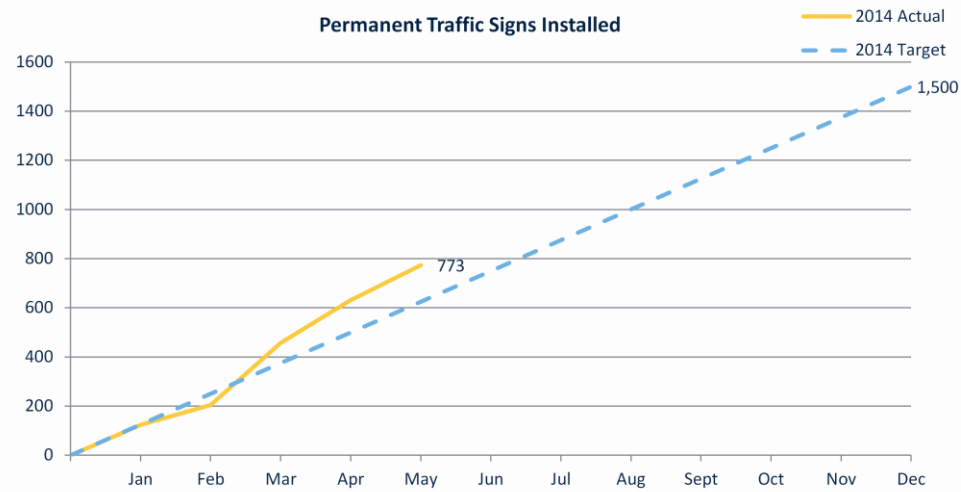
Notes:
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

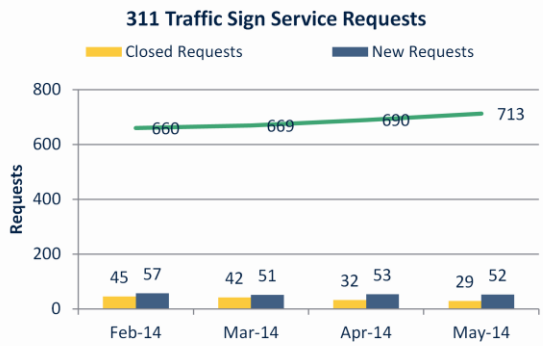
Legend:

- On Target
- Within 10% of Target
- Off Target

Key measure that best indicates whether City activities are achieving the desired results

DPW remained on track to meet its annual target of traffic signs installed.





Number of Permanent Traffic Signs Installed

2013		
YTD Actual	Annual Target	Status
773	1,500	

Responsible Organization:
Department of Public Works

Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure

Notes:
Expected days to close, developed in 2012: 30-180 days.

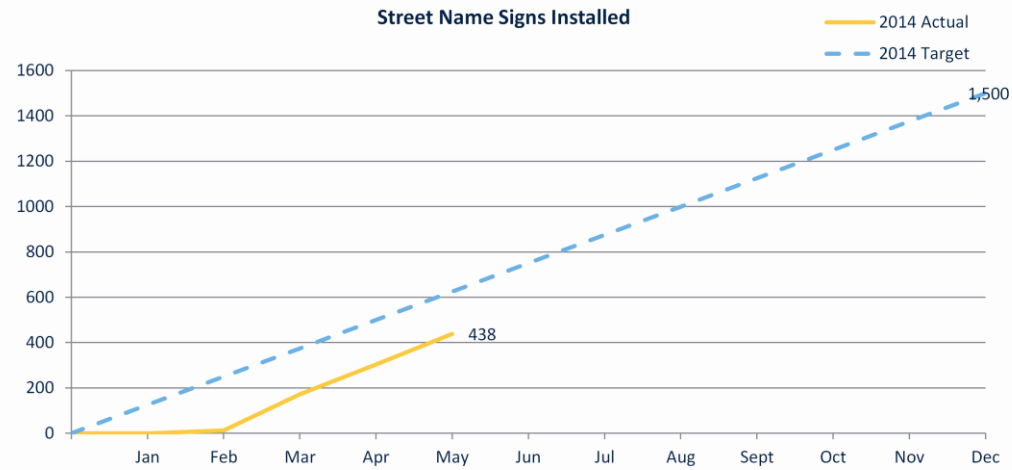
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

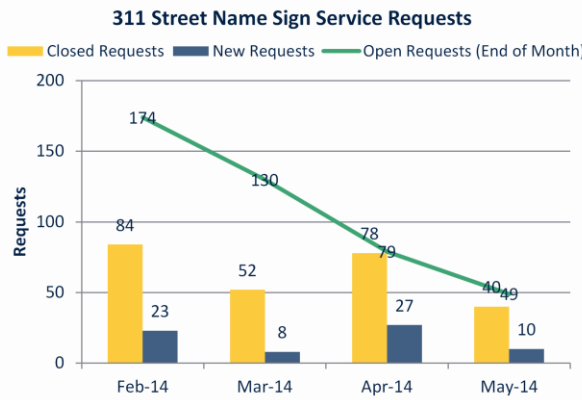
Legend:

- On Target
- Within 10% of Target
- Off Target

Key measure that best indicates whether City activities are achieving the desired results

DPW continued to trend below its street name sign installation target.





Number of Street Name Signs Installed

2013		
YTD Actual	Annual Target	Status
438	1,500	◆

Responsible Organization: Department of Public Works

Data Source: 311

Related Strategy: Maintain and improve road surface infrastructure

Note: 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.

Road surface marking and traffic signal 311 service request backlogs increased slightly.

Service Request (SR)	Open SRs (5/1)	New SRs	Closed SRs	Open SRs (5/31)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Road Surface Marking	100	2	8	106	6	323	0
Traffic Signal	363	44	54	373	10	273	2

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Open road surface marking requests are expected to increase in the near future, due to dwindling funding for roadway striping, which is handled exclusively by contractors.

Responsible Organization: Department of Public Works (DPW)

Data Source: 311

Related Objective: Promote Quality Neighborhoods

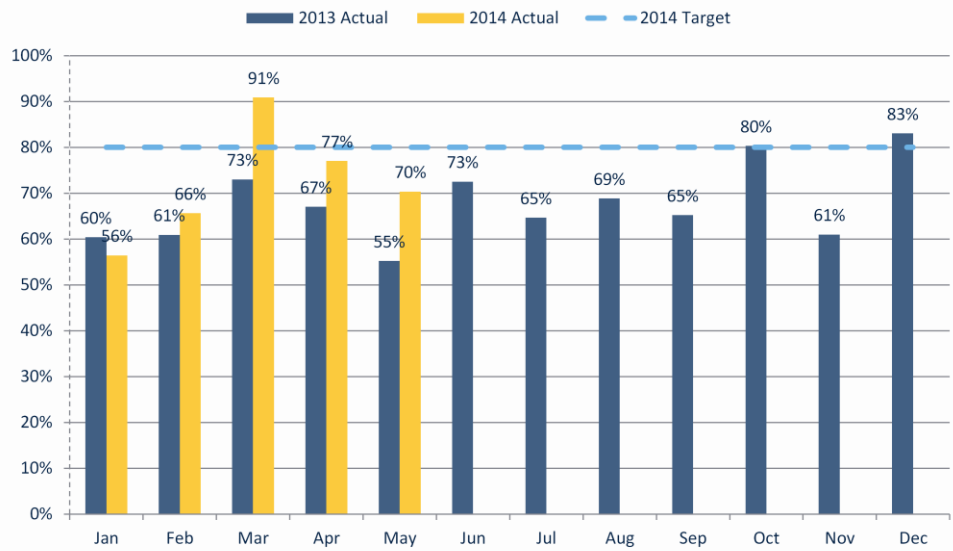
Legend:

- On Target
- Within 10% of Target
- Off Target

Key measure that best indicates whether City activities are achieving the desired results

DPW fell below its target of 311 abandoned vehicle service requests closed within 30 days.

Percent of 311 Abandoned Vehicle Service Requests Closed Within 30 Days



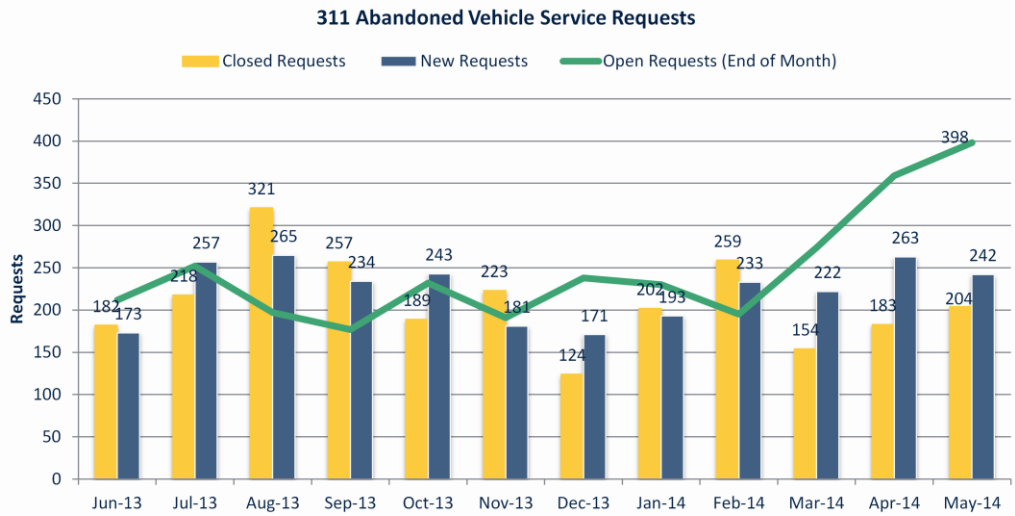
2013		2014		
Actual	Target Met?	YTD Actual	Annual Target	Status
67%	-	71%	≥ 80%	◆

Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality Neighborhoods

The backlog of 311 abandoned vehicle service requests continued upward to the highest level recorded in QualityofLifeSTAT.



Action Item:

Date	Responsible Parties	Action Item	Status
6/19/14	Z. Edmonds; M. Jernigan	Figure out a process to get junked and abandoned vehicles off of private property when the car crusher vendor will not remove them.	[Pending]

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DPW has received 183 more 311 abandoned vehicle service requests during the first five months of 2014 compared to the same period in 2013.

Responsible Organization: Department of Public Works (DPW)

Data Source: DPW Weekly Maintenance Reports

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.

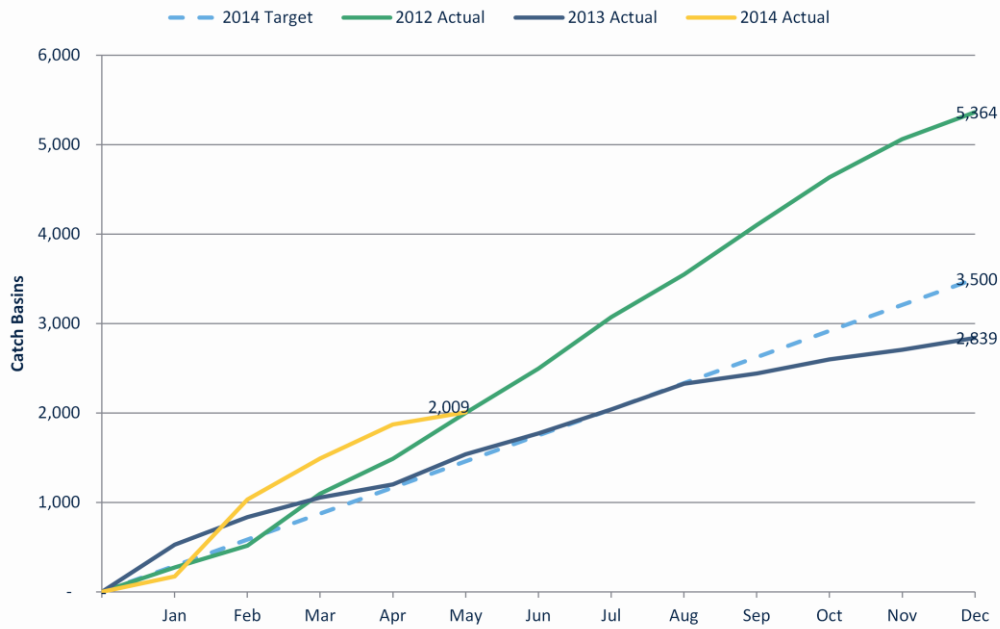
Legend:

- On Target
- Within 10% of Target
- Off Target

Key measure that best indicates whether City activities are achieving the desired results

DPW was on track to meet its annual catch basin target.

Number of Catch Basins Cleaned



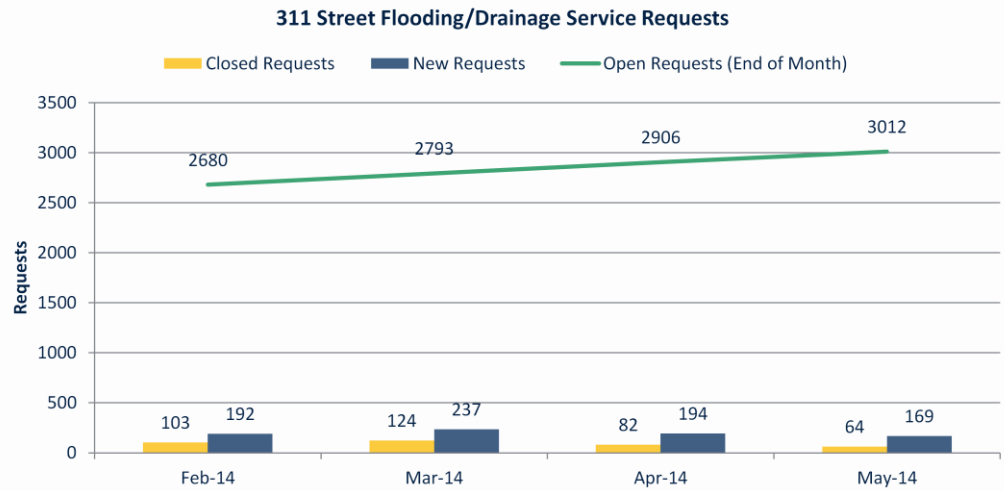
2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
3,339	◆	5,364	●	2,708	△	2,009	3,500	●

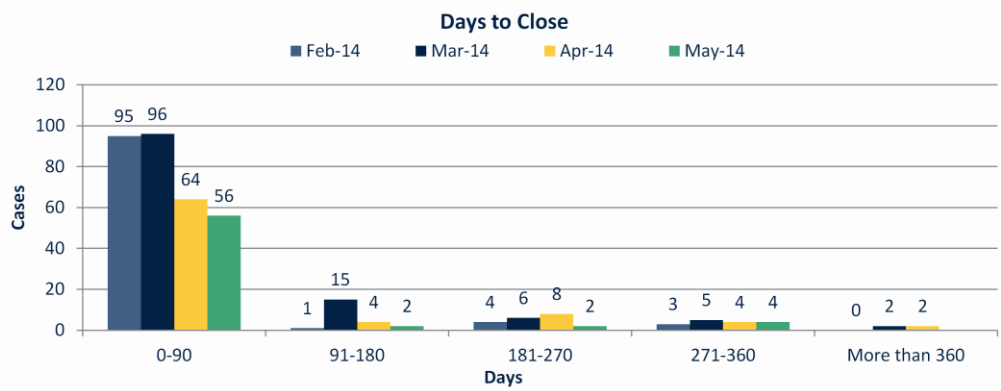
Responsible Organization:
Department of Public Works

Data Source:
311

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

The street flooding/drainage backlog continued to increase.





Responsible Organization: Sewerage and Water Board of New Orleans (SWB)

Data Source: Sewerage and Water Board of New Orleans

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

Sewerage and Water Board of New Orleans
Customer Service Report
Indicators of Metric Results
May 2014

Operations Support	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					

Green = Favorable Variance
Yellow = Minimal Variance / No Action Recommended
Red = Unfavorable Variance / Action Recommended

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

Sewerage and Water Board of New Orleans
Meters Read as a Percentage of Total Meters

Constituency: Customer Ratepayers

Objective: Provide Accurate Bills

Goal: Read 98% or more of meters each month

Currently Meeting Goal: Yes

Process Operating Within Control Limits: Yes

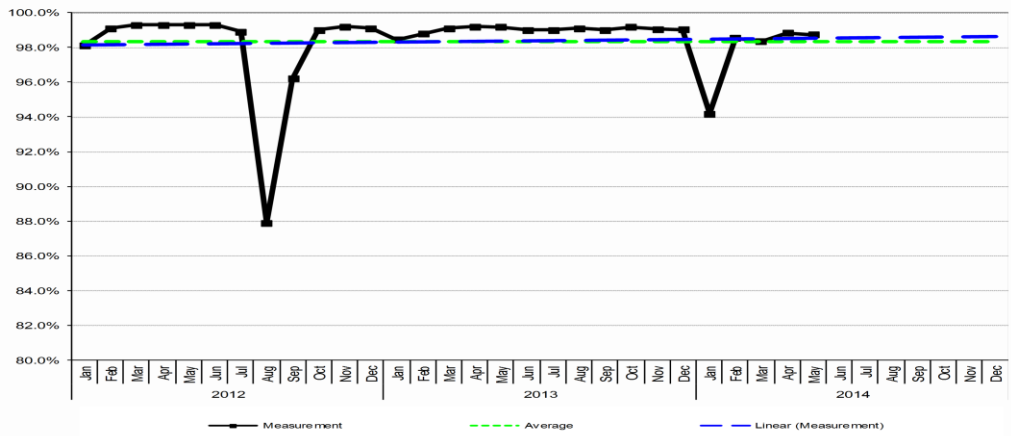
Trend: Favorable

Analysis

The purpose of the customer billing and collection processes is to collect revenues from customer accounts that are billed according to the service rules and are based upon accurate metered consumption. Obtaining an accurate reading is the first step in that process. Staff has maintained a reading rate near or above the goal since since April 2010 except for two months affected by Hurricane Isaac.

Plans for Improvement

Staff is working to reduce the number of estimated and erroneous readings. Also, the Automated Meter Reading pilot project is also intended to reduce the number of estimated and erroneous readings, as well as to reduce the cost of obtaining a validated reading.



Data Table

	Jan	Feb	Mar	Apr ate Bills	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	98.1%	99.1%	99.3%	99.3%	99.3%	99.3%	98.9%	87.9%	96.2%	99.0%	99.2%	99.1%
2013	98.4%	98.8%	99.1%	99.2%	99.2%	99.0%	99.0%	99.1%	99.0%	99.2%	99.1%	99.0%
2014	94.2%	98.5%	98.3%	98.8%	98.7%						

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

Sewerage and Water Board of New Orleans
Bills Estimated as a Percentage of Total Bills

EUM Attribute: Customer Satisfaction

Description: Provides reliable, responsive, and affordable services in line with explicit, customer-accepted service levels. Receives timely customer feedback to maintain responsiveness to customer needs and emergencies.

Constituency: Customer Ratepayers

Objective: Provide Accurate Bills

Goal: Bill Accounts With Less Than 2% Estimated

Currently Meeting Goal: Close

Process Operating Within Control Limits: Yes

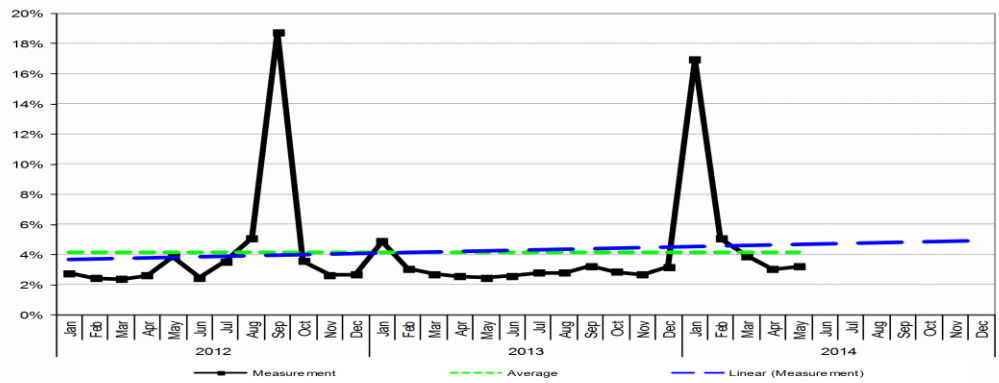
Trend: Close

Analysis

A bill is estimated if the meter is not read by the designated billing date. Bills are also estimated when a meter is read and the reliability of the reading is doubtful and the account is placed on an exception report. If the reading is not verified by the billing date, the bill will be estimated. Spikes in estimated bills usually occur when the Meter Reading department is unable to read a large section of meters during extreme weather.

Plans for Improvement

Current plans are focused on obtaining readings for accounts each month and verifying the reliability of each reading. Future plans will focus on advanced matering infrastructure that allows for readings to be obtained automatically several times daily.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	2.8%	2.5%	2.4%	2.6%	3.9%	2.5%	3.6%	5.1%	18.8%	3.6%	2.7%	2.7%
2013	4.9%	3.1%	2.7%	2.6%	2.5%	2.6%	2.8%	2.8%	3.3%	2.9%	2.7%	3.2%
2014	16.9%	5.1%	3.9%	3.0%	3.2%							

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

Sewerage and Water Board of New Orleans Investigations from High Bill Complaints as a Percentage of Total Bills

Constituency: Customer Ratepayers

Objective: Provide Accurate Bills

Goal: Reduce percentage over time

Currently Meeting Goal: No

Process Operating Within Control Limits: No

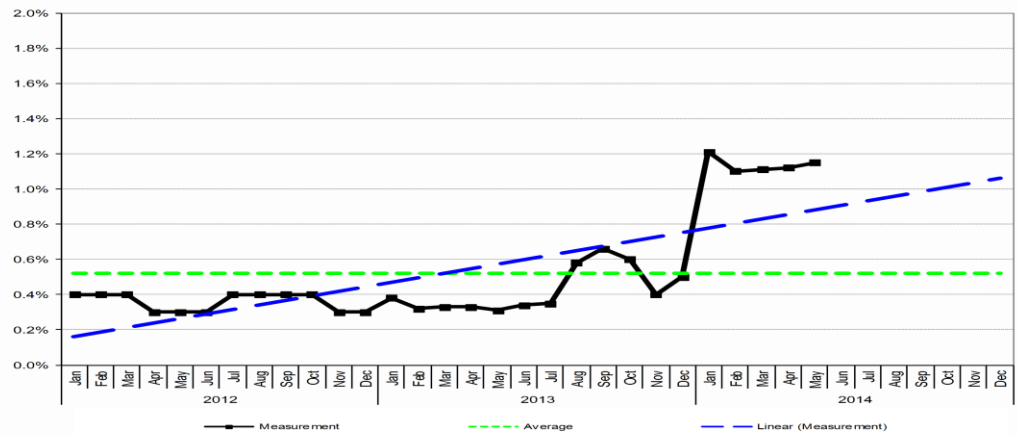
Trend: Unfavorable

Analysis

Customers request an investigation about their usage when the bill is higher than normal amounts. The higher billed amount may be due to: a leak; one or more estimated readings followed by an actual reading; an erroneous meter reading; or increased water, sewer, or sanitation rates. Before an adjustment can be made, an inspection of the meter and service line must be performed.

Plans for Improvement

Staff is working to reduce the number of estimated and erroneous readings. Also, the Automated Meter Reading pilot project is also intended to reduce the number of estimated and erroneous readings, as well as to reduce the cost of obtaining a validated reading.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	0.4%	0.4%	0.4%	0.3%	0.3%	0.3%	0.4%	0.4%	0.4%	0.4%	0.3%	0.3%
2013	0.4%	0.3%	0.3%	0.3%	0.3%	0.3%	0.4%	0.6%	0.7%	0.6%	0.4%	0.5%
2014	1.2%	1.1%	1.1%	1.1%	1.2%							

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

Sewerage and Water Board of New Orleans
Bills Adjusted as a Percentage of Total Bills Computed

Constituency: Customer Ratepayers

Objective: Provide Accurate Bills

Goal: Reduce percentage over time

Currently Meeting Goal: No

Process Operating Within Control Limits: Yes

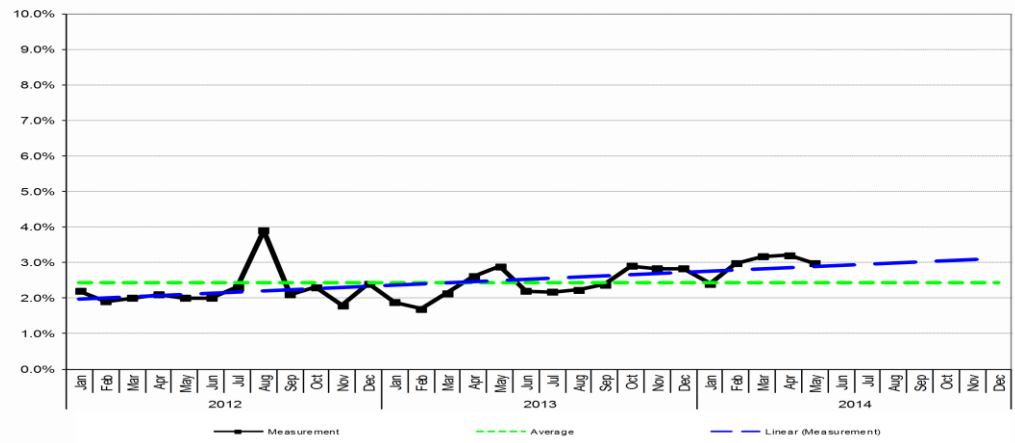
Trend: Unfavorable

Analysis

Customers request adjustments to their bill due to higher than normal amounts. The higher billed amount may be due to: a leak; one or more estimated readings followed by an actual reading; an erroneous meter reading; or increased water, sewer, or sanitation rates. Before an adjustment can be made, an inspection of the meter and service line must be performed.

Plans for Improvement

Staff is working to reduce the number of estimated and erroneous readings. Also, the Automated Meter Reading pilot project is also intended to reduce the number of estimated and erroneous readings, as well as to reduce the cost of obtaining a validated reading.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	2.2%	1.9%	2.0%	2.1%	2.0%	2.0%	2.3%	3.9%	2.1%	2.3%	1.8%	2.4%
2013	1.9%	1.7%	2.1%	2.6%	2.9%	2.2%	2.2%	2.2%	2.4%	2.9%	2.8%	2.8%
2014	2.4%	3.0%	3.2%	3.2%	3.0%							

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

Sewerage and Water Board of New Orleans
Total Inbound Customer Contacts

Constituency: Customer Ratepayers

Objective: Provide Timely Information and Respond Promptly to Requests

Goal: Reduce Triggers of Customer Calls

Currently Meeting Goal: Yes

Process Operating Within Control Limits: Yes

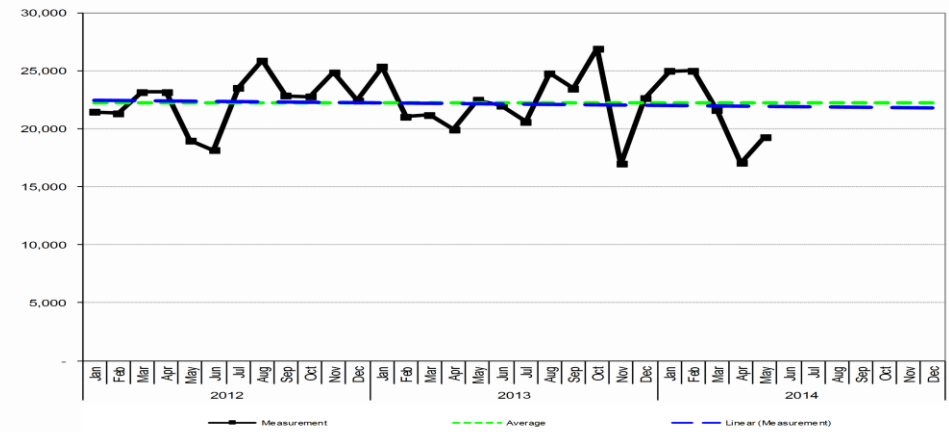
Trend: Favorable

Analysis

Customers contact the Sewerage and Water Board to start or end service; to request information about their bill; to report concerns about their water service, sewer connection, street flooding, or solid waste sanitation service; and other matters. The Call Center for emergency repairs is operated continously, while the Call Center for billing and non-emergency issues is operated from 7 AM to 7 PM. Call volumes can vary significantly month to month.

Plans for Improvement

Staff is analyzing the events that trigger calls in order to determine methods to reduce the volume. Short term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



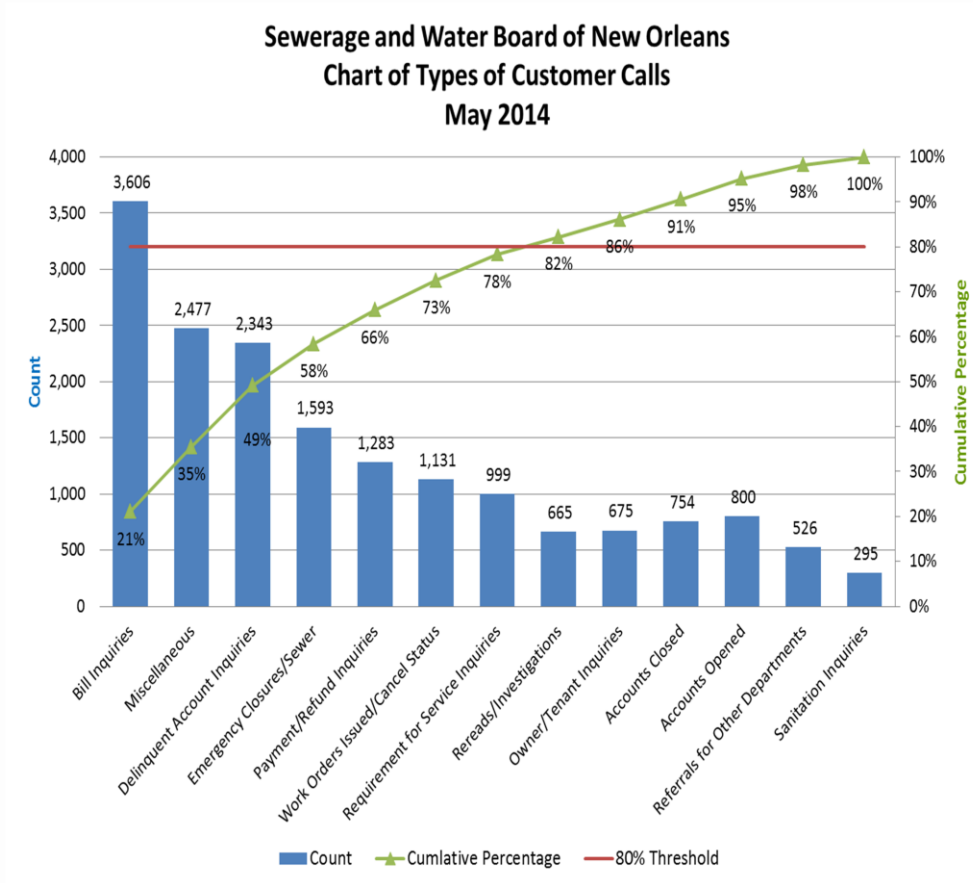
Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	21,447	21,313	23,164	23,164	18,977	18,149	23,545	25,870	22,818	22,773	24,842	22,438
2013	25,331	21,051	21,194	19,937	22,446	21,994	20,602	24,764	23,439	26,892	16,980	22,610
2014	24,945	24,992	21,579	17,032	19,276							

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



QualityofLifeSTAT June 19, 2014 29

Sewerage & Water Board will begin breaking out the miscellaneous category in future months.

Responsible Organization: Sewerage and Water Board of New Orleans

Data Source: Sewerage and Water Board of New Orleans

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

Sewerage and Water Board of New Orleans
Average Call Wait Time

Constituency: Customer Ratepayers

Objective: Provide Accurate Bills

Goal: Reduce over time

Currently Meeting Goal: Yes

Process Operating Within Control Limits: Yes

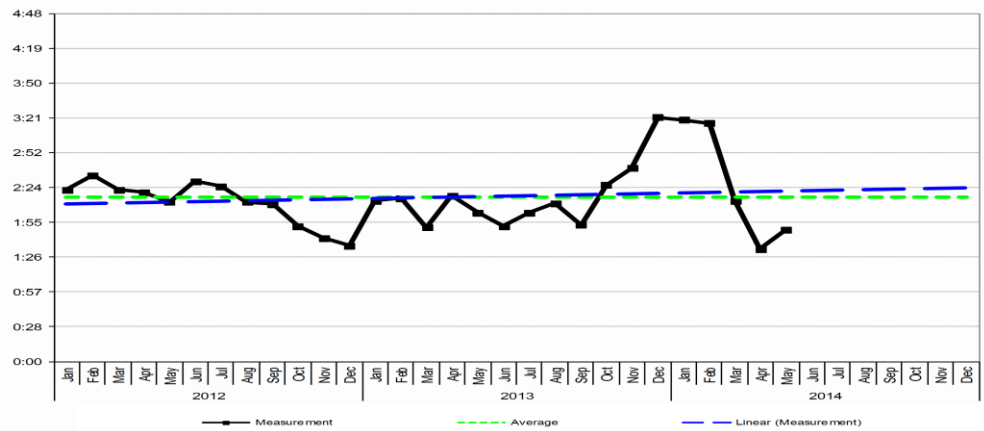
Trend: Close

Analysis

Customers contact the Sewerage and Water Board to start or end service; to request information about their bill; to report concerns about their water service, sewer connection, street flooding, or solid waste sanitation service; and other matters. The Call Center for emergency repairs is operated continously, while the Call Center for billing and non-emergency issues is operated from 7 AM to 7 PM. Call volumes can vary significantly month to month.

Plans for Improvement

Staff is analyzing the events that trigger calls in order to determine methods to reduce the volume. Short term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	2:22	2:34	2:22	2:20	2:12	2:29	2:25	2:12	2:10	1:52	1:42	1:36
2013	2:13	2:15	1:51	2:17	2:03	1:52	2:03	2:11	1:53	2:26	2:40	3:22
2014	3:20	3:17	2:13	1:33	1:49							

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

Sewerage and Water Board of New Orleans
Calls Abandoned by Customers as a Percentage of Total

Constituency:
Customer Ratepayers

Objective: Provide Timely Information and Respond Promptly to Requests

Goal: Respond to calls with less than 10% abandoned

Currently Meeting Goal:
Yes

Process Operating Within Control Limits:
Yes

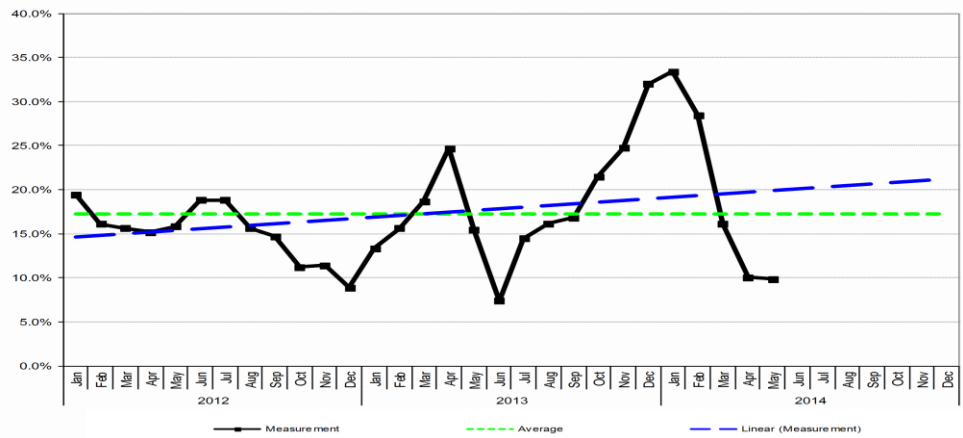
Trend: Favorable

Analysis

Customers abandon their call after waiting for an amount of time considered inconvenient, which varies from customer to customer. Some portion of the volume of abandoned calls is from customers calling and hanging up on multiple occasions.

Plans for Improvement

In order to resolve the significant increase in abandoned calls, additional employees have been hired and are being trained. Call rollover time has been reduced from 3 minutes to 20 seconds. Medium term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	19.4%	16.1%	15.6%	15.2%	15.8%	18.8%	18.8%	15.6%	14.7%	11.2%	11.4%	8.9%
2013	13.3%	15.6%	18.7%	24.7%	15.4%	7.4%	14.5%	16.2%	16.8%	21.5%	24.7%	32.0%
2014	33.4%	28.5%	16.1%	10.0%	9.8%							

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

Sewerage and Water Board of New Orleans
Emergency Calls Abandoned by Customers as a Percentage of Total Emergency Calls

Constituency: Customer Ratepayers

Objective: Provide Timely Information and Respond Promptly to Requests

Goal: Respond to calls with less than 10% abandoned

Currently Meeting Goal: Close

Process Operating Within Control Limits: Yes

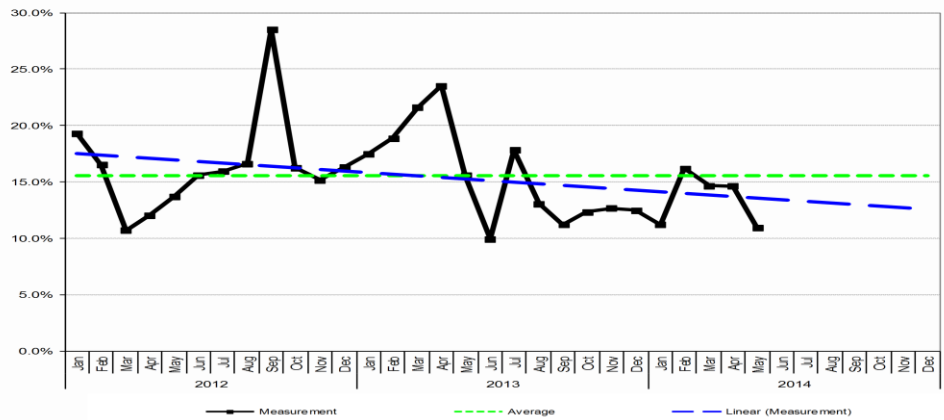
Trend: Favorable

Analysis

Customers abandon their call after waiting for an amount of time considered inconvenient, which varies from customer to customer. Some portion of the volume of abandoned calls is from customers calling and hanging up on multiple occasions. Staff is addressing this issue as a top priority. The telephone system was recently upgraded. Since the upgrade the the Telephone Center has experienced malfunctions. Staff and AT&T are dedicated to correcting these problems.

Plans for Improvement

In order to resolve the significant increase in abandoned calls, additional employees have been hired and are being trained. Call rollover time has been reduced from 3 minutes to 20 seconds. Medium term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	19.3%	16.5%	10.7%	12.0%	13.7%	15.6%	15.9%	16.6%	28.5%	16.3%	15.2%	16.3%
2013	17.5%	18.9%	21.6%	23.5%	15.6%	10.0%	17.8%	13.1%	11.2%	12.3%	12.7%	12.5%
2014	11.2%	16.2%	14.7%	14.6%	11.0%							

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

Sewerage and Water Board of New Orleans
Total Service Requests about Low Water Pressure

Constituency: Customer Ratepayers

Currently Meeting Goal: Yes

Objective: Provide Timely Information and Respond Promptly to Requests

Process Operating Within Control Limits: Yes

Goal: Reduce Number of Service Requests

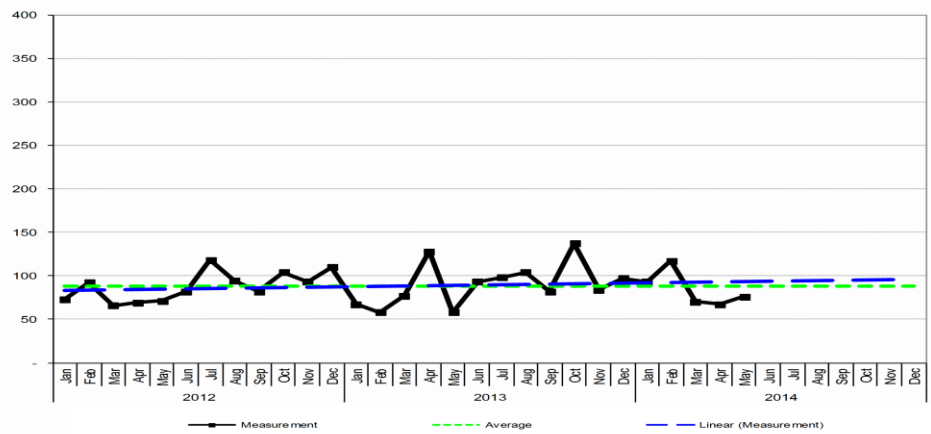
Trend: Close

Analysis

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

Plans for Improvement

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



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	73	92	66	69	71	82	118	94	82	104	93	110
2013	67	58	77	128	58	93	98	104	82	137	84	97
2014	93	117	70	67	76							

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

Sewerage and Water Board of New Orleans
Total Service Requests for Water System Leaks

Constituency: Customer Ratepayers

Objective: Provide Timely Information and Respond Promptly to Requests

Goal: Reduce Number of Service Requests

Currently Meeting Goal: Yes

Process Operating Within Control Limits: Yes

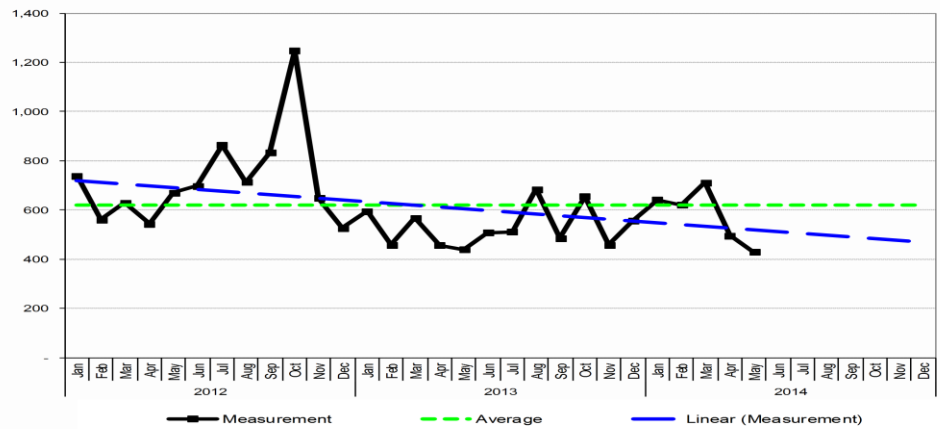
Trend: Favorable

Analysis

Customers contact the Sewerage and Water Board to request repairs to leaking mains, services and fire hydrants.

Plans for Improvement

Staff is working with FEMA to expand beyond point repairs to line replacements for water mains with high frequency of failure.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	739	560	629	543	670	697	863	713	833	1,246	648	526
2013	594	457	567	456	439	508	511	683	485	654	457	556
2014	641	621	711	495	428							

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

Sewerage and Water Board of New Orleans
Total Service Requests for Sewer System Leaks

Constituency: Customer Ratepayers

Objective: Provide Timely Information and Respond Promptly to Requests

Goal: Reduce Number of Service Requests

Currently Meeting Goal: Yes

Process Operating Within Control Limits: Yes

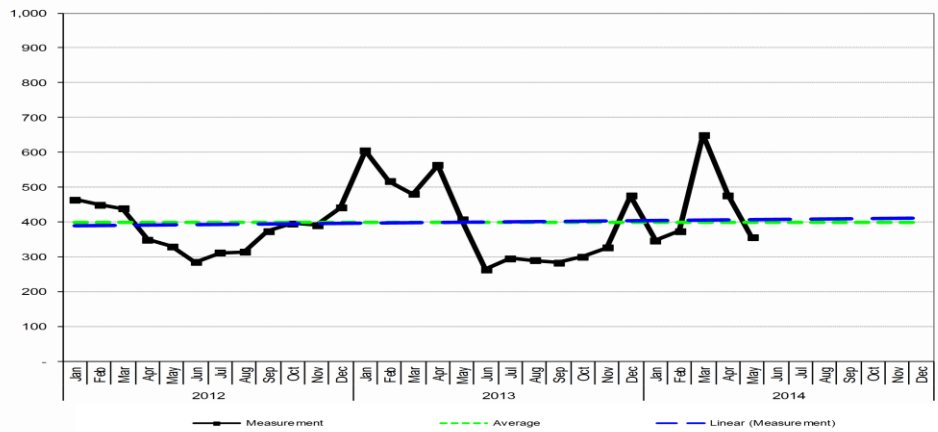
Trend: Close

Analysis

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

Plans for Improvement

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



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	464	449	438	349	329	284	311	313	374	396	391	441
2013	604	516	480	563	406	264	295	289	283	300	326	475
2014	346	374	650	476	355							

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

Sewerage and Water Board of New Orleans
Total Accounts Turned Off for Non-Payment

Constituency: Customer Ratepayers

Objective: Ensure Collection of Payments for Services Provided

Goal: None Established

Currently Meeting Goal: Not Applicable

Process Operating Within Control Limits: Yes

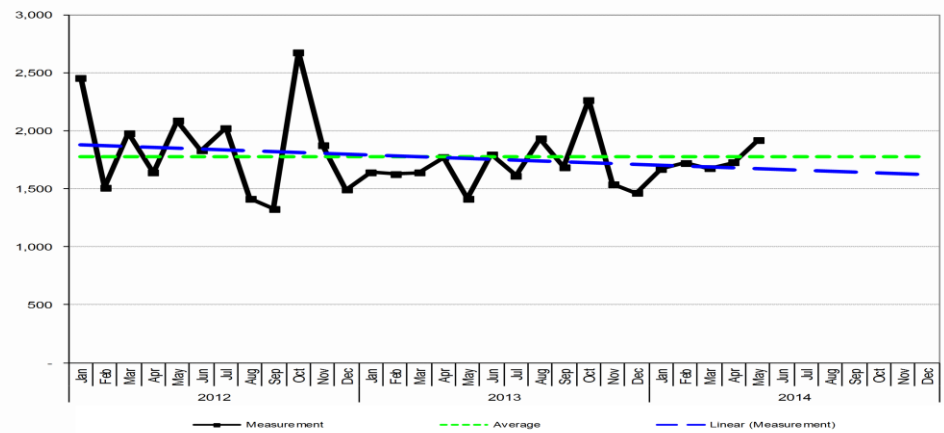
Trend: Favorable

Analysis

Customers accounts are turned-off for non-payment for balances more than $50 and over sixty days past due. The number of accounts turn-off for non-payment has increased by approximately 34% from September 2013.

Plans for Improvement

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



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	2,456	1,511	1,980	1,638	2,085	1,829	2,024	1,413	1,327	2,676	1,877	1,490
2013	1,641	1,628	1,638	1,770	1,415	1,795	1,613	1,932	1,687	2,265	1,540	1,461
2014	1,670	1,723	1,675	1,727	1,915							

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

Sewerage and Water Board of New Orleans
Water and Sewer Receivables 30 to 120 Days Old

EUM Attribute:
Financial Viability

Description: Establishes and maintains an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues

Constituency:
Customer Ratepayers

Objective: Efficient use of resources in providing services

Goal: None established

Currently Meeting Goal: Not Applicable

Process Operating Within Control Limits: Yes

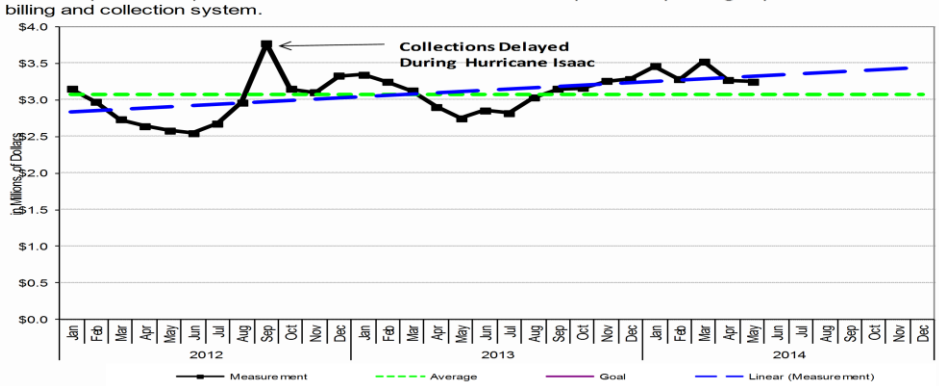
Trend: Favorable

Analysis

Water and sewer accounts receivable that are 30 to 120 days old are handled by internal staff using service disconnection. When those accounts are turned-off and final bills sent, the remaining balances after 30 days are sent to a collection agency. The uncollectable balances for 2007 and 2008 were higher than normal due to accounts that remained open for vacated facilities and were written off in 2011 and 2012, .

Plans for Improvement

It appears that the higher post-Katrina accounts receivable balances have been resolved through standard collection practices and that annual collection rates now exceed 98% of annual billings. Staff intends to use standard process improvement methods to continue collection practices pending implementation of new billing and collection system.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	$3.149	$2.973	$2.735	$2.643	$2.583	$2.544	$2.678	$2.966	$3.770	$3.149	$3.104	$3.327
2013	$3.348	$3.243	$3.127	$2.907	$2.748	$2.860	$2.819	$3.031	$3.149	$3.161	$3.258	$3.287
2014	$3.458	$3.280	$3.524	$3.271	$3.249							

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

Sewerage and Water Board of New Orleans
Water and Sewer Receivables 120 Days and Older

EUM Attribute:
Financial Viability

Description: Establishes and maintains an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues

Constituency:
Customer Ratepayers

Objective: Efficient use of resources in providing services

Goal: None established

Currently Meeting Goal: Not Applicable

Process Operating Within Control Limits:
Yes

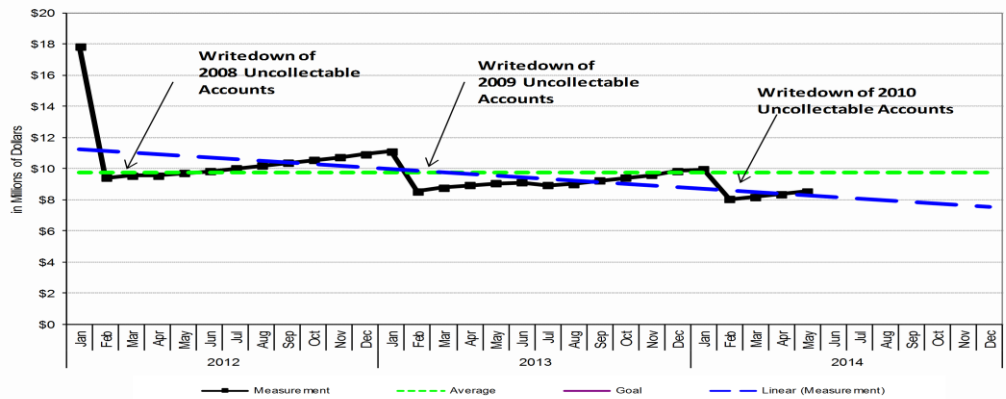
Trend: Favorable

Analysis

Water and sewer accounts receivable that are 120 days and older are handled by a collection agency. When those accounts remain uncollected after three years, the balances are written off as part of an annual process. The uncollectable balances for 2007 and 2008, which were written off early in 2011 and 2012, were higher than normal due to accounts that remained open post-Katrina for residences and businesses but were not occupied.

Plans for Improvement

It appears that the higher post-Katrina accounts receivable balances have been resolved through standard collection practices and that annual collection rates now exceed 98% of annual billings. Staff intends to use standard process improvement methods to continue collection practices pending implementation of new billing and collection system.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	$ 17.811	$ 9.400	$ 9.558	$ 9.557	$ 9.710	$ 9.818	$ 9.995	$ 10.176	$ 10.360	$ 10.553	$ 10.724	$ 10.931
2013	$ 11.104	$ 8.552	$ 8.766	$ 8.928	$ 9.055	$ 9.113	$ 8.939	$ 9.029	$ 9.224	$ 9.398	$ 9.585	$ 9.839
2014	$ 9.946	$ 8.032	$ 8.185	$ 8.360	$ 8.536							

Sustainable Communities

Goal: Support sustainable communities that integrate quality housing, transportation, schools, commercial development, energy efficiency, parks and green space, flood protection and cultural assets.	
Objectives and Strategies	**Outcome Measures**
Maintain and improve public infrastructure 1. Maintain and improve road surface infrastructure 2. Consistently implement Complete Streets philosophy in streets investments 3. Effectively administer the City's capital improvements program 4. Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods	• Percent of citizens satisfied with condition of streets • Mean travel time to work • Percentage of workers commuting to work by means other than driving alone • Percent of citizens satisfied with drainage/flood control • Percent of citizens satisfied with public transportation • Percent of citizens satisfied with traffic congestion
Promote Quality Neighborhoods 1. Reduce blighted properties by 10,000 by the end of 2014 2. Provide effective sanitation services to residents and businesses 3. Protect and preserve parks and other green spaces 4. Regulate land use to support safe, vibrant neighborhoods and preserve historic properties	• Percent of citizens satisfied with control of abandoned houses • Percent of citizens satisfied with parks and recreation • Percent of citizens satisfied with control of trash and litter / trash pickup • Percent of citizens satisfied with life in New Orleans • ParkScore (based on acreage, service and investment, and access) • Percent of citizens satisfied with zoning
Promote energy efficiency and environmental sustainability 1. Restore the City's marshes and coastline 2. Promote green energy and other sustainability measures 3. Remediate brownfields, lead, and other environmental hazards	• Percent of days with healthy air quality • Number of health based drinking water violations • Number of certified green buildings • Number of land acres in Orleans Parish

Responsible Organization:
Department of Parks and Parkways

Data Source:
Department of Parks and Parkways

Related Strategy:
Protect and preserve parks and other green spaces

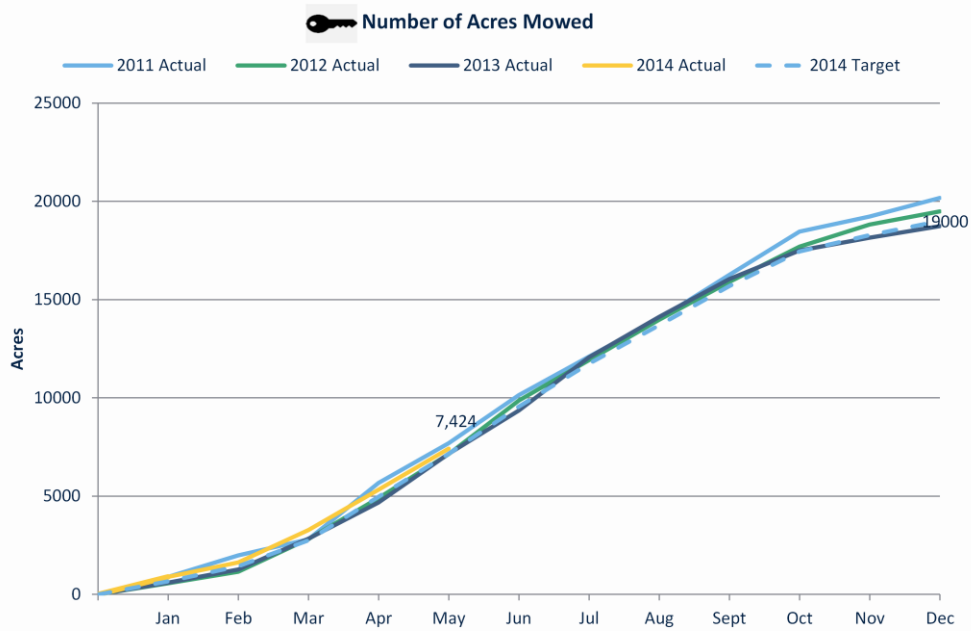
Notes:
This is a seasonal measure, as peak mowing season will begin the summer.

Legend:

- On Target
- Within 10% of Target
- Off Target

Key measure that best indicates whether City activities are achieving the desired results

Parks and Parkways was on track to meet its annual target of acres mowed.



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
20,172	●	19,485	●	18,153	●	7,424	19,000	●

Responsible Organization: Department of Parks and Parkways

Data Source: Department of Parks and Parkways

Definition:
Emergency: Any tree work order that is deemed a threat to public safety, and/or interferes with an ongoing construction project or special event, and is completed within 7 days.
Non-Emergency: Any tree work order that is not deemed an emergency.

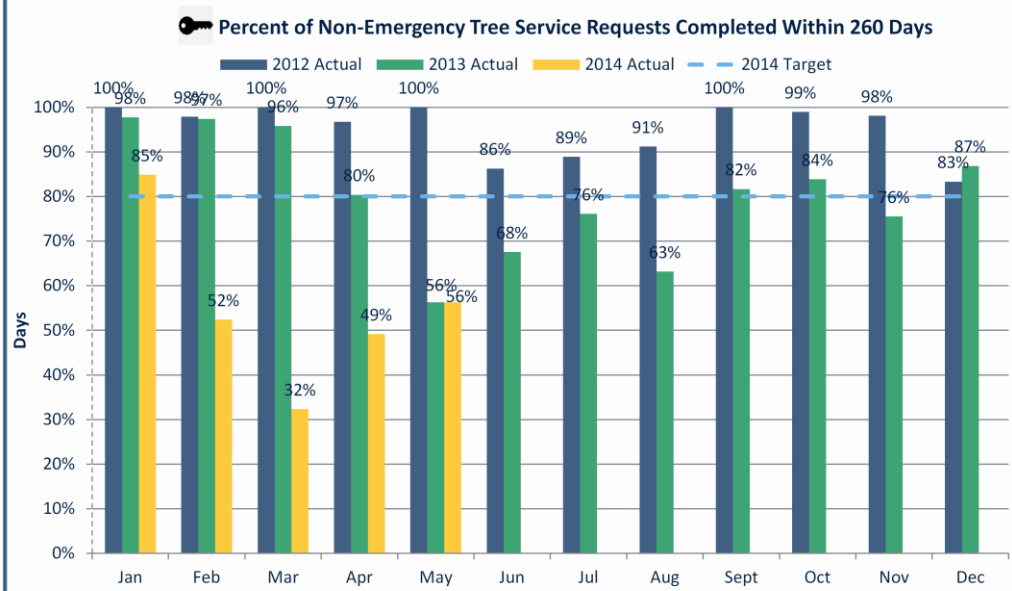
Related Strategy: Protect and preserve parks and other green spaces

Legend:

- On Target
- Within 10% of Target
- Off Target

Key measure that best indicates whether City activities are achieving the desired results

Parks and Parkways fell well below its target percent of non-emergency tree service requests completed within 260 days.



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
98%	-	95%	-	79%	-	56%	≤ 80%	◆

Responsible Organization: Department of Parks and Parkways

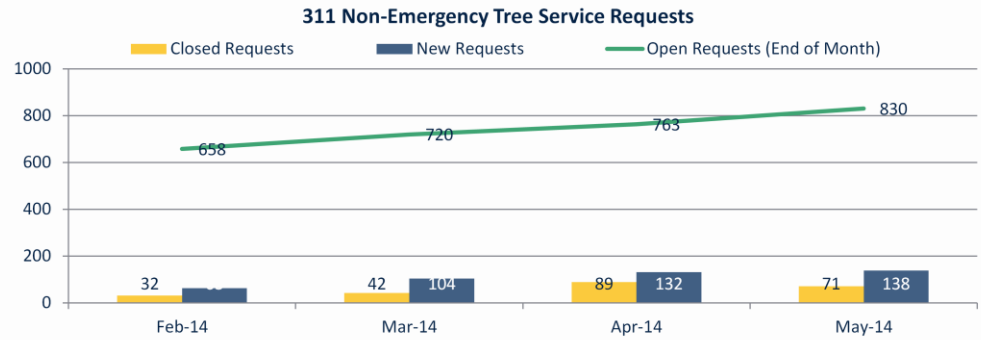
Data Source: Department of Parks and Parkways

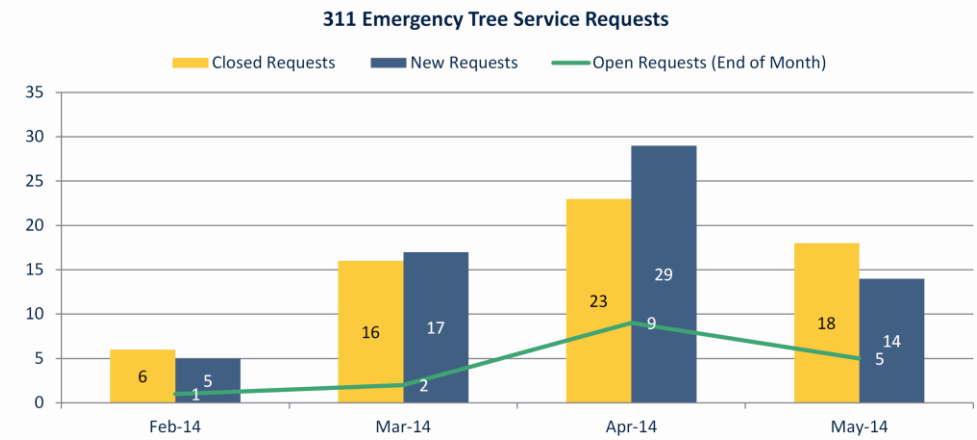
Definitions:
Emergency: Any tree work order that is deemed a threat to public safety, and/or interferes with an ongoing construction project or special event.
Non-Emergency: Any tree work order that is not deemed an emergency.

Related Strategy: Protect and preserve parks and other green spaces

Note:
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 number of open 311 non-emergency tree service requests continued to increase, though open 311 emergency requests remained very low.





Responsible Organization:
Department of Parks and Parkways

Data Source:
311

Related Strategy:
Protect and preserve parks and other green spaces

Note:
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.

Parks and Parkways' 311 grass and park maintenance open requests were very low and at zero, respectively.

Service Request (SR)	Open SRs (5/1)	New SRs	Closed SRs	Open SRs (5/31)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Grass Service	3	11	12	4	1	9	10
Park Maintenance	0	5	5	0	0	0	1

Responsible Organization:
Department of Parks and Parkways

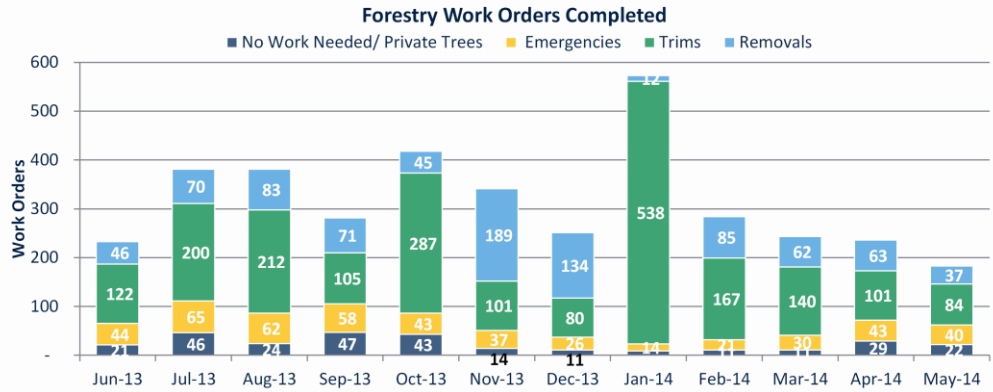
Data Source:
Department of Parks and Parkways

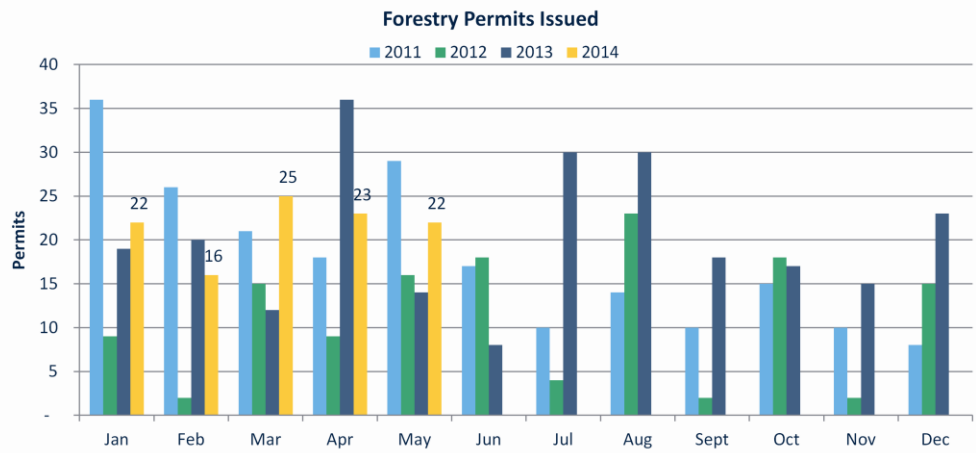
Note:
Forestry work orders represent the actual work completed within a tree "work order."

Excludes stumps, which are done intermittently.

Related Strategy:
Protect and preserve parks and other green spaces

Parks and Parkways completed a moderate number of work orders.





Responsible Organization:
Department of Sanitation
Department of Parks and Parkways

Data Source:
Department of Sanitation
Department of Parks and Parkways

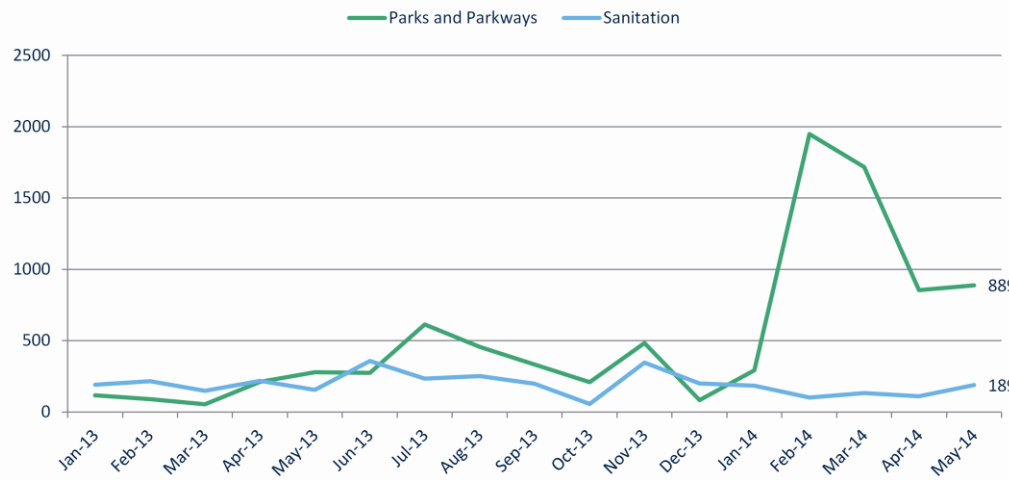
Definition:
Bandit sign: A flyer or advertisement posted on a public row in an unauthorized location.

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

Note:
Bandit sign spike in February and March due to election signs.

Sanitation and the Department of Parks and Parkways removed a much lower number of bandit signs than the previous two months, though still higher than most other months.

Bandit Signs Removed



Action Items

Date	Responsible Parties	Action Item	Due	Status
7/12/12	E. Delarge, D. Macnamara, C. Sylvain-Lear; J. Williams	Pursue civil actions against repeat bandit sign offenders	Ongoing	Summons issued to owner of Discount Tree Cutting 10/29. Trial held on June 12th after multiple reschedules. Discount Tree Cutting owner fined $200.00 and ordered to pay court costs of $114.00 . He requested to have the fine reduced if he agreed to remove his signs. The Judge decided not to go beyond July 8, 2013 for full compliance.

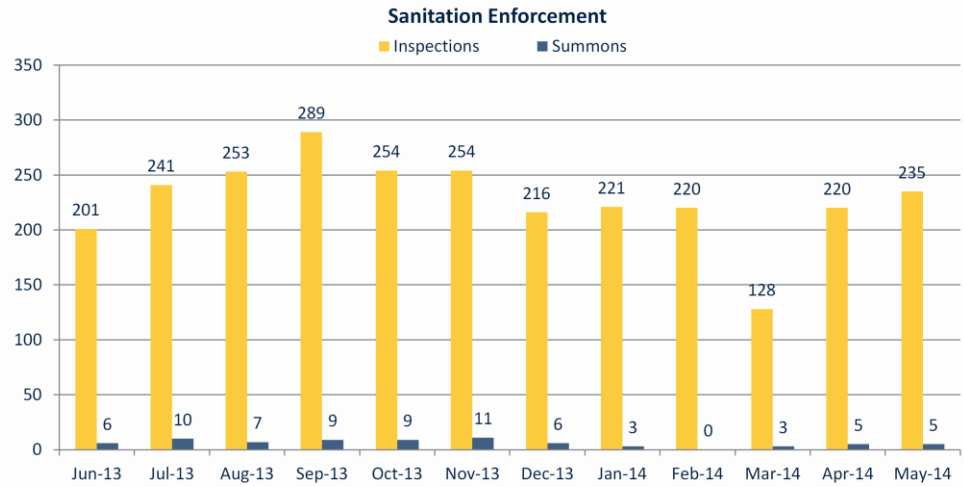
Responsible Organization:
Department of Sanitation
New Orleans Police Department

Data Source:
Department of Sanitation

Note:
Additional inspections performed and summons issued by the District New Orleans Police Department Quality of Life Officers are not included in the totals.

Related Strategy:
Provide effective sanitation services to residents and businesses

Sanitation completed a moderate number of inspections.



Action Items

Date	Responsible Parties	Action Item	Due	Status
3/14	D. Macnamara	Research feasibility of utilizing cameras and electronic processing of citations	Ongoing	Once Sanitation Rangers are allowed to issue citations, (per the action item below), Law can move forward with this.
7/12/12	E. Williams, C. Sylvain-Lear	Draft ordinance authorizing Sanitation Rangers to issue citations for sanitation issues	Ongoing	House Bill 940 was approved and sent to the Governor for signature.
3/20/2014	E. Kerkow; C. Sylvain-Lear; D. MacNamara	Place cameras in spots with frequent illegal dumping	Ongoing	IT infrastructure is sufficient to support this project. Once Sanitation Rangers are allowed to issue citations, (per the action item above), this can move forward.

Responsible Organization:
Department of Sanitation

Data Source:
Department of Sanitation

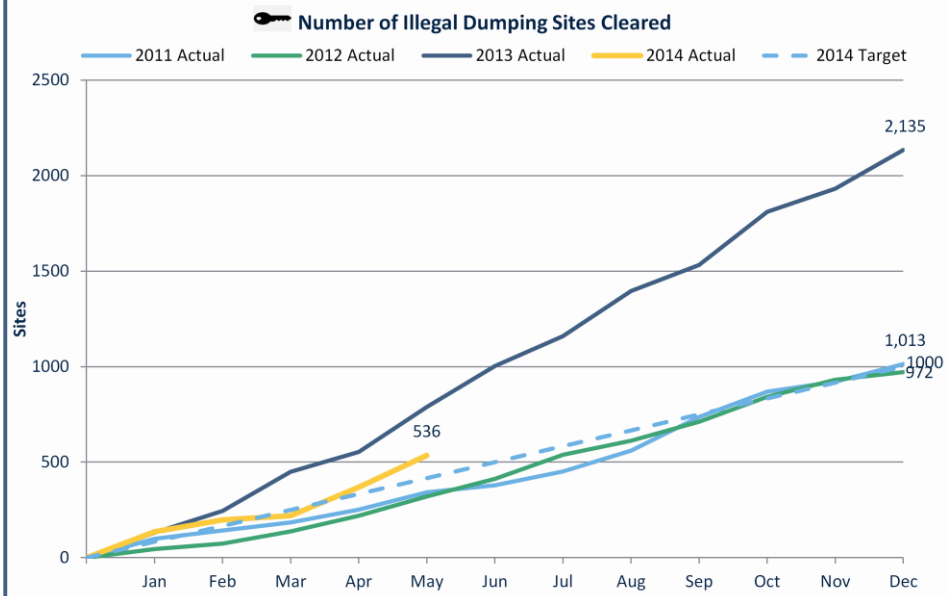
Related Strategy:
Provide effective sanitation services to residents and businesses

Legend:

- On Target
- Within 10% of Target
- Off Target

Key measure that best indicates whether City activities are achieving the desired results

Sanitation remained on track to meet its annual target of illegal dumping sites cleared.



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
1,013	●	972	●	2,135	●	536	1000	●

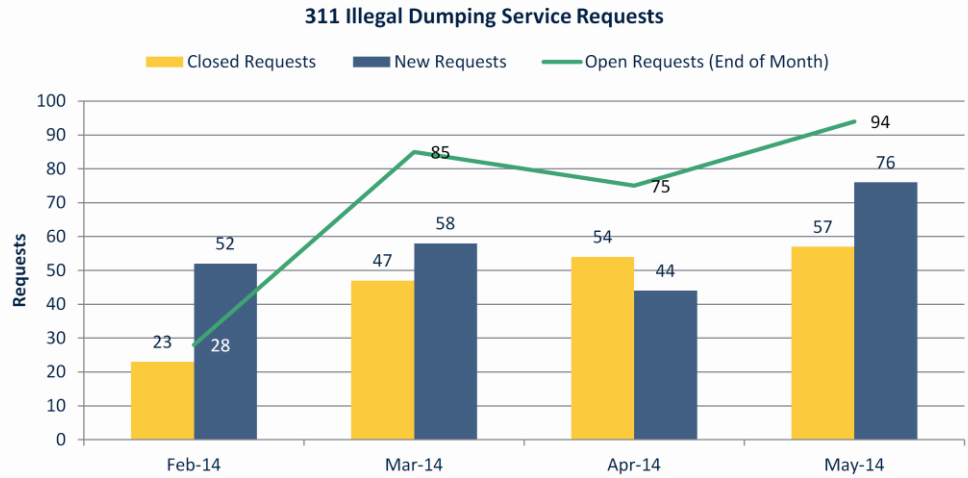
Responsible Organization:
Department of Sanitation

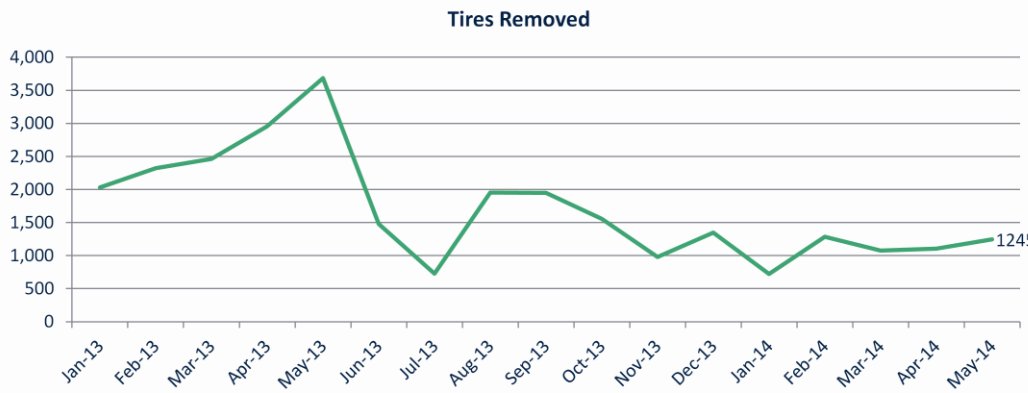
Data Source:
Department of Sanitation
311

Related Strategy:
Provide effective sanitation services to residents and businesses

Note:
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 illegal dumping cases decreased.





Responsible Organization:
Department of Sanitation

Data Source:
311

Note:
Establishing a baseline in 2013. Expected days to close, developed in 2012: 30 days.

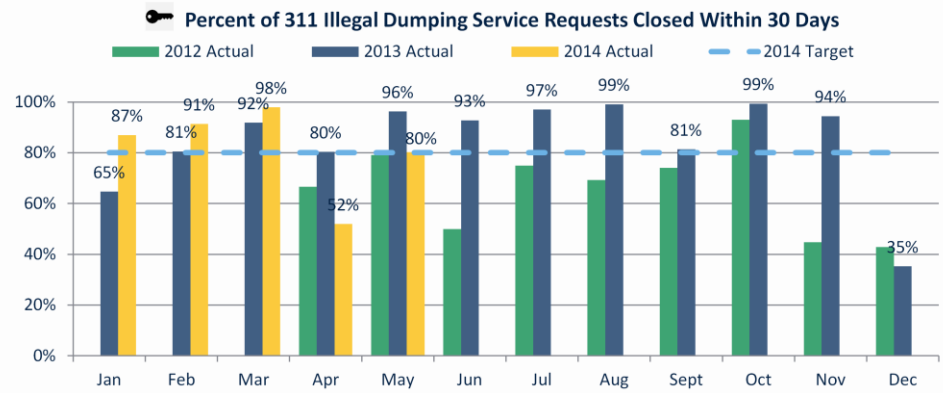
Related Strategy:
Provide effective sanitation services to residents and businesses

Legend:

- On Target
- Within 10% of Target
- Off Target

Key measure that best indicates whether City activities are achieving the desired results

Sanitation fell 1% below its annual target of 311 illegal dumping requests closed within 30 days.



2014		
YTD Actual	Annual Target	Status
79%	80%	△

Action Item

Date	Responsible Parties	Action Item	Due	Status
7/12/12	E. Williams, C. Sylvain-Lear, J. Munster	Consider increasing barriers to entry for tire shops via changes in occupational license requirements	Ongoing	Sanitation met with Safety & Permits and City Planning 7/29 to develop standards for CZO related to tire shops. A draft of the CZO was released 9/13. It is in the public comment period. Changes are in Article 20, Use Standards JJ: 8 and 9.

Responsible Organization:
Department of Sanitation vendors

Data Source:
311

Related Strategy:
Provide effective sanitation services to residents and businesses

Note:
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.

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

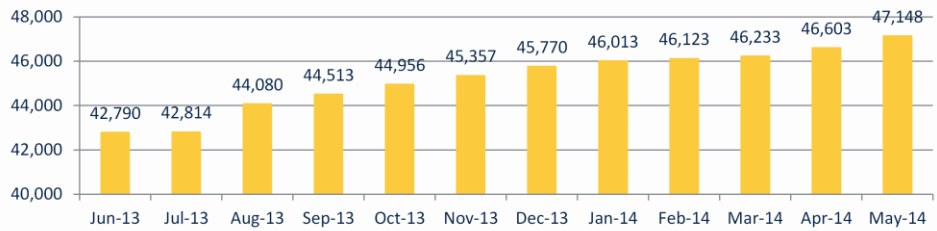
Legend:

- On Target
- Within 10% of Target
- Off Target

Key measure that best indicates whether City activities are achieving the desired results

The percent of households registered for recycling was just below the target of 36%. The backlog of 311 residential recycling requests decreased substantially.

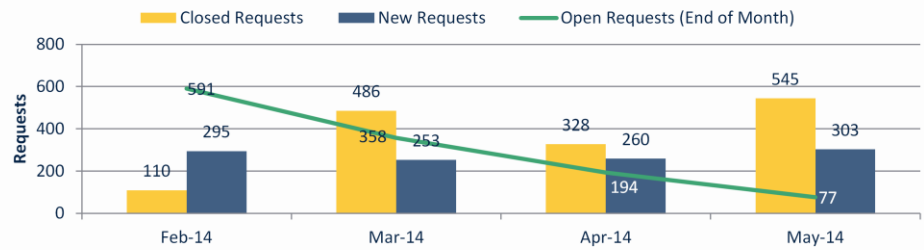
Number of Household Registered for Recyling



Percent of Households Registered for Recycling

2014		
YTD Actual	Annual Target	Status
35%	36%	

311 Residential Recycling



Responsible Organization: Department of Sanitation and vendors

Data Source: 311

Notes: Expected days to close, developed in 2012: 14-30 days.

Related Strategy: Provide effective sanitation services to residents and businesses

Note: 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.

Other sanitation 311 service requests remained at a manageable level, with all types of requests having an average age of less than a month.

Service Request (SR)	Open SRs (5/1)	New SRs	Closed SRs	Open SRs (5/31)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Dead Animal Pickup (Vendor)	20	18	33	5	-15	18	25
Large Item Pickup (Vendor)	93	243	248	88	-5	9	16
Trash/Garbage Pickup (Vendor)	194	361	422	135	-59	15	18
Change size of Trash Cart	2	5	6	1	**-1**	4	40
Damage Caused By Contractor	11	7	16	2	**-9**	19	50
Missed Collection	53	76	100	30	**-23**	12	20
Replace Trash Cart	14	45	37	22	**8**	20	59
Start Trash Service	79	180	186	74	**-5**	13	53
Stop Trash Service	1	1	2	0	**-1**	0	57
Trash/Garbage Pickup*	2	13	14	1	**-1**	29	6
Repair Trash Cart	32	45	61	16	**-16**	29	11

Public Safety

Goal: Ensure the public's safety and serve our citizens with respect and dignity.

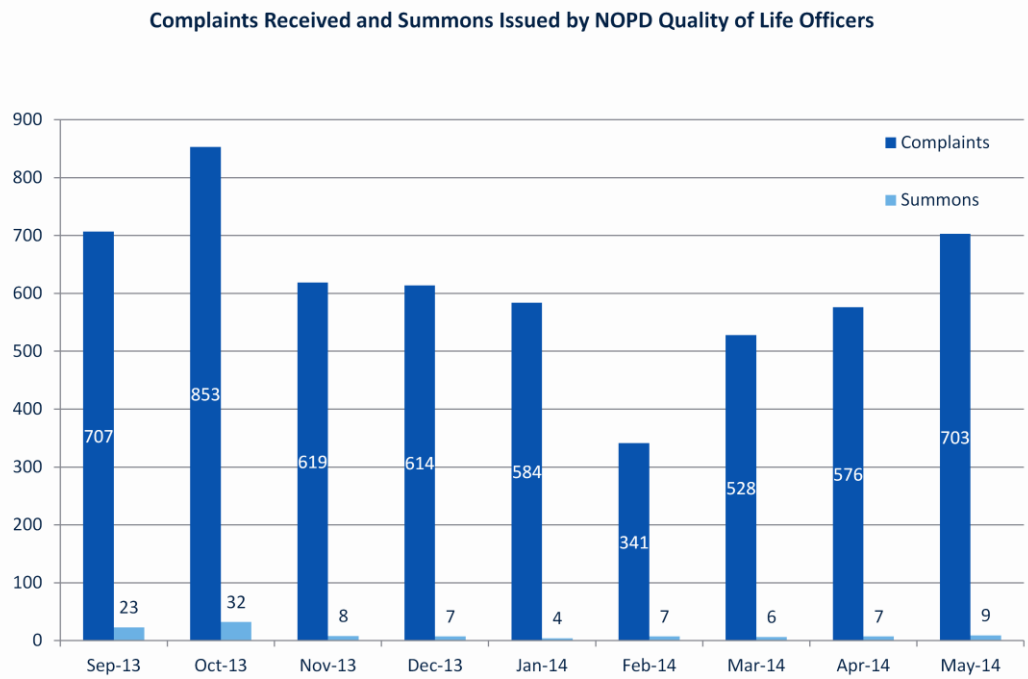
Objectives and Strategies	Outcome Measures
Rebuild citizen confidence in public safety offices 1. Reform NOPD policies and operations 2. Employ proactive policing and positive community engagement 3. Support oversight entities to promote transparency, accountability, and trust	• Citizens reporting feeling safe in their neighborhood (NOCC survey) • Percent of citizens reporting confidence in NOPD (NOCC survey)
Ensure safe and secure neighborhoods, and reduce the murder rate 1. Prevent illegal activity 2. Intervene when conflicts occur to resolve them non-violently 3. Enforce the law with integrity 4. Effectively and fairly administer justice 5. Rehabilitate the incarcerated so that they do not recidivate 6. Coordinate the criminal justice system	• Rate of homicide per 100,000 population • Rate of violent crime per 100,000 population • Rate of property crime per 100,000 population • Felony recidivism rates • Percent of citizens rating police protection fair, good, or very good (UNO Quality of Life Survey) • Average number of days from case acceptance to disposition by the court • Number of fatal traffic accidents per 100,000 population
Prepare for, mitigate, and effectively respond to emergencies 1. Respond to emergencies, including fire and medical, effectively 2. Plan and prepare for disasters	• Fires per 100,000 population • Fatalities due to fire • Percent of citizens rating fire protection fair, good, or very good (UNO Quality of Life Survey) • Cardiac arrest with pulse at delivery to hospital • Percent of City plans, procedures, and other strategies that are National Incident Management System (NIMS) compliant

Responsible Organization:
New Orleans Police Department

Data Source:
New Orleans Police Department

Related Strategy:
Effectively and fairly administer justice

NOPD received a high number of complaints, and issued a low number of summons.



Responsible Organization:
New Orleans Police Department, DPW, Code Enforcement, Sanitation Department, Department of Parks and Parkways

Data Source:
311

Related Objective:
Employ proactive policing and positive community engagement

Note:
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 the exception of 311 abandoned vehicle service requests, the number of open service requests was very low and stable. However, the average age of open items remained high.

NOPD Priority 311 Service Requests

Service Requests with Priority High – Very High

Service Request (SR)	Open SRs (5/1)	New SRs	Closed SRs	Open SRs (5/31)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Abandoned Vehicle Reporting/Removal	64	15	14	65	**1**	59	35
Code Enforcement General Request	4	10	14	0	**-4**	0	1
Illegal Dumping Reporting	7	9	8	8	**1**	40	14
Large Item Trash/Garbage Pickup	0	0	0	0	**N/A**	**N/A**	N/A
Park Maintenance	0	0	0	0	**N/A**	**N/A**	N/A
Pothole/Roadway Surface Repair	6	0	2	4	**-2**	272	67
Rodent Complaint	0	0	0	0	**N/A**	**N/A**	N/A
Street Flooding/Drainage	1	0	0	1	**0**	775	N/A
Street Light	1	0	0	1	**0**	166	N/A
Traffic Sign	2	0	0	2	**0**	265	N/A
Traffic Signal	2	0	0	2	**0**	223	N/A
Trash/Garbage Pickup	0	0	0	0	**N/A**	**N/A**	N/A
Tree Service	0	0	0	0	**N/A**	**N/A**	N/A
Tree Service Emergency	0	0	0	0	**N/A**	**N/A**	N/A

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.

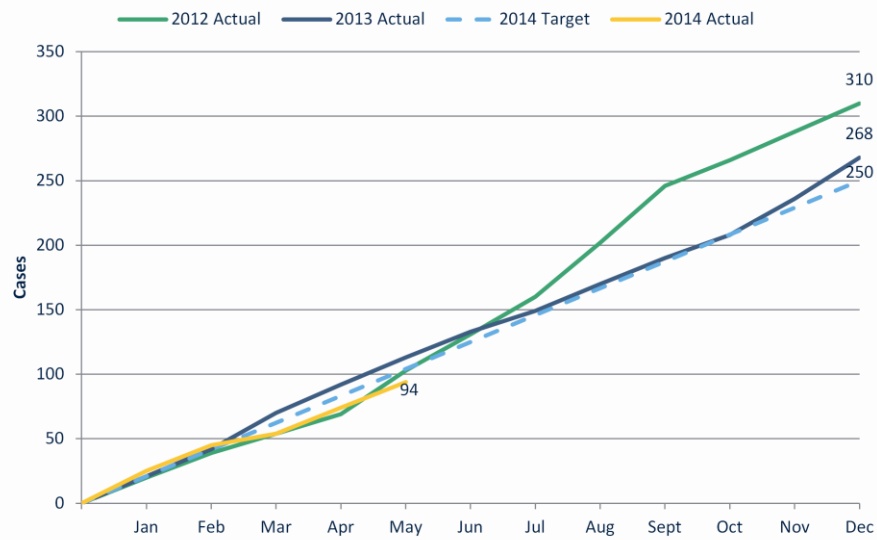
Legend:

- On Target
- Within 10% of Target
- Off Target

Key measure that best indicates whether City activities are achieving the desired results

The Law Department trended slightly below its 2014 ABO case filing target.

Number of Tax and Public Nuisance Cases Filed before the ABO Board



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
233	●	310	●	236	●	94	250	△

Children and Families

Goal: Promote the health and well-being of youth and families by ensuring that quality educational, economic, health and recreational programming opportunities are available for all.

Objectives and Strategies	Outcome Measures
Improve health outcomes for City residents 1. Improve access to healthcare for city residents (including access to mental health services) 2. Provide public health services to City residents, including community health education and preventing the spread of communicable diseases	• Rate of low birth weight babies • County Health Ranking (University of Wisconsin) • American Fitness Index ranking (metro) (American College of Sports Medicine) • Percent of citizens rating health services fair, good, or very good (UNO Quality of Life Survey)
Support the development of strong and resilient youth and families, including children in schools 1. Support increased student achievement and school success, including closing achievement gaps 2. Encourage the development of strong and resilient families 3. Support the social and emotional needs of youth	• High school graduation rate • LEAP test passage rates • Teen pregnancy rate
Provide high-quality cultural and recreational opportunities to City residents and visitors 1. Support cultural institutions and experiences 2. Provide recreational opportunities to residents	• Percent of Citizens satisfied with culture and recreational opportunities (UNO Quality of Life Survey)
Facilitate the provision of effective human services to City residents 1. Provide quality, secure housing to residents and reduce homelessness 2. Ensure a safety net of needed services is available to all residents 3. Ensure residents' access to a variety of healthy nutritional options 4. Honor the service of veterans and wounded warriors by recognizing their unique needs	• Homeless Point-in-Time count • Food Insecurity Rate (US Department of Agriculture, Feeding America) • Percent of population with low access to a grocery store • Percent of citizens rating services for the poor fair, good, or very good (UNO Quality of Life Survey)

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

Data Sources:
New Orleans Mosquito, Termite , and Rodent Control Board
311

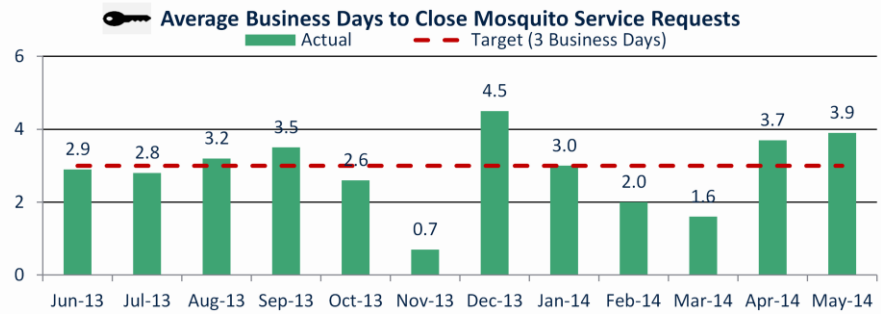
Related Strategy:
Provide public health services to City residents, including community health education and preventing the spread of communicable diseases

Legend:

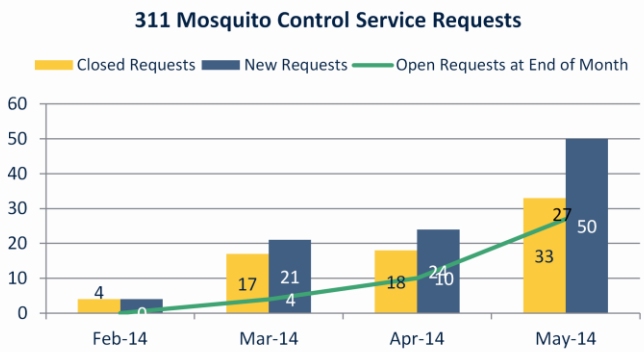
On Target
Within 10% of Target
Off Target

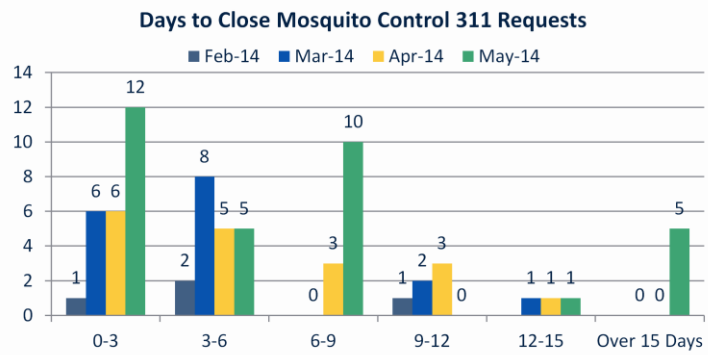
Key measure that best indicates whether City activities are achieving the desired results

The Mosquito Board fell slightly off track of its annual target of days to close mosquito service requests.



2012		2013		
YTD Actual	Annual Target	YTD Actual	Annual Target	Status
2.6	3	3.3	3	





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MTCRB received an increased number of mosquito service requests, commensurate with the beginning of the prime mosquito season, which will continue through September.

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

Data Sources:
New Orleans Mosquito, Termite, and Rodent Control Board
311

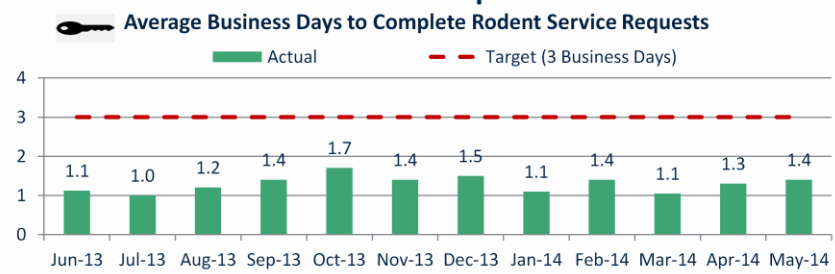
Related Strategy:
Provide public health services to City residents, including community health education and preventing the spread of communicable diseases

Legend:

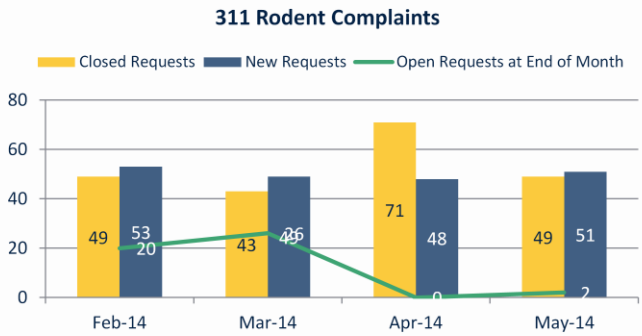
- On Target
- Within 10% of Target
- Off Target

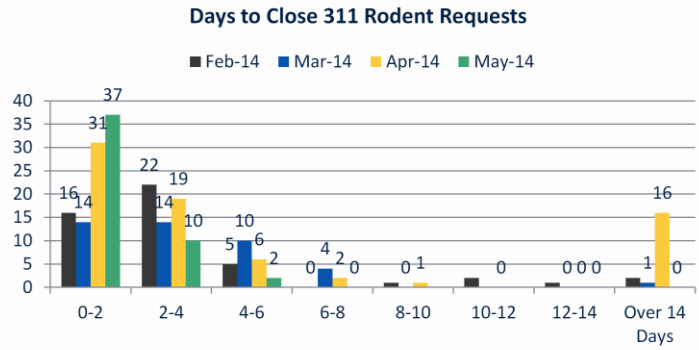
Key measure that best indicates whether City activities are achieving the desired results

The Mosquito & Termite Control Board substantially exceeded its target number of days to respond to rodent service requests



2013		2014		
YTD Actual	Annual Target	YTD Actual	Annual Target	Status
1.4	●	1.3	3	●





Contacts:

(Please call NOLA 311 for any specific complaints or requests)

- **Office of Performance & Accountability**
  - **– Oliver Wise, Director - ojwise@nola.gov**
- **Information Technology & Innovation**
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  - **NOLA 311**
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  - **Col. Mark Jernigan, Director - mdjernigan@nola.gov**
- **Department of Sanitation**
  - **Cynthia Sylvain-Lear, Director - cslear@nola.gov**
- **Department of Parks & Parkways**
  - **Ann Macdonald, Director - aemacdonald@nola.gov**
- **Sewerage & Water Board of New Orleans –**
  - **Robert "Bob" Miller, Deputy Director - rmiller@swbno.org**
- **New Orleans Mosquito,Termite, and Rodent Control Board**
  - **Claudia Riegel, Director - criegel@nola.gov**
- **New Orleans Police Department –**
  - **Jonette Williams - jrwilliams@nola.gov**
- **Law Department –**
  - **Dan MacNamara - dmacnamara@nola.gov**
  - **Eraka Williams - evwilliams@nola.gov**

Evaluation Form

- Are you a city employee or a member of the public?
- On a scale 1-5, how useful was this meeting to you (1= least useful and 5= most useful)?
- What's working?
- What's not working?