CITY OF NEW ORLEANS

Quality of Life STAT

July 21, 2016
(Reporting Period: June 2016)

www.nola.gov/opa

Agenda

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

Purpose and Scope

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

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

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

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

Action Items

Assigned	Responsible	Action Item	Notes
9/17/15	A. Norton C. Sylvain-Lear D. McNamara	Reduce illegal tire disposal through targeted enforcement against unlicensed tire shops.	▪ Legal changes are required to strengthen enforcement strategy, as City currently lacks sufficient authority to sanction tire shops operating without proper licenses.
11/19/15	R. Wainwright J. Munster C. Sylvain-Lear	Develop and implement enforcement strategy for quality-of-life violations.	▪ Developing communication plan with Intergovernmental Relations and Communications team. ▪ Safety and Permits is working with Law to streamline cases to Municipal Court. ▪ Present to CAO and determine if next steps are to get back in front of DM's or present to council
1/21/2016	E. Delarge	Bring enforcement actions to deter illegal sign placement.	▪ Law Department has held initial meetings to develop strategy.
4/21/2016	J. Williams M. Jernigan	Further streamline process for resolving abandoned vehicle complaints.	▪ Next step will be for NOPD and DPW to reach agreement on allocation of NOPD resources to provide security during vehicle removal.
4/21/2016	M. Jernigan	Secure additional resources to keep pace with traffic engineering workload.	▪ Existing resources may not be sufficient to manage portfolio of work currently assigned to DPW traffic engineers.
6/16/2016	C. Sylvain-Lear M. Jernigan S. Primeaux	Pilot monitoring system to deter illegal dumping and abandoned vehicles.	▪ Using 311 data, staff will identify hotspots for quality of life violations.

DPW hired three more tow truck drivers.
98 vehicles were sold at last auction.

311 and EMD

Responsible Organization:
311

Data Source:
311 performance reporting

311 dashboard

Existing Onboarded Departments

Onboarding Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	NORDC	Sanitation	Taxi	EMS
Timeliness to Close Requests (Closed cases meeting target > 80%, 50-80%, <50%)	82%	36%	44%	45%	63%	23%	73%	0%	74%	63%	100%
Request Closure Rate (Closed Cases >= New Cases Yes/No)	N	Y	N	N	N	N	N	Y	N	N	Y
Backlog to Closed Requests Ratio (<5, 5-7, >=8)	0.0	30.1	1.6	4.8	0.1	0.3	6.4	0.7	0.3	2.7	0.7

PUBLIC WORKS

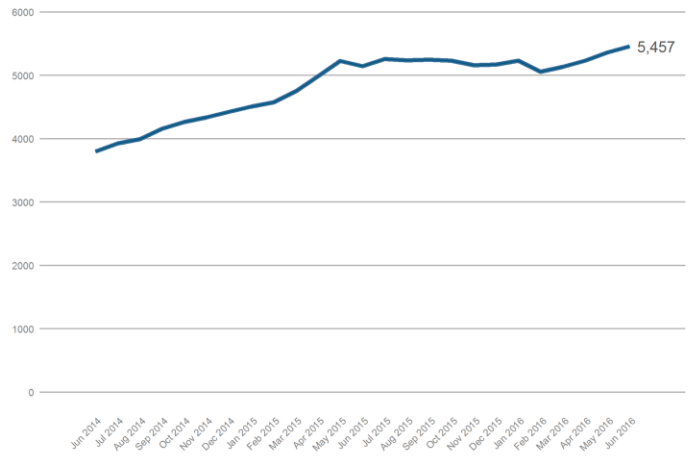
Responsible Organization:
Department of Public Works (DPW)

Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure

The road surface repair backlog has increased steadily since February

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



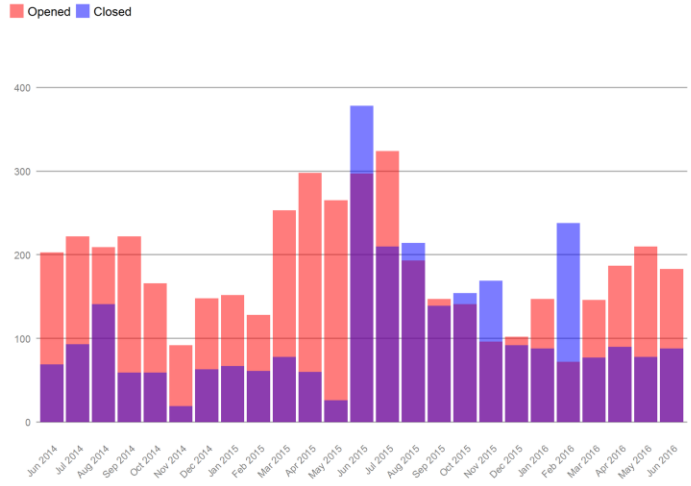
Responsible Organization:
Department of Public Works (DPW)

Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure

New pothole requests have exceeded closures through the majority of 2016.

Pothole/Roadway Surface Repair service requests net per month



Responsible Organization: Department of Public Works (DPW)

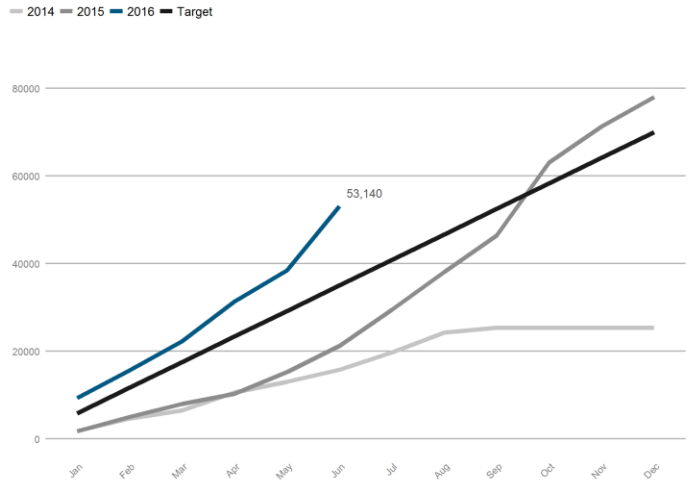
Data Source: DPW maintenance reports

Related Strategy: Maintain and improve road surface infrastructure

Note: Beginning in November 2015, prior month values have been revised based on DPW end-of-month reports. End-of-month figures reported by DPW may not correspond to prior monthly totals, which were calculated independently by OPA using weekly maintenance reports.

Even with a higher 2016 goal, DPW has remained ahead of target with regard to street repairs throughout 2016

Cumulative number of potholes filled



Responsible Organization:
Department of Public Works

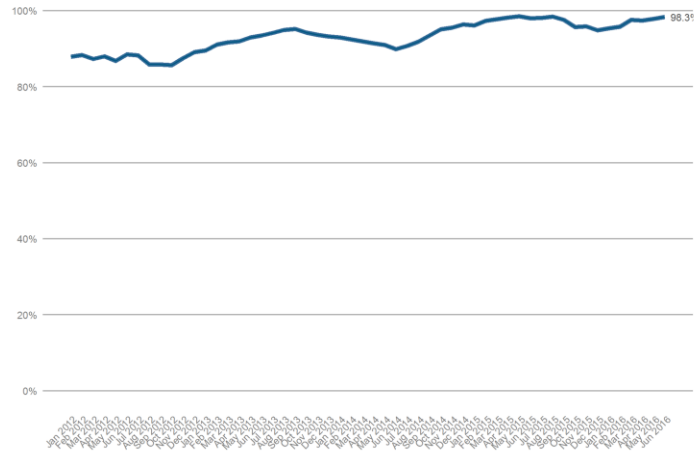
Data Source:
DPW Streetlights Monthly Report

Related Strategy:
Maintain and improve road surface infrastructure

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

The percent of streetlights functioning is at its highest level this year.

Percent of street lights functioning



Responsible Organization:
Department of Public Works

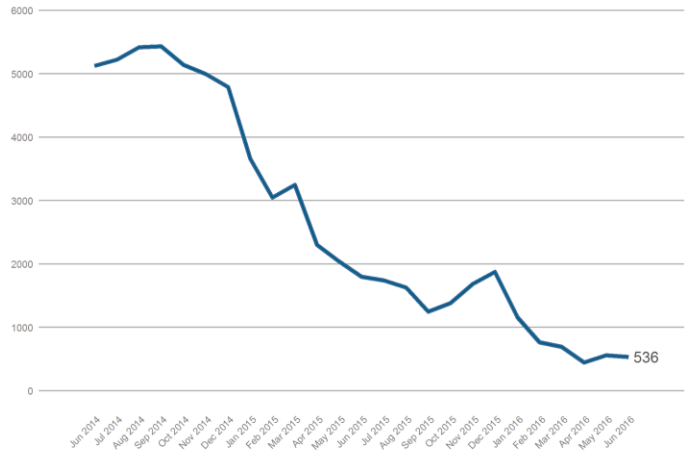
Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure

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

The streetlight service request backlog remains near a two-year low

Street Light service requests open at end of month



Responsible Organization:
Department of Public Works

Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure

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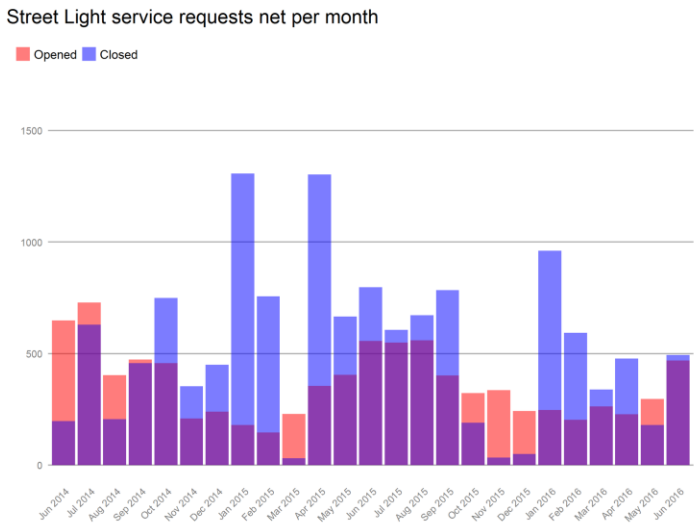
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

In June, more streetlight requests were closed than opened



Responsible Organization:
Department of Public Works

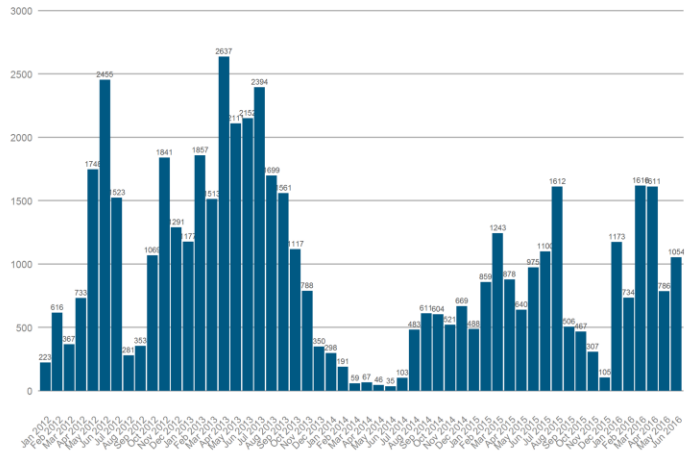
Data Source:
DPW Streetlights Monthly Report

Related Strategy:
Maintain and improve road surface infrastructure

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

DPW has almost reached their year-end target of 7000, in the first half of the year

Number of streetlight outages restored



Department of Public Works

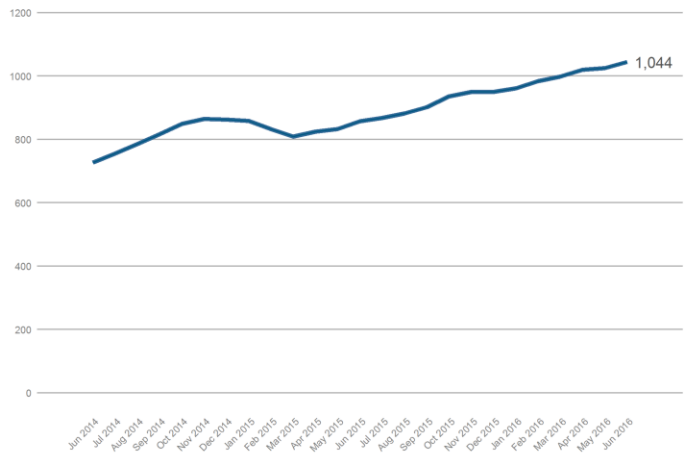
Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure

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

The backlog of 311 traffic sign requests continues to grow, but 311 requests make up only a small portion of traffic signs installed

Traffic Sign service requests open at end of month



Department of Public Works

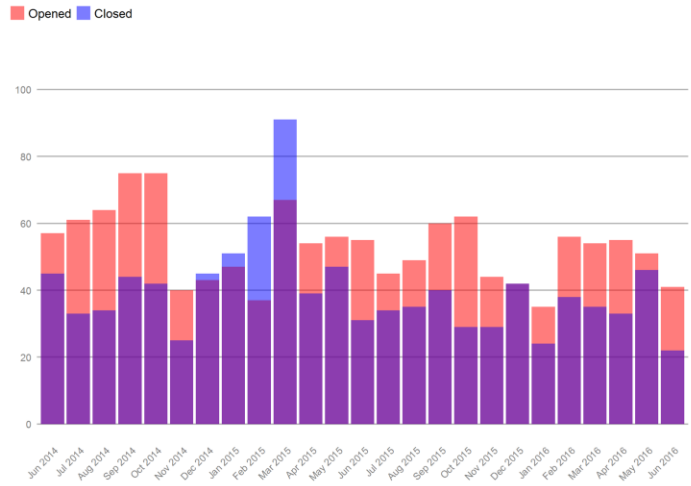
Data Source:
311

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.

New traffic sign requests have continued to outpace closed cases since April of 2015

Traffic Sign service requests net per month



Responsible Organization:
Department of Public Works

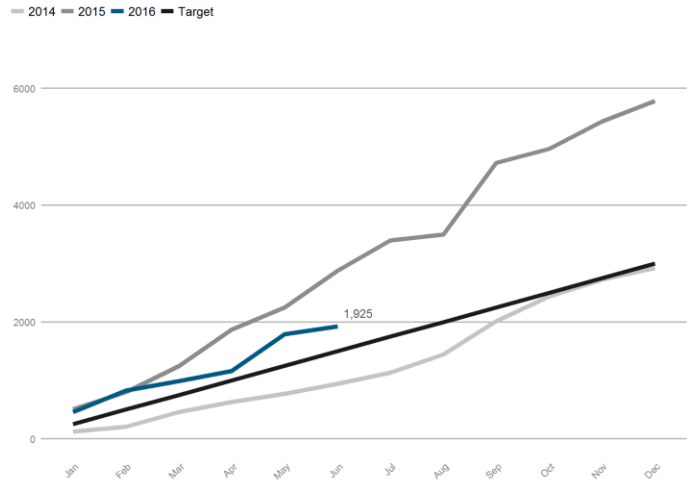
Data Source:
DPW Maintenance Reports

Related Strategy:
Maintain and improve road surface infrastructure

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

Traffic sign installations have remained ahead of target throughout the year

Cumulative number of traffic signs installed



Department of Public Works

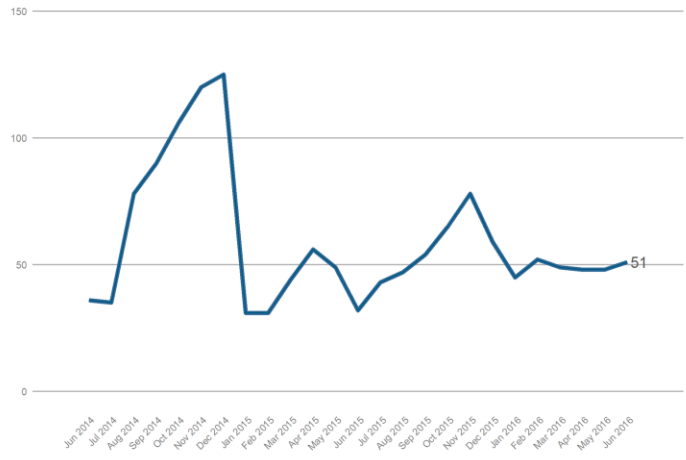
Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure

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

The backlog of requests for street signs has varied around 50 units per month in 2016

Street Name Sign service requests open at end of month



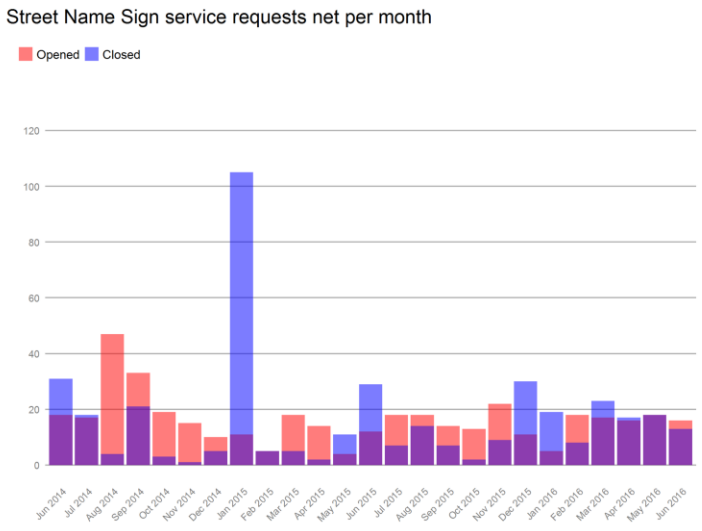
Department of Public Works

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.

New street sign requests per month have been trending under 20 units through the first half of 2016



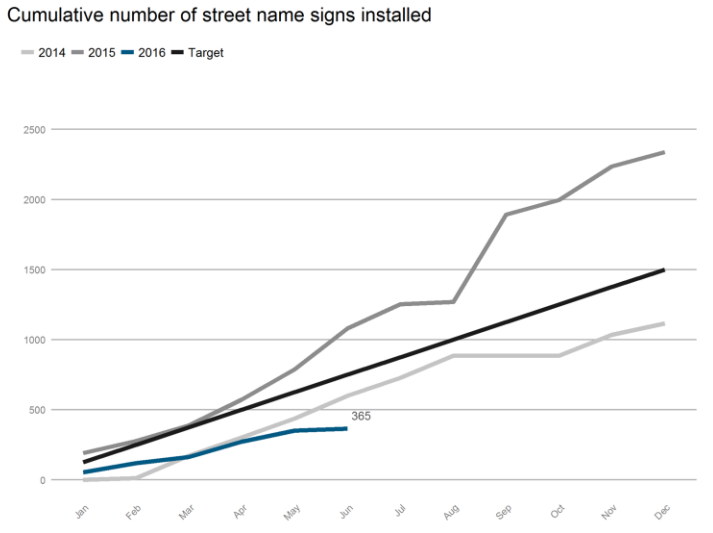
Responsible Organization: Department of Public Works

Data Source: DPW Maintenance Reports

Related Strategy: Maintain and improve road surface infrastructure

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

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



Target will likely be adjusted. DPW is currently meeting the level of requests initiated; however, the volume of these requests is lower than the current target.

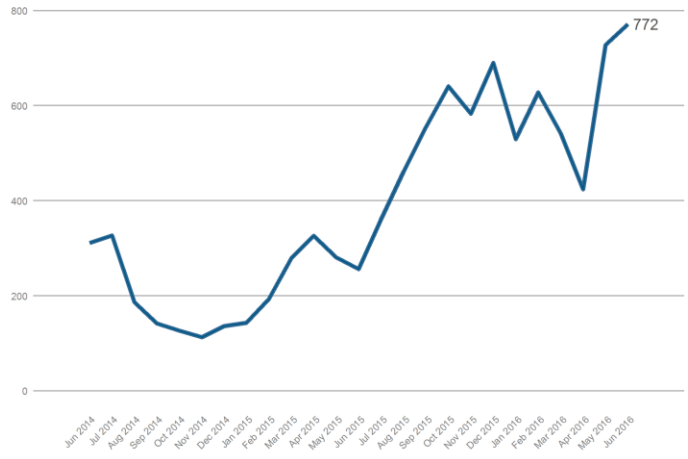
Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality Neighborhoods

The abandoned vehicle request backlog increased slightly in June after a large spike in May

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



This increase is attributed to limited staffing and constraints on lot space for vehicle storage.

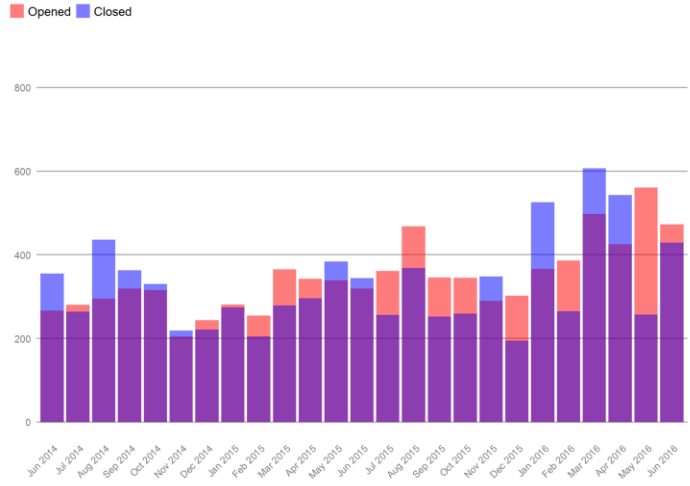
Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality Neighborhoods

The number of abandoned vehicle requests closed almost reached the number of requests initiated in June.

Abandoned Vehicle Reporting/Removal service requests net per month



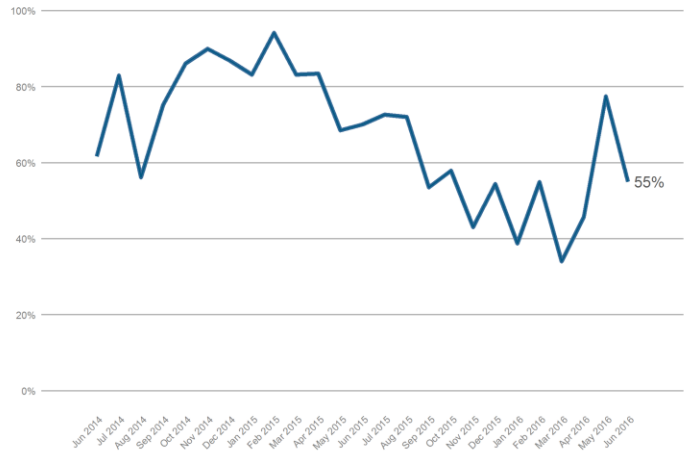
Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality Neighborhoods

After two months of improvement, the percentage of abandoned car requests resolved within target declined in June

Percent of Abandoned Vehicle Reporting Removal resolved in 30 days



Responsible Organization:
Department of Public Works

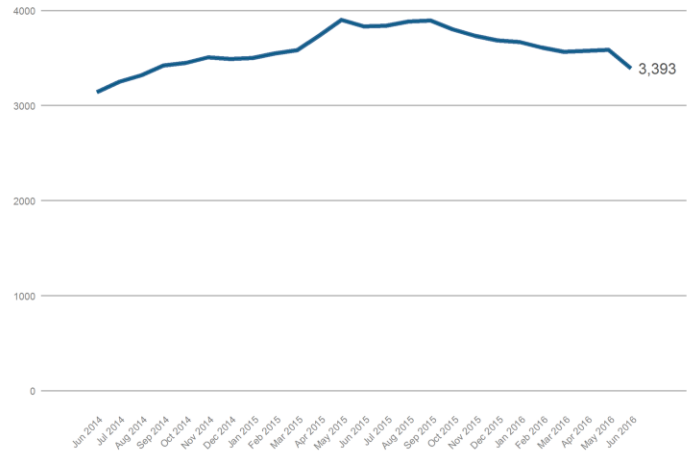
Data Source:
311

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.

After hovering at the same level for a few months, open drainage and street flooding requests decreased significantly in June

Street Flooding/Drainage service requests open at end of month



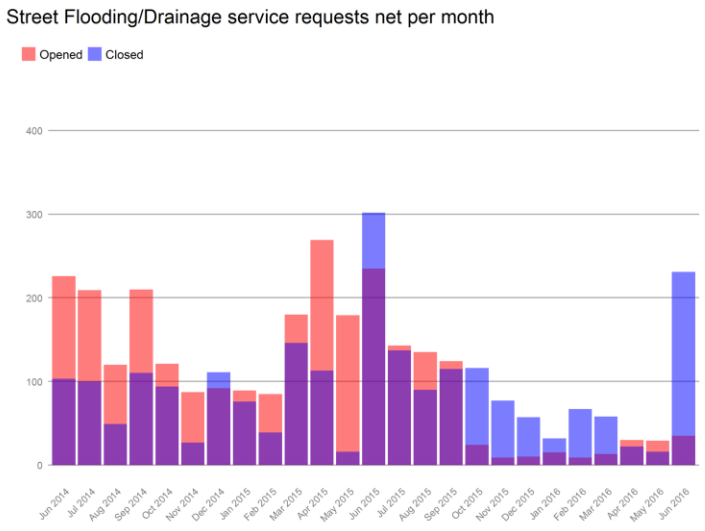
Responsible Organization:
Department of Public Works

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.

In June, DPW closed a much greater number of flood/drainage requests than were opened.



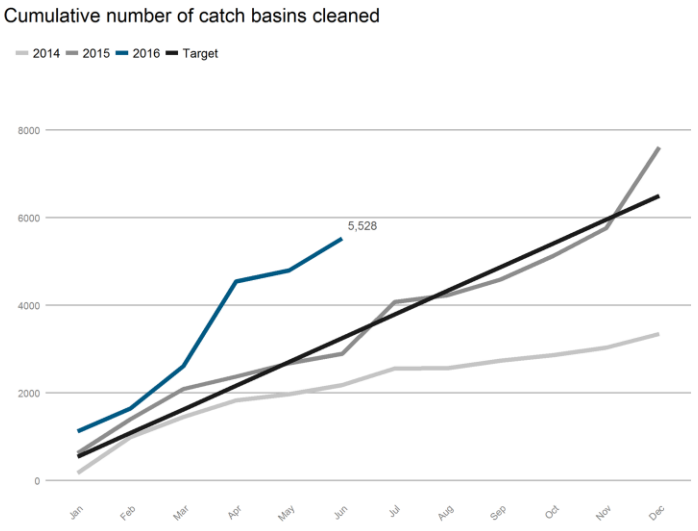
Responsible Organization: Department of Public Works

Data Source: DPW maintenance reports

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

Note: Beginning in November 2015, prior month values have been revised based on DPW end-of-month reports. End-of-month figures reported by DPW may not correspond to prior monthly totals, which were calculated independently by OPA using weekly maintenance reports.

Catch basin cleanings have almost reached the revised 2016 target through the first six months of the year



Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Potholes filled	53,140	35,000	70,000
Streetlights functioning (%)	98.3	92	92
Streetlight outages restored	6976	3500	7,000
Permanent traffic signs installed	1,925	1,500	3,000
Street name signs installed	365	750	1,500
Abandoned vehicle requests closed within 30 days (%)	48	80	80
Catch basins cleaned	5528	2,250	4,500
Catch basins cleaned (%)	8.0	4.8	4.8

2016 year-end target for catch basin cleanings has been revised upward from 4,500 to 6,500.

SEWERAGE AND WATER BOARD

Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

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

SWB customer service indicators

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

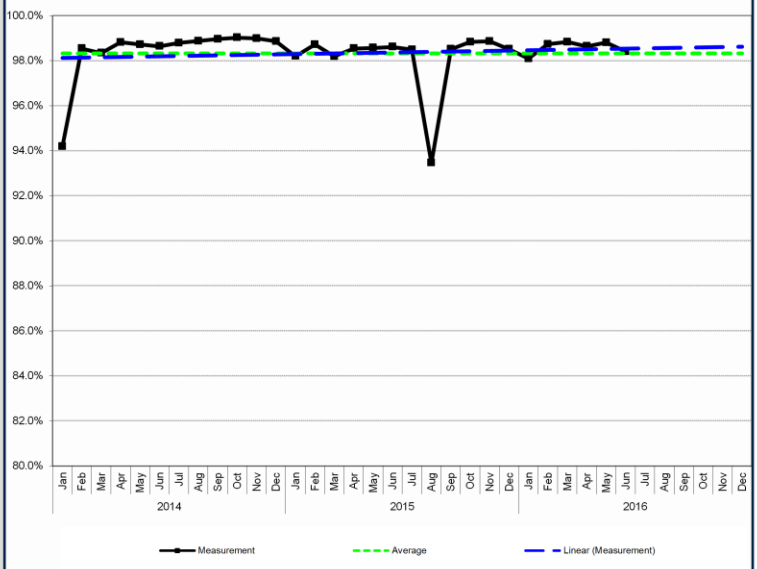
The Sewerage and Water Board anticipates an October 10, 2016 rollout of their optimized customer service management system. Employees will be trained extensively leading up to its launch.

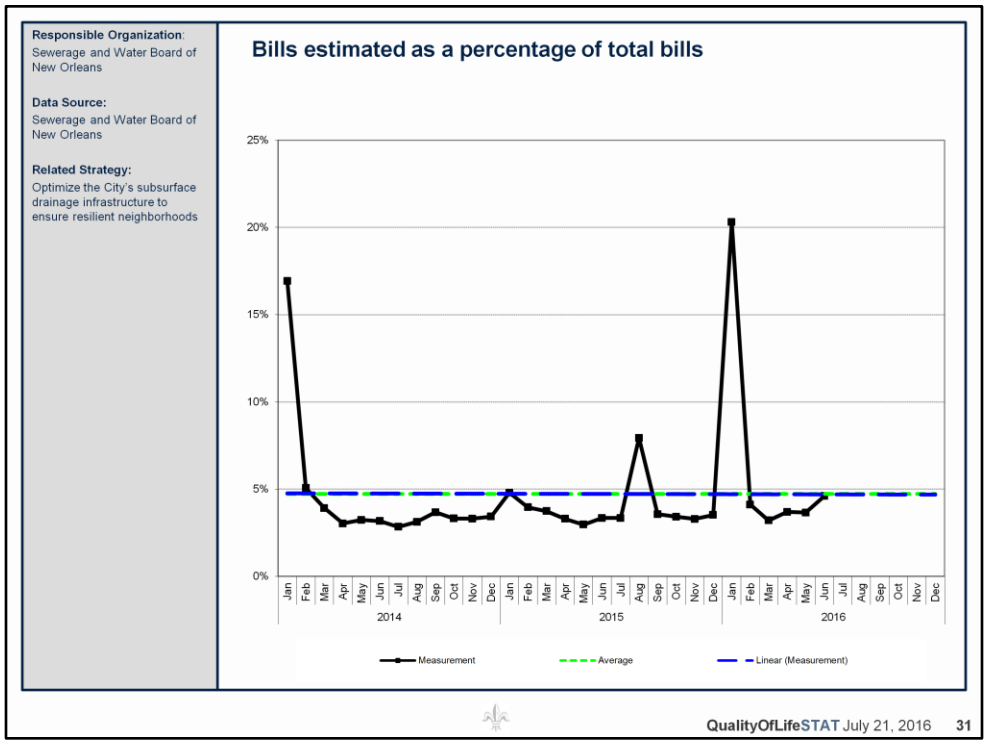
Responsible Organization:
Sewerage and Water Board of New Orleans

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





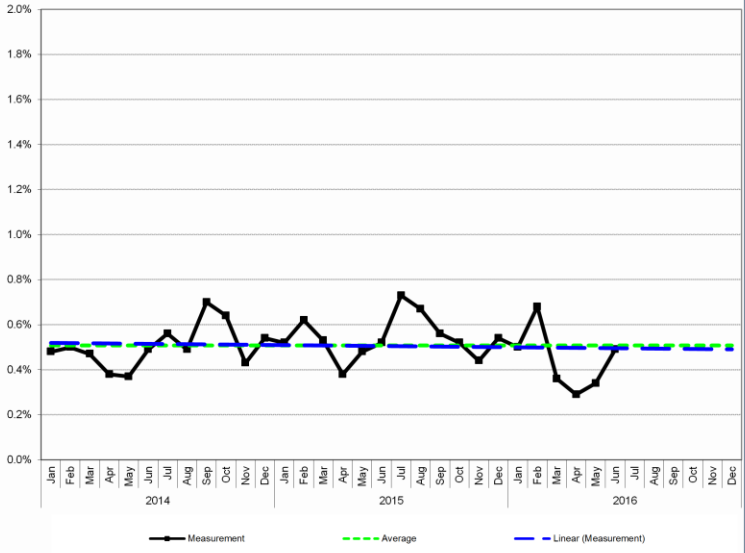
Due to the current process of manual meter readings, about 1-2% of meters may be missed during a month, and another 2-3% of meters may receive unreliable readings.

Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

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

Investigations from high bill complaints as a percentage of total bills

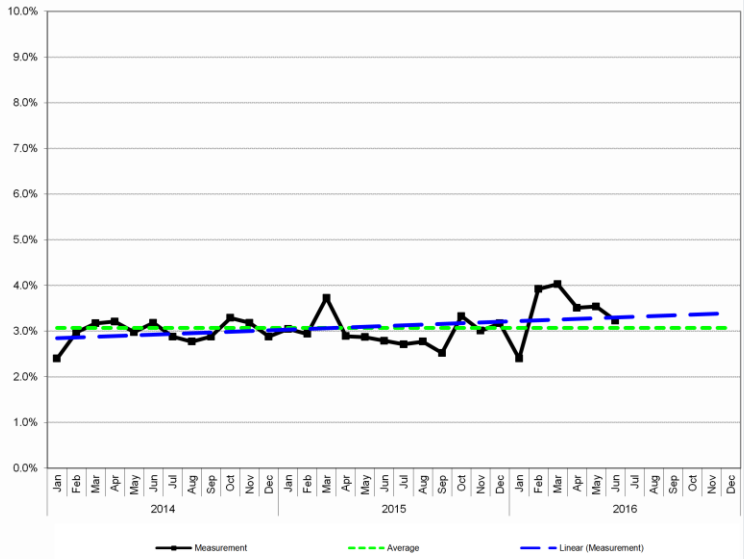


Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

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

Bills adjusted as a percentage of total bills computed



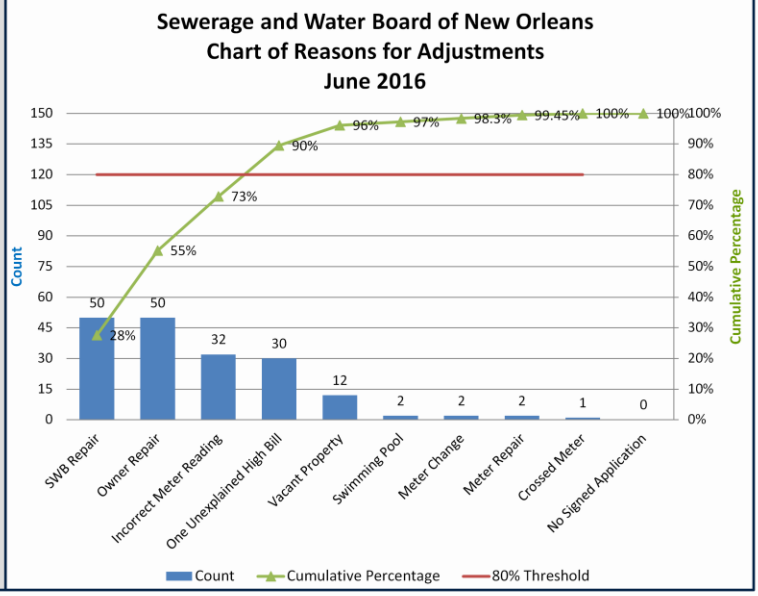
SWB's adjustment policy has been liberalized by a change in state law.

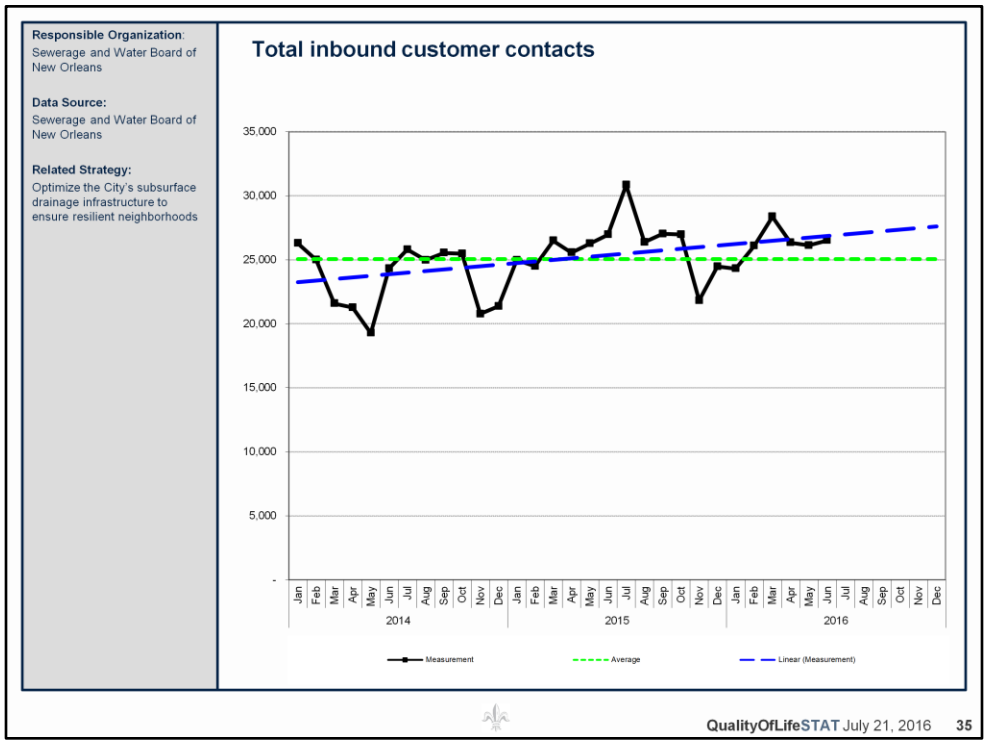
Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

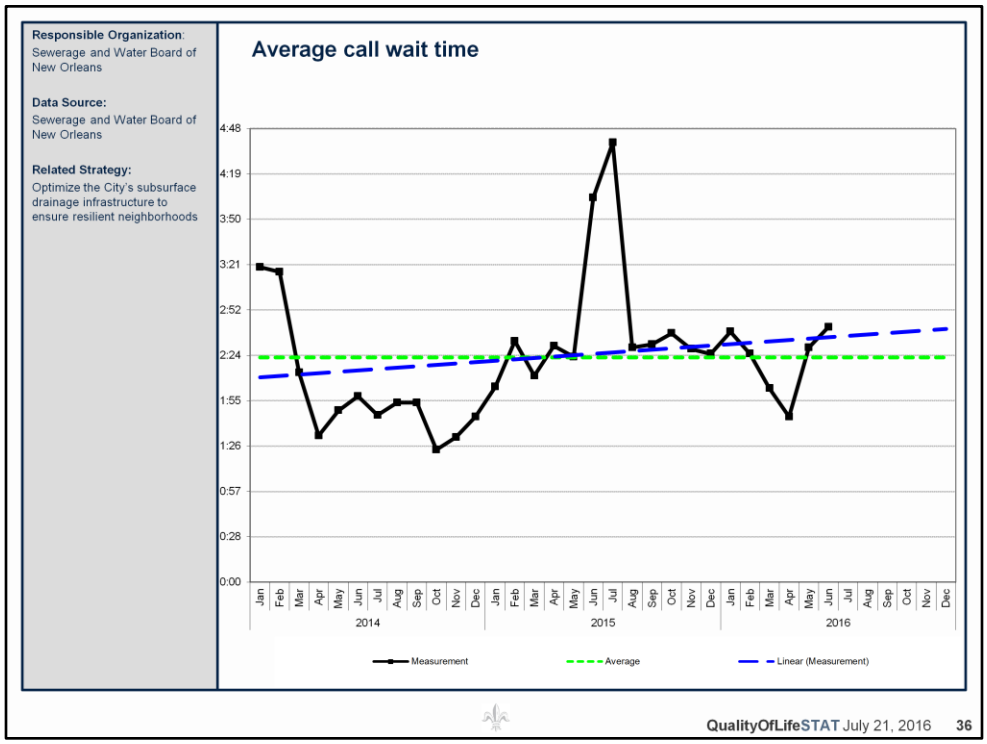
Related Strategy:
Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods

Reasons for adjustments





SWB believes that the volume of customer calls has largely remained the same, however their new system gives a more accurate count of customer traffic.



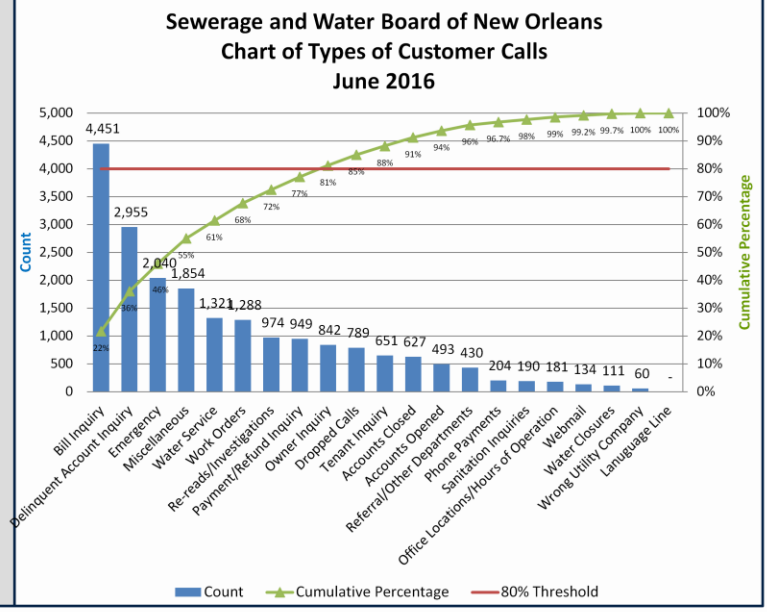
After the consolidation of NOPD, NOFD and EMS call center, many OPCD call takers transitioned to SWB.

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

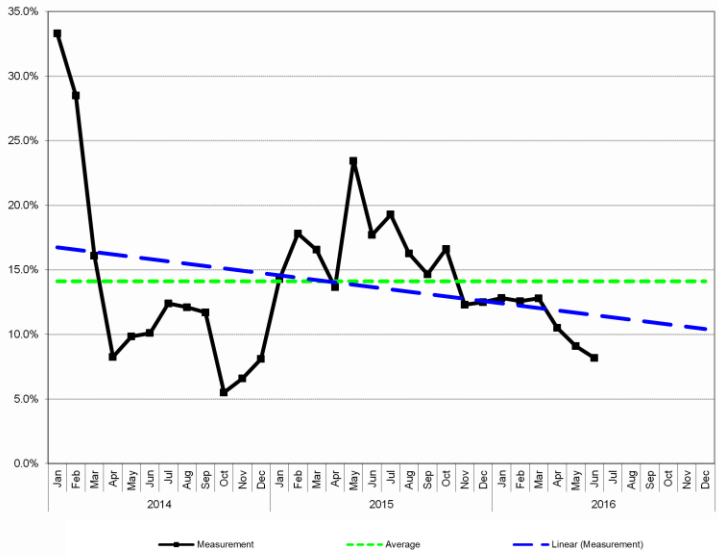


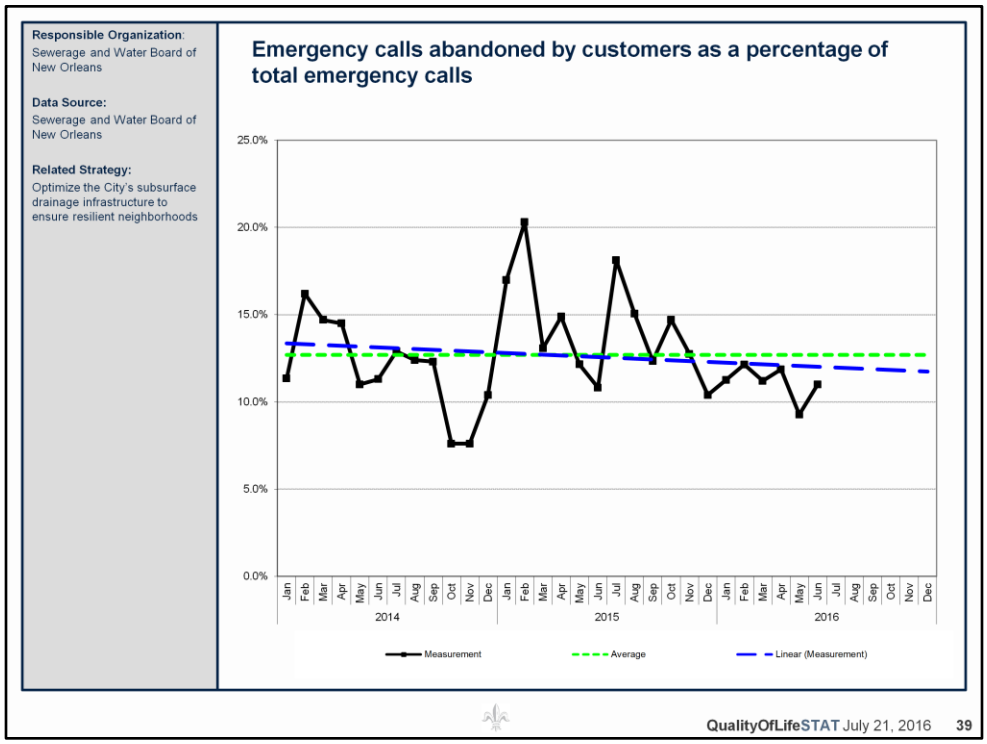
Responsible Organization:
Sewerage and Water Board of New Orleans

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





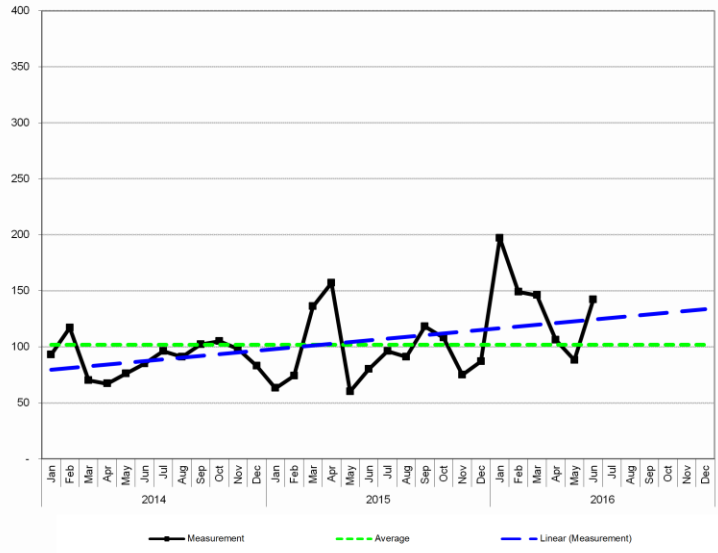
After the peak in call abandonment rates in 2015, a management change was made in SWB. The downward trend since that time seems to be directly correlated.

Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

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

Total service requests about low water pressure

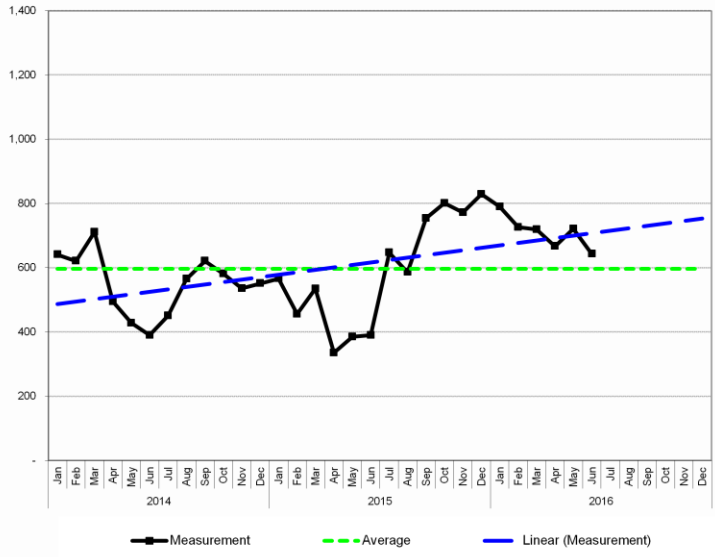


Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

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

Total service requests for water system leaks

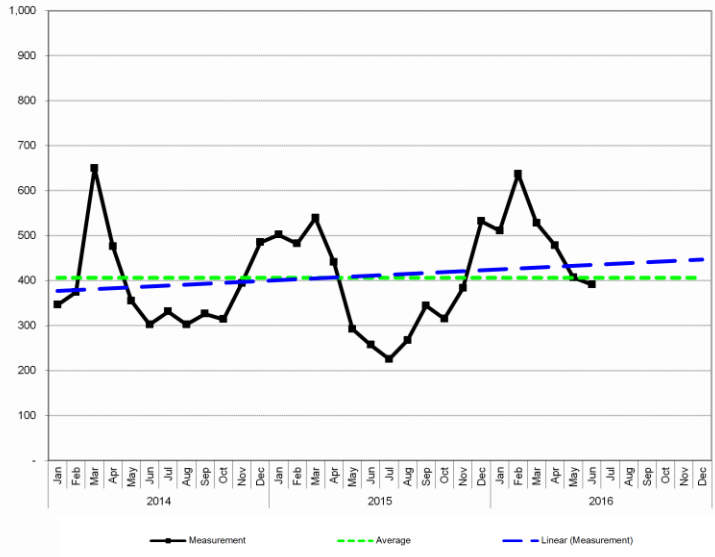


Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

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

Total service requests for sewer system leaks

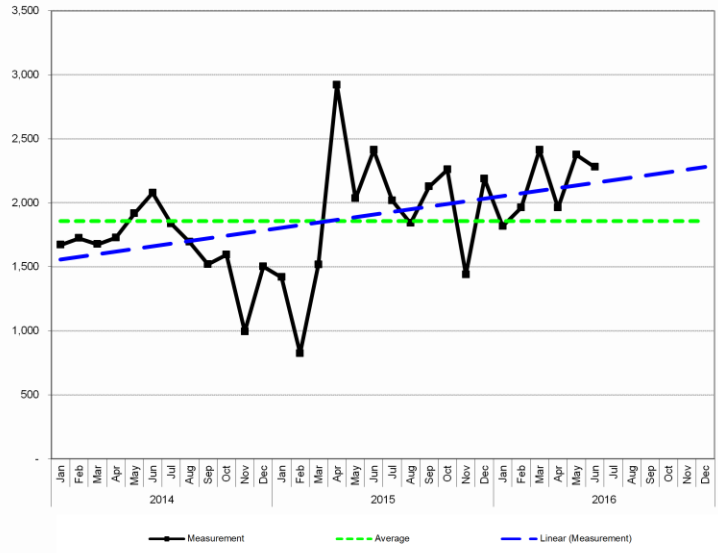


Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

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

Total accounts turned off for non-payment

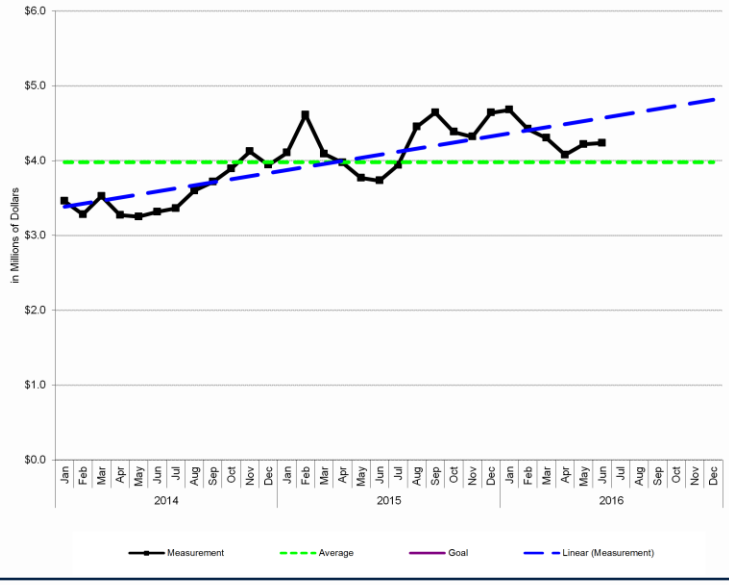


Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

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

Water and sewer receivables 30 to 120 days old

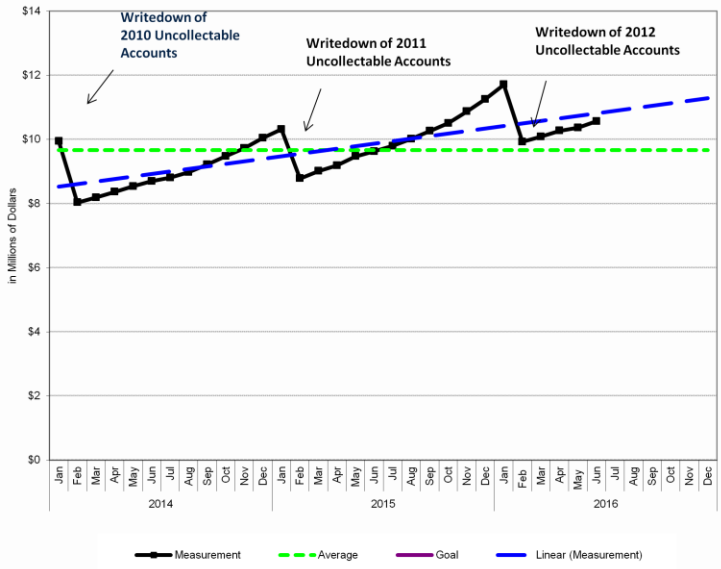


Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

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

Water and sewer receivables 120 days and older



PARKS AND PARKWAYS

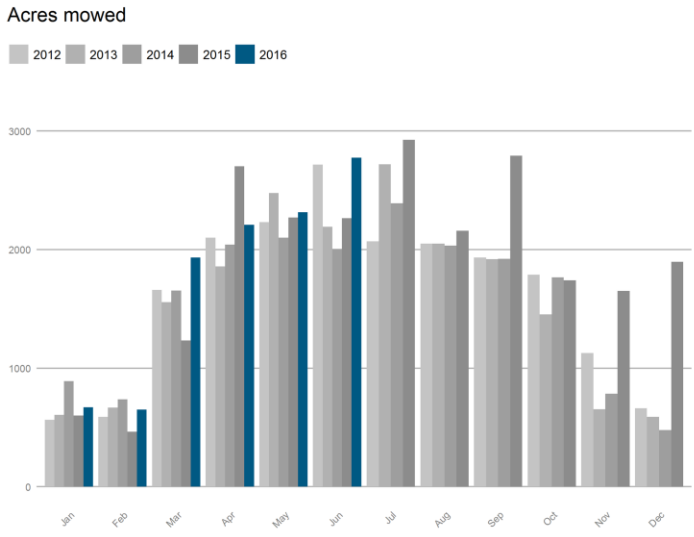
Responsible Organization:
Department of Parks and Parkways

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 in June 2016 exceeded all other Junes in recent years.



The Claiborne corridor is now being cut on a two week cycle. Mowing on the Lafitte Greenway is not currently the responsibility of the City, but will be soon.

Responsible Organization:
Department of Parks and Parkways

Data Source:
Department of Parks and Parkways

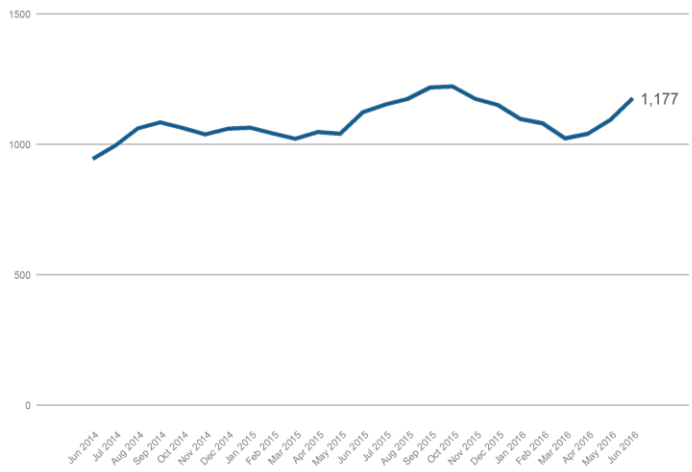
Note:
Forestry work orders represent the actual work completed within a tree "work order."

Excludes stumps, which are done intermittently.

Related Strategy:
Protect and preserve parks and other green spaces

The tree service backlog from 311 has grown steadily since March.

Tree Service service requests open at end of month



Responsible Organization:
Department of Parks and Parkways

Data Source:
Department of Parks and Parkways

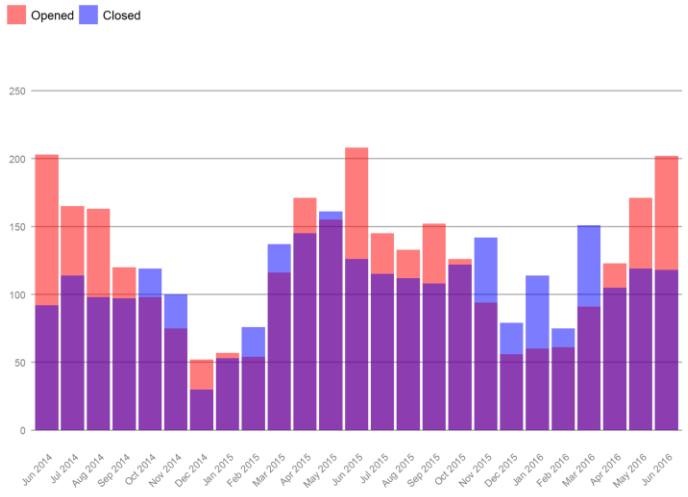
Note:
Forestry work orders represent the actual work completed within a tree "work order."

Excludes stumps, which are done intermittently.

Related Strategy:
Protect and preserve parks and other green spaces

Following seasonal trends, June had the highest number of complaints this year.

Tree Service service requests net per month



Parks and Parkways has requested to move money from personnel services to their operating budget.

Responsible Organization:
Department of Parks and Parkways

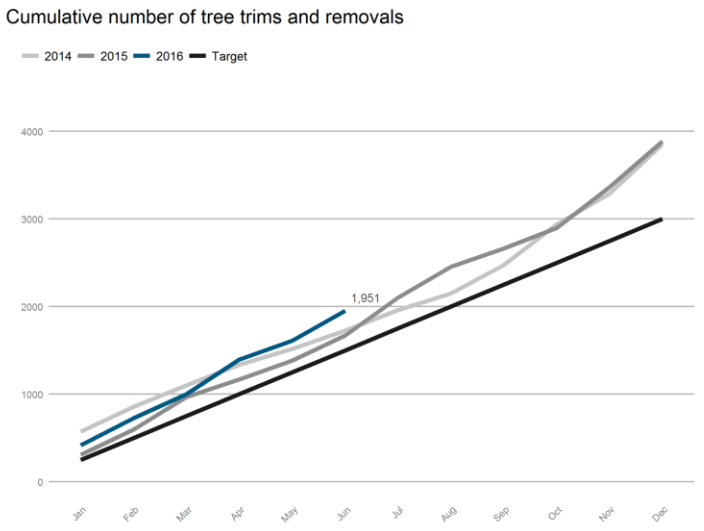
Data Source:
Department of Parks and Parkways

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

Excludes stumps, which are done intermittently.

Related Strategy:
Protect and preserve parks and other green spaces

Cumulative tree trims and removals are ahead of both current targets and prior-year trends



Some grounds maintenance staff have been trained on trimming small trees, along with their regular duties.

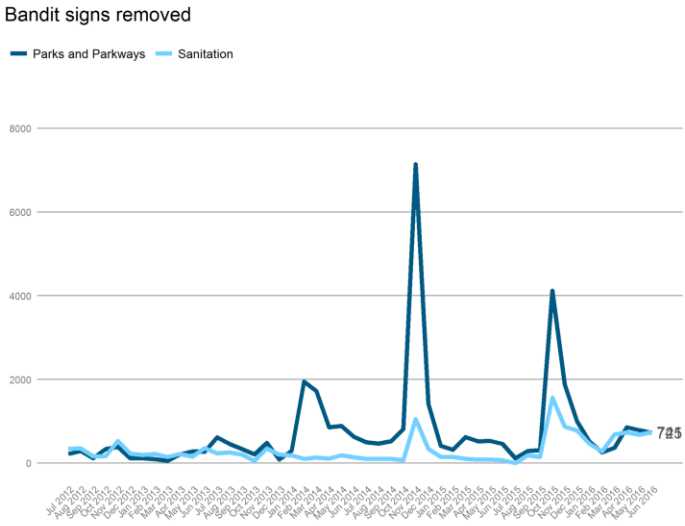
Responsible Organization:
Department of Sanitation
Department of Parks and Parkways

Data Source:
Department of Sanitation
Department of Parks and Parkways

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

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

Sign removals remained fairly constant for both departments



Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Acres mowed	10,549	9,500	19,000
Tree trims and removals	1,951	1,500	3,000

SANITATION

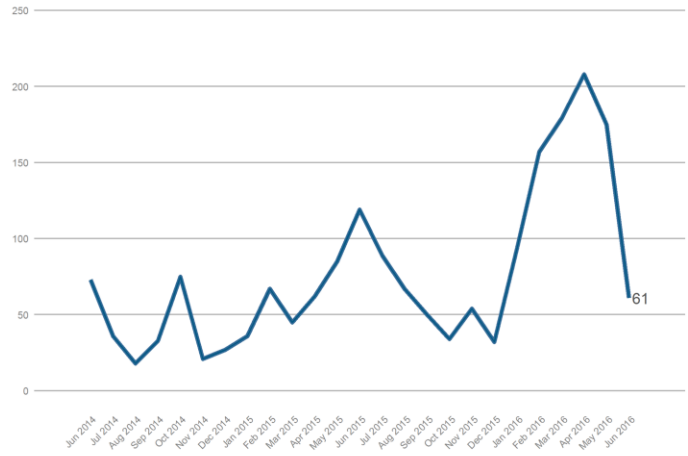
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation services to residents and businesses

The illegal dumping backlog drastically decreased over the past two months.

Illegal Dumping Reporting service requests open at end of month



Some requests in backlog had already been address, but went undocumented.

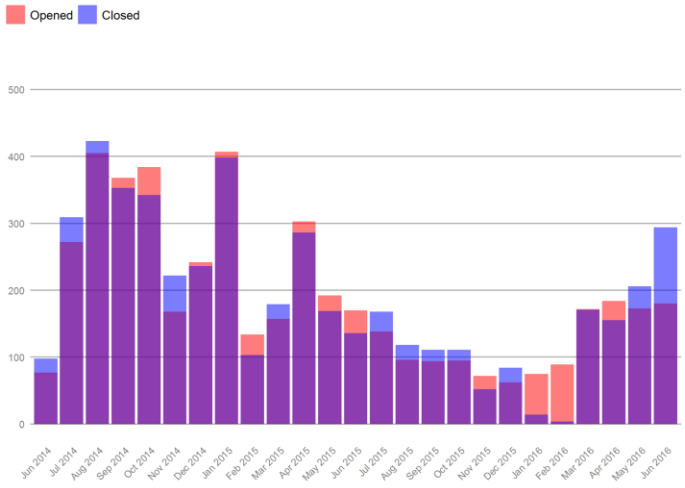
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation services to residents and businesses

In June, Sanitation continued to work through the illegal dumping backlog, as well as new service requests.

Illegal Dumping Reporting service requests net per month



At a Councilmember's request, Sanitation cleared illegal dump sites within a 3-by-4 block area of the Lower 9th Ward during this reporting period.

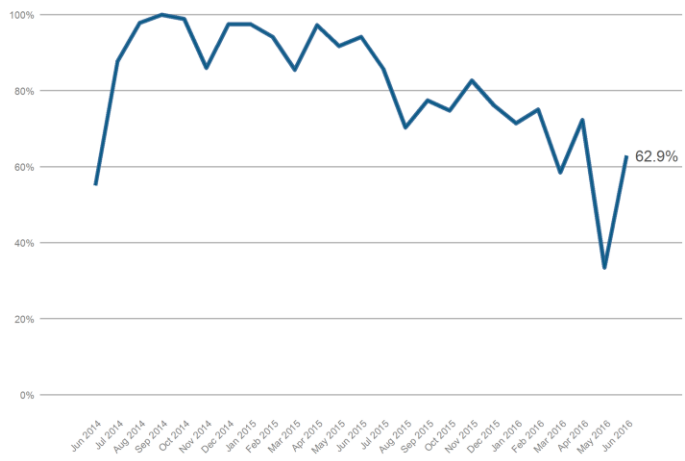
Responsible Organization:
Department of Sanitation

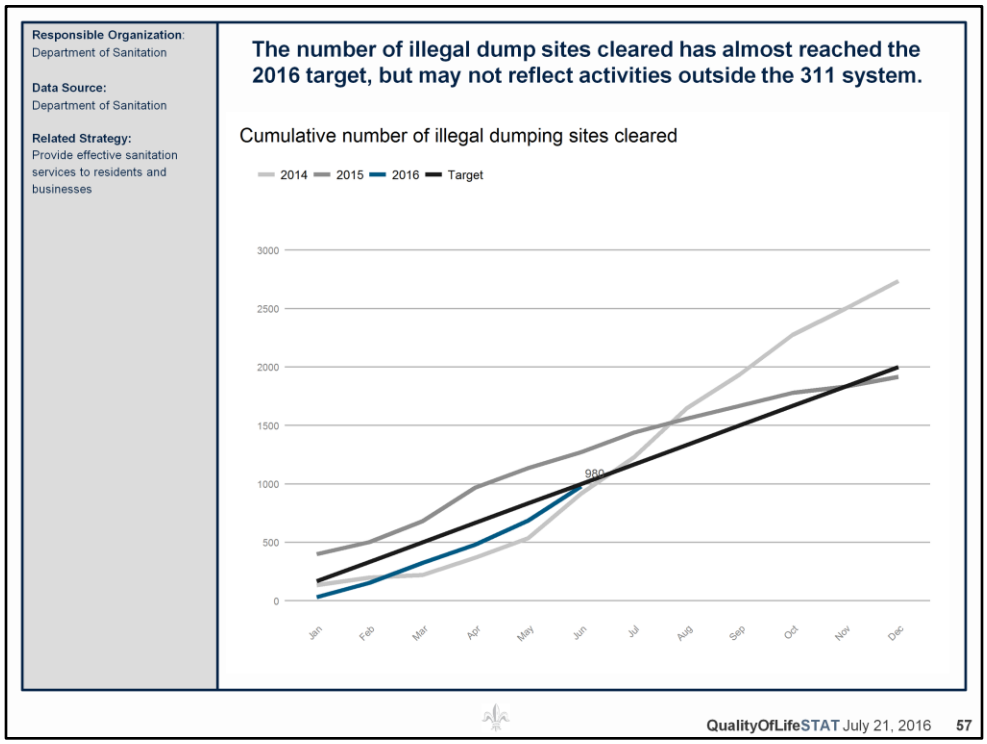
Data Source:
311

Related Strategy:
Provide effective sanitation services to residents and businesses

The portion of illegal dumping requests closed within 30 days sharply increased in June.

Percent of Illegal Dumping Reporting resolved in 30 days





In the past, larger dump sites have sometimes required multiple Sanitation crews and days to complete, but have only been counted as one request. Also, due to budgetary constraints, large machinery (ex. dump-trucks) go out on a limited number of days per week.

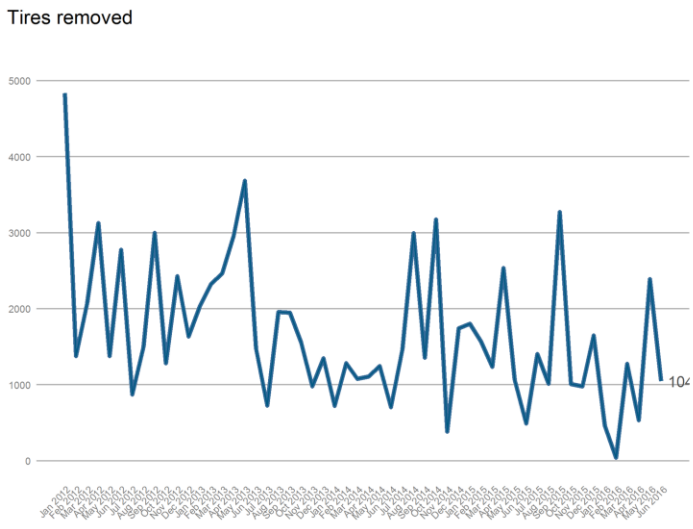
Responsible Organization:
Department of Sanitation

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

After a high volume month in May, there was a drop in the number of tires removed in June.



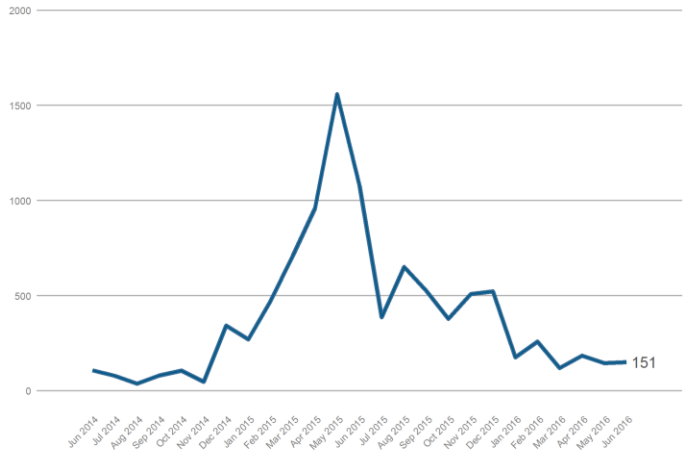
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation services to residents and businesses

The number of outstanding requests for recycling carts remained steady over the past few months.

Residential Recycling Programs service requests open at end of month



In Sanitation's budget proposal, they asked for funds dedicated for purchasing more recycling carts.

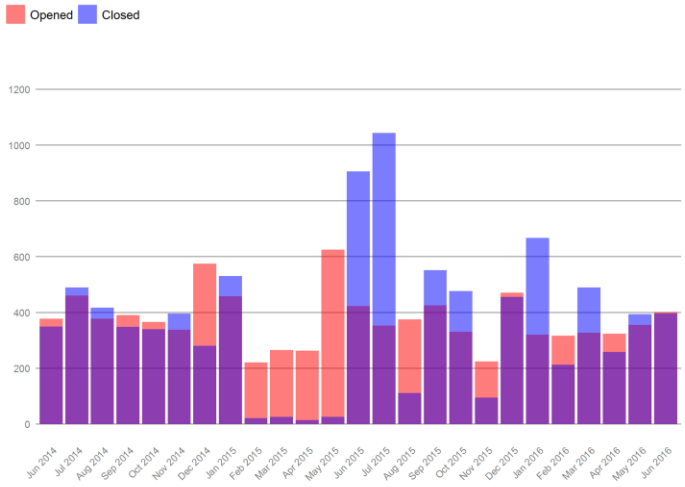
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation services to residents and businesses

More recycling cart requests have been closed than initiated through the first half of 2016.

Residential Recycling Programs service requests net per month



Responsible Organization: Department of Sanitation vendors

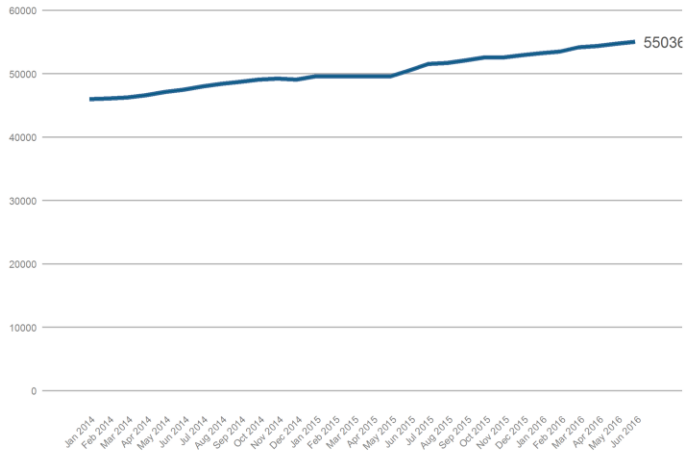
Data Source: Sanitation Department

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 steadily

Houses registered for recycling



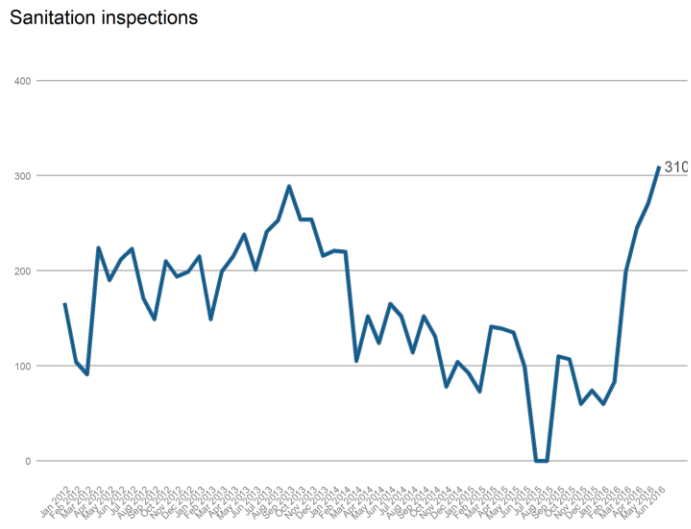
Responsible Organization:
Department of Sanitation
New Orleans Police Department

Data Source:
Department of Sanitation

Note:
Additional inspections performed by the District New Orleans Police Department Quality of Life Officers are included in the totals, but summonses are not.
Effective 12/14/14, Sanitation QOL officer transferred to NOPD field assignment.

Related Strategy:
Provide effective sanitation services to residents and businesses

With a staff of three full-time Sanitation Rangers, inspections have reached an all-time high this summer



QualityOfLifeSTAT July 21, 2016 62

Sanitation, along with other City departments, including NOPD, Safety and Permits, and Code Enforcement, have begun conducting monthly Quality of Life “sweeps” across the city.

Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Illegal dumping sites cleared	980	1000	2,000
Illegal dumping service requests closed within 30 days (%)	57	80	80
Households registered for recycling (%)	40.3	42	42

LAW

Responsible Organization:
Law Department

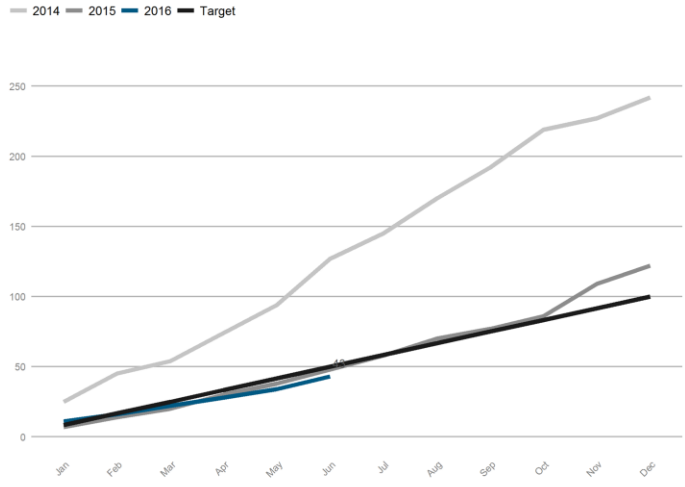
Data Source:
Law Department

Related Strategy:
Effectively and fairly administer justice

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

Current year ABO filings are just below the revised 2016 target

Cumulative number of ABO filings



Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Tax and public nuisance cases filed before ABO board	43	50	100

MOSQUITO AND TERMITE CONTROL

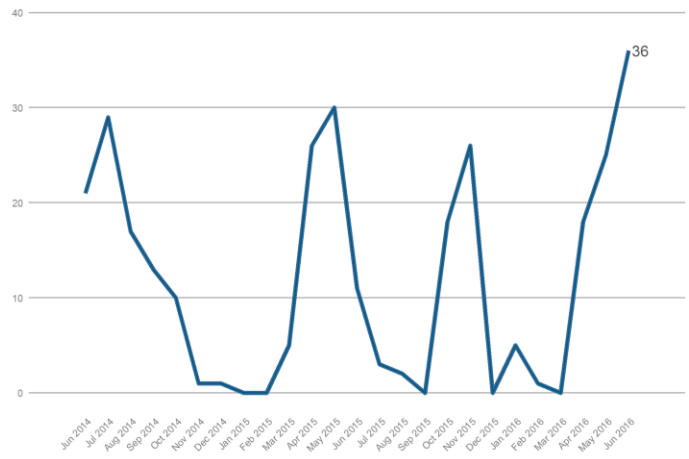
Responsible Organization:
New Orleans Mosquito, Termite, and Rodent Control Board (MTRCB)

Data Sources:
311

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

The backlog of open mosquito requests has grown over the last three months with the onset of warmer weather and heavy rain

Mosquito Control service requests open at end of month

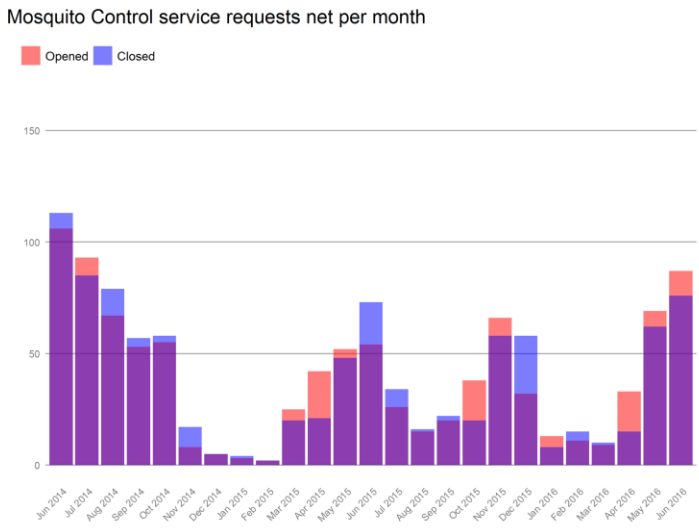


Responsible Organization:
New Orleans Mosquito, Termite, and Rodent Control Board (MTRCB)

Data Sources:
311

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

There were slightly more mosquito service requests opened than closed over the past two months



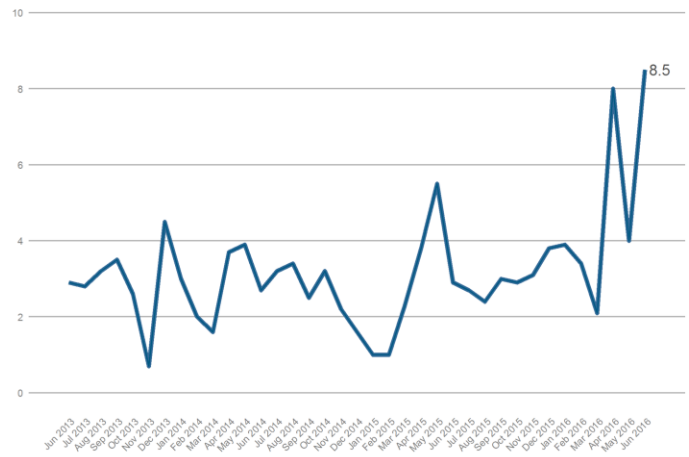
Responsible Organization:
New Orleans Mosquito, Termite, and Rodent Control Board (MTRCB)

Data Sources:
MTRCB

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

After a sharp decrease in May, mosquito request resolution time jumped back up in June.

Average days to close mosquito request



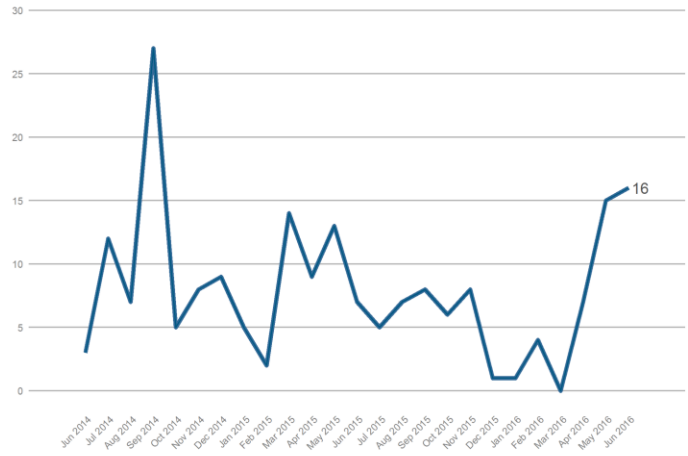
Responsible Organization:
New Orleans Mosquito, Termite, and Rodent Control Board (MTRCB)

Data Sources:
311

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

The rise in rodent-related 311 calls slowed down in June

Rodent Complaint service requests open at end of month

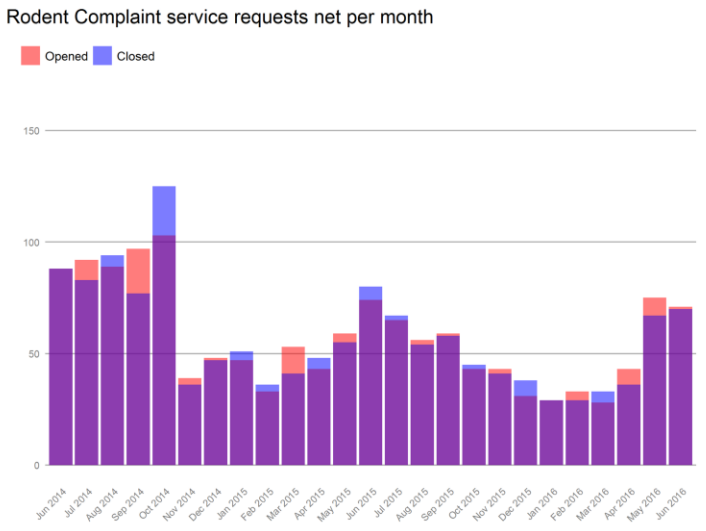


Responsible Organization:
New Orleans Mosquito, Termite, and Rodent Control Board (MTRCB)

Data Sources:
311

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

Resolution of rodent complaints in June almost matched the total number of service requests.

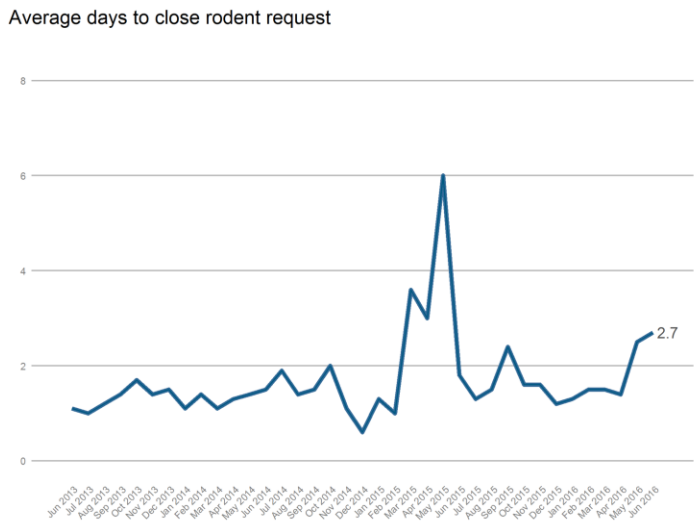


Responsible Organization:
New Orleans Mosquito, Termite, and Rodent Control Board (MTRCB)

Data Sources:
311

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

Time to close rodent complaints remained about the same in May and June



Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Business days to complete mosquito service requests	5	3	3
Business days to complete rodent service requests	1.82	3	3

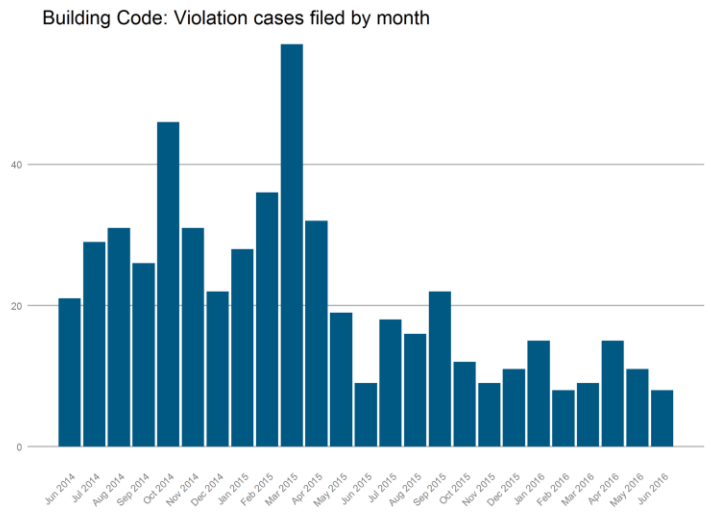
SAFETY AND PERMITS

Responsible: Organization: Safety and Permits

Data Source: LAMA permitting and licensing database

Definition:
Respond: complete a first inspection

New building code violations recorded have trended downward over the past two years

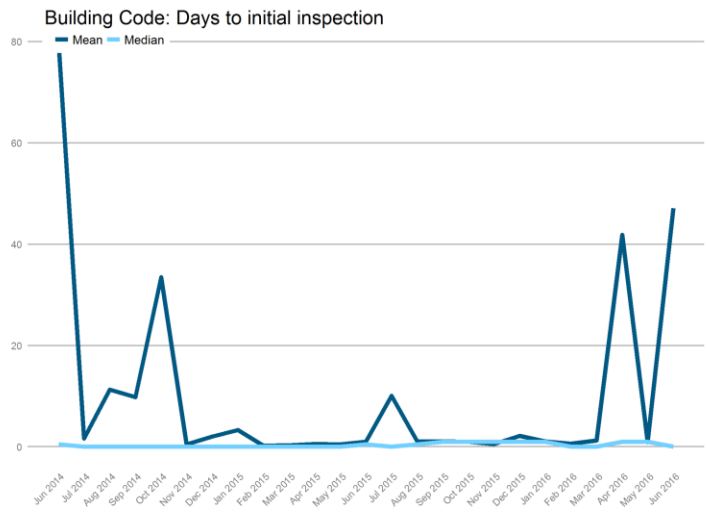


Responsible: Organization: Safety and Permits

Data Source: LAMA permitting and licensing database

Definition:
Respond: complete a first inspection

The vast majority of building code inspections have been timely, with outliers of several hundred days closed in April and June

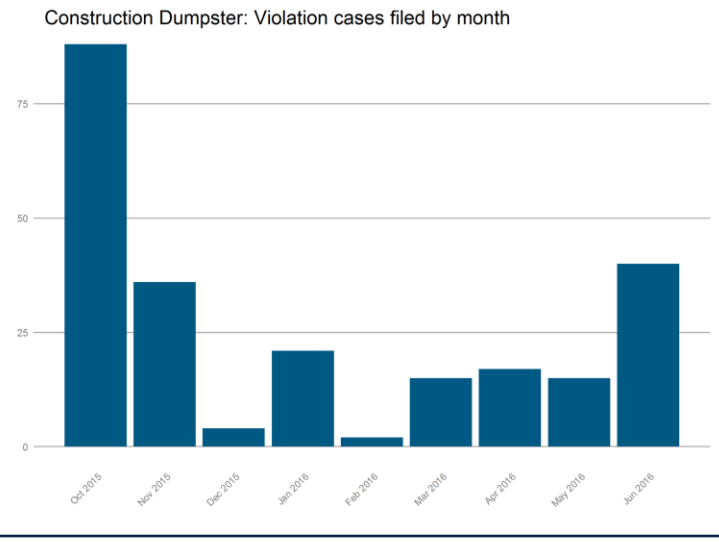


Responsible: Organization: Safety and Permits

Data Source: LAMA permitting and licensing database

Definition:
Respond: complete a first inspection

Construction dumpster complaints reported separately in LAMA increased from May to June



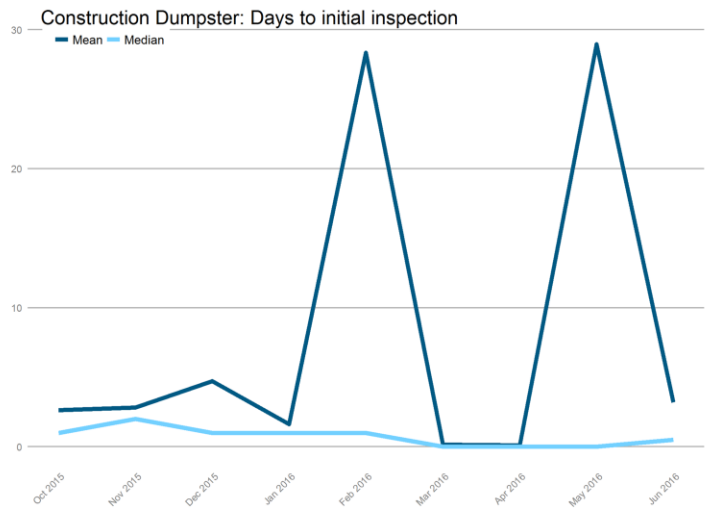
Number of citywide violations is likely understated because dumpster violations may be linked to existing building permit, rather than given a new stand-alone case.

Responsible: Organization: Safety and Permits

Data Source: LAMA permitting and licensing database

Definition:
Respond: complete a first inspection

June construction dumpster cases were inspected within five days on average

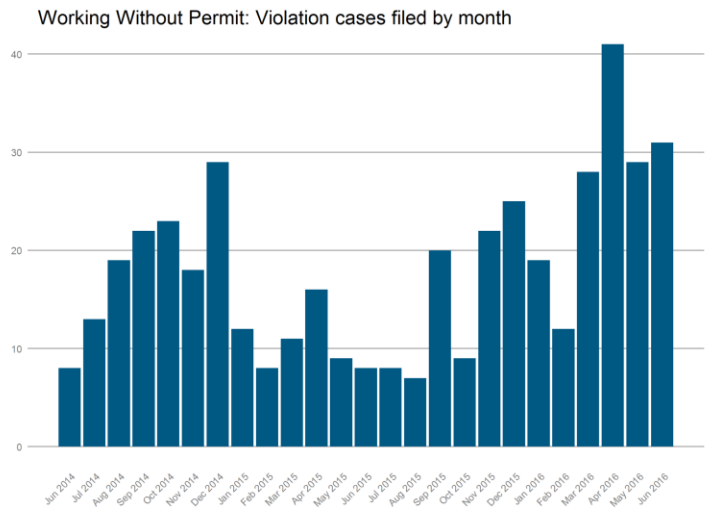


Responsible: Organization: Safety and Permits

Data Source: LAMA permitting and licensing database

Definition:
Respond: complete a first inspection

Permit violations reported in LAMA have generally trended below 40 per month, but are above June 2015 figures



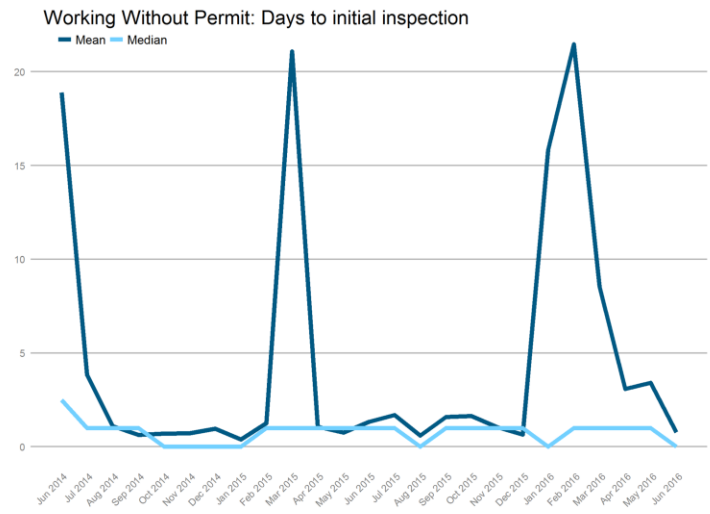
Citizens are generally checking the status of assumed violations on the One Stop Shop app, before calling to report.

Responsible: Organization: Safety and Permits

Data Source: LAMA permitting and licensing database

Definition:
Respond: complete a first inspection

Staff have pushed the time to complete permit violation inspections down to less than three days on average

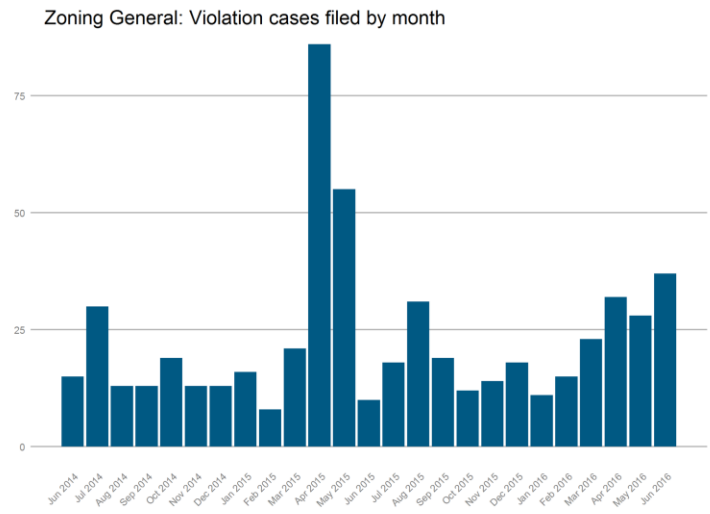


Responsible: Organization: Safety and Permits

Data Source: LAMA permitting and licensing database

Definition:
Respond: complete a first inspection

Monthly zoning violations recorded have remained below 50 complaints per month since peaking in April 2015

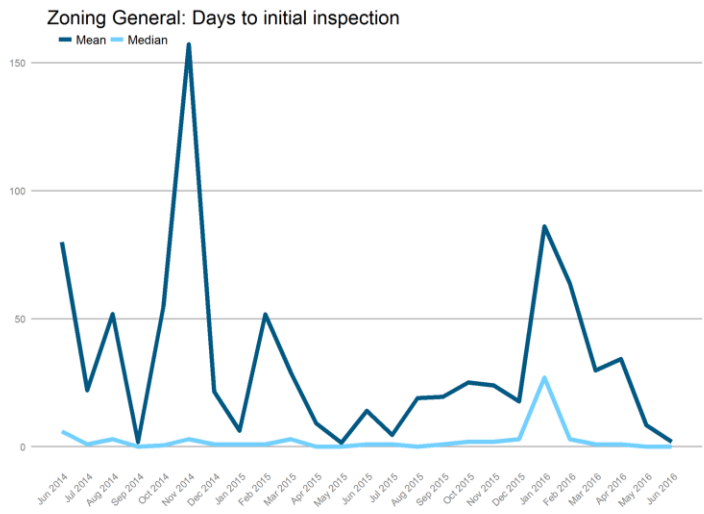


Responsible: Organization: Safety and Permits

Data Source: LAMA permitting and licensing database

Definition:
Respond: complete a first inspection

Outliers of several hundred days were addressed in November 2014 and January 2016 – the average for June was 1.9 days

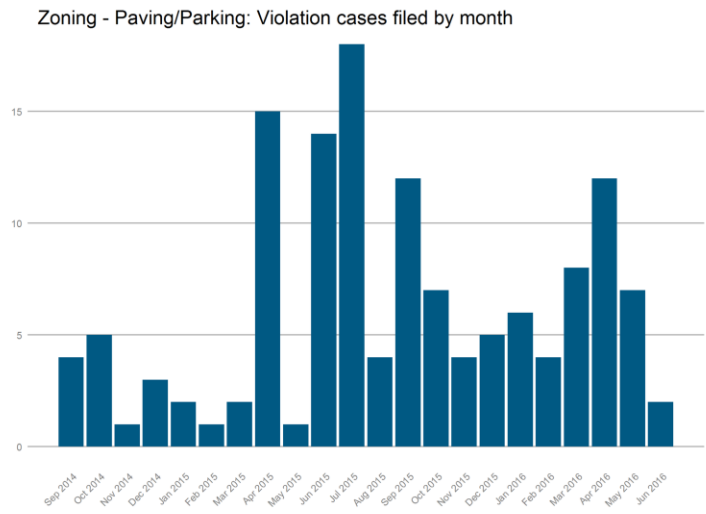


Responsible: Organization: Safety and Permits

Data Source: LAMA permitting and licensing database

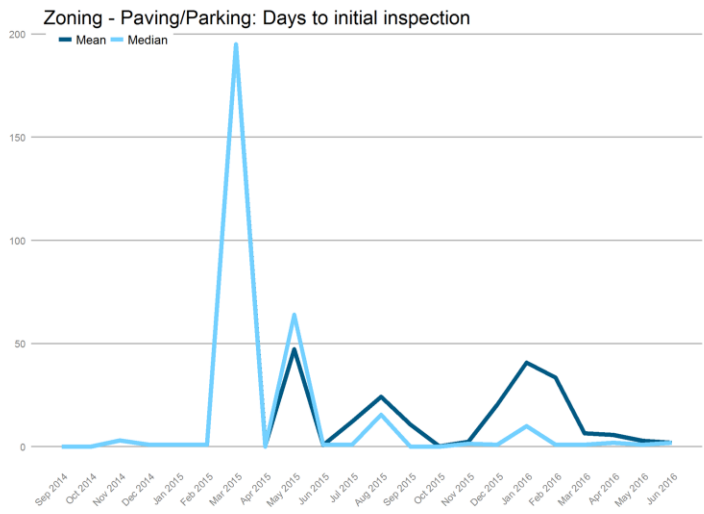
Definition:
Respond: complete a first inspection

Paving/parking complaints typically make up a smaller portion of incidents recorded in LAMA



Responsible: Organization: Safety and Permits

Data Source: LAMA permitting and licensing database

Definition:
Respond: complete a first inspection

Inspection times for paving/parking violations have been sensitive to outliers, but the average for June was two days