



CITY OF NEW ORLEANS
Quality of Life STAT

November 19, 2015
(Reporting Period: October 2015)

www.nola.gov/opa



QualityOfLifeSTAT November 19, 2015

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
2/19/15	M. Jernigan P. Sullivan	Hire needed staff and order vehicles necessary to achieve 2015 targets.	<ul style="list-style-type: none"> Awaiting delivery of crew-cab dump trucks before hiring additional maintenance staff. Other assets have been delivered.
9/17/15	C. Sylvain-Lear E. Williams	Reduce illegal tire disposal through targeted enforcement actions against unlicensed tire shops.	<ul style="list-style-type: none"> Working with LDEQ, NOPD, Law, Safety and Permits, Finance, Health, and Mosquito and Termite Control to develop sustainable process and continue enforcement. Safety and Permits drafting ordinance to move oversight away from Health Department. Graduate student deliverables drafted: report on tire identification program; charts to highlight differences between City versus State regulations and identify non-compliant shops; notice to inform public of the waste tire problem.
11/19/15	A. Norton E. Williams	Develop and implement strategy for enforcement of quality-of-life ordinances.	<ul style="list-style-type: none"> Service and Innovation Team to develop strategy and oversee implementation along with City Attorney.
11/19/15	A. Norton M. Jernigan	Develop and implement procurement strategy to reduce the backlog of abandoned vehicles requests.	<ul style="list-style-type: none"> Commodity metal prices may be affecting the economic viability of abandoned vehicle removal under existing contract structure.
11/19/15	K. Davis	Introduce separate 311 queue to distinguish potholes from major surface repairs.	<ul style="list-style-type: none"> At present, 311 system does not allow for meaningful distinctions between different types of pavement issues, which may prevent the City from providing residents with meaningful estimates of completion time for service requests.



311 and EMD



Responsible Organization:
311

Data Source:
311 performance reporting

September 311 dashboard

Existing Onboarded Departments

Onboarding Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	NORDC	Sanitation	Taxi	EMS
Timeliness to Close Requests (Closed cases meeting target > 80%, 50-80%, <50%)	100%	79%	53%	90%	65%	37%	69%	11%	74%	21%	N/A
Request Closure Rate (Closed Cases >= New Cases Yes/No)	Y	Y	N	N	N	N	N	Y	Y	Y	Y
Backlog to Closed Requests Ratio (<5, 5-7, >=8)	0.0	34.3	2.4	12.8	0.3	0.4	6.3	0.8	0.4	0.4	1.0

Department Adoption Rate

Adoption Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	NORDC	Sanitation	Taxi	EMS
Current Month	100.00%	100.00%	82.00%	100.00%	82.00%	100.00%	100.00%	68.00%	100.00%	82.00%	100.00%
DAR Avg Year-To-Date	88.00%	91.00%	96.00%	100.00%	93.00%	100.00%	100.00%	68.00%	98.00%	90.00%	100.00%

311 staff indicated that NORDC metrics should improve in following months, now that onboarding is complete.



PUBLIC WORKS



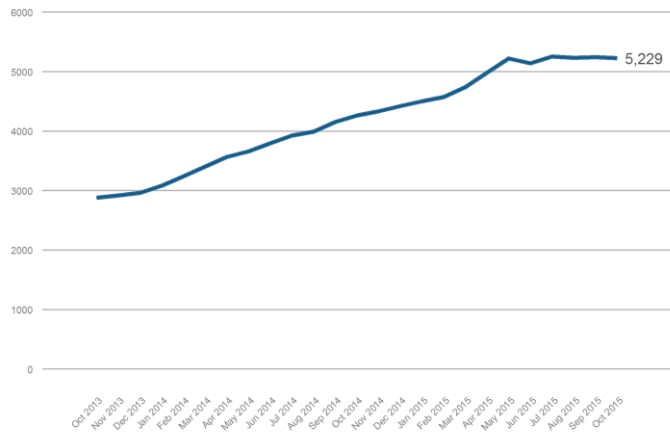
Responsible Organization:
Department of Public Works
(DPW)

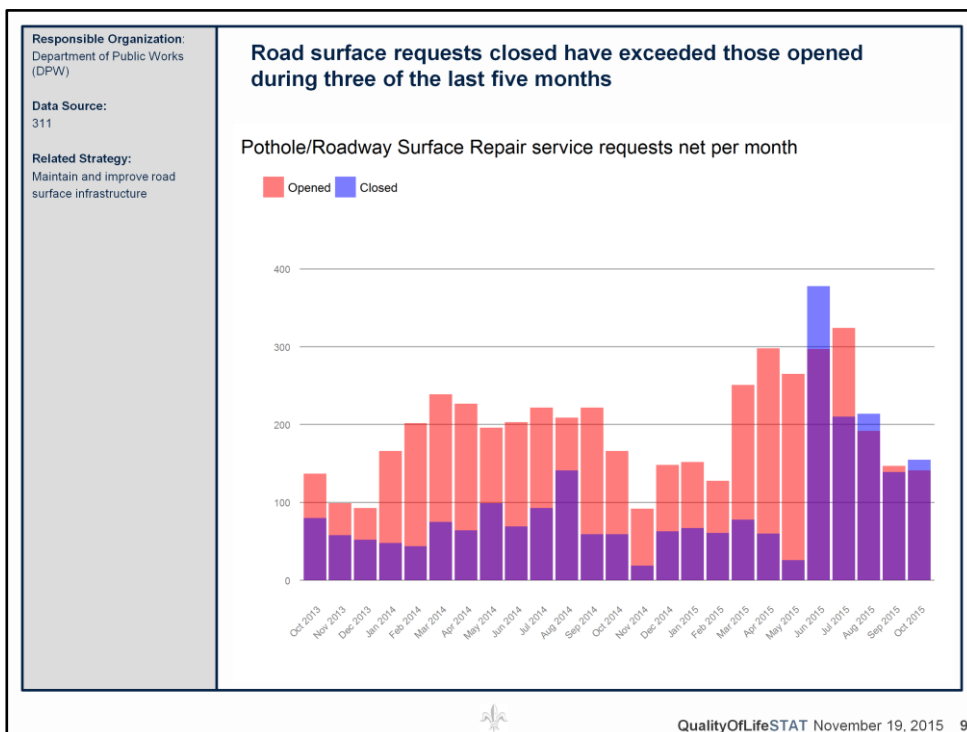
Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

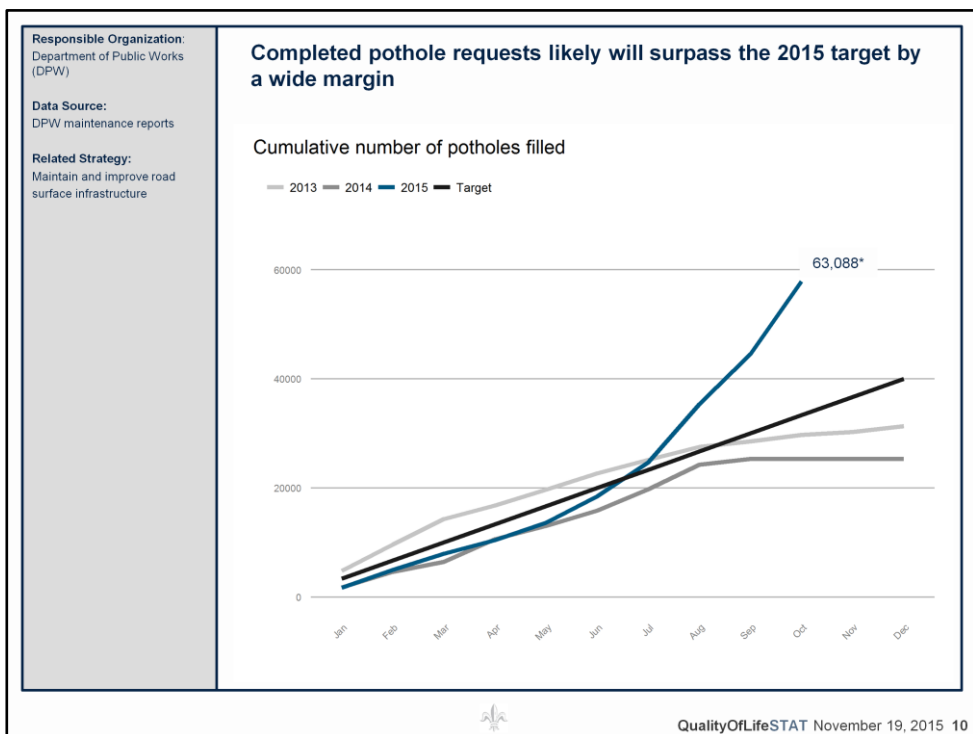
**Since May, the number of open requests for road surface repairs
has been relatively stable**

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

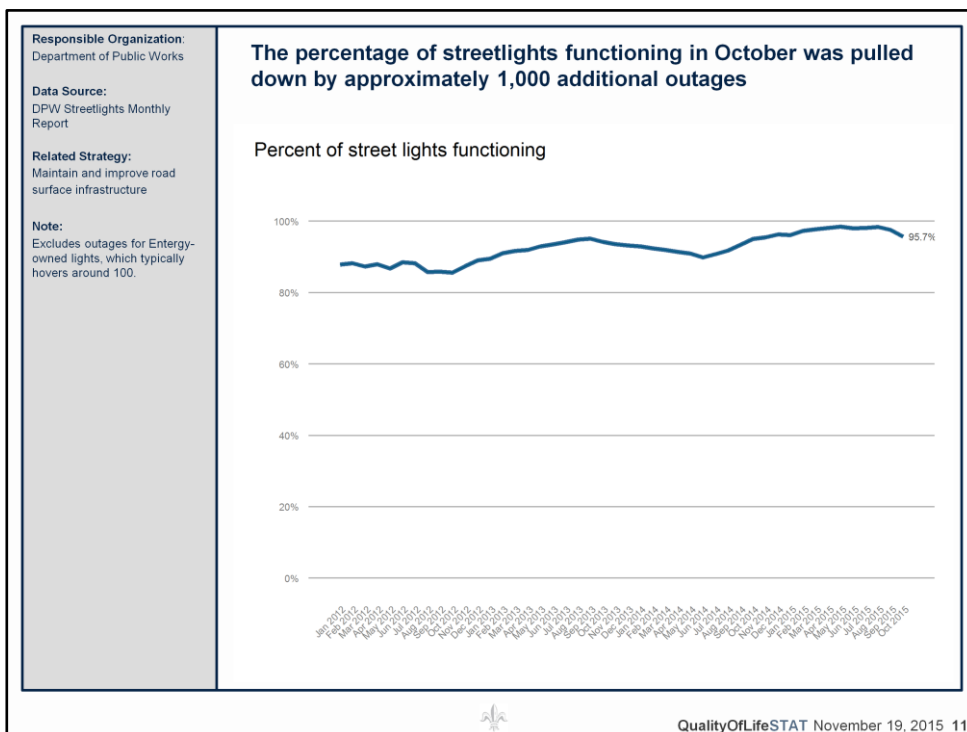




Public Works proactively completes more surface repairs than are reflected in 311 calls for surface. Anticipated implementation of comprehensive asset management and work-order system should help to reconcile these two separate data sets.



63,088 figure reported by DPW may not correspond to prior month YTD figures, which were calculated independently by OPA using weekly maintenance reports.



Streetlight repairs have been constrained by level of general operating funds allocated to Public Works.

Responsible Organization:
Department of Public Works

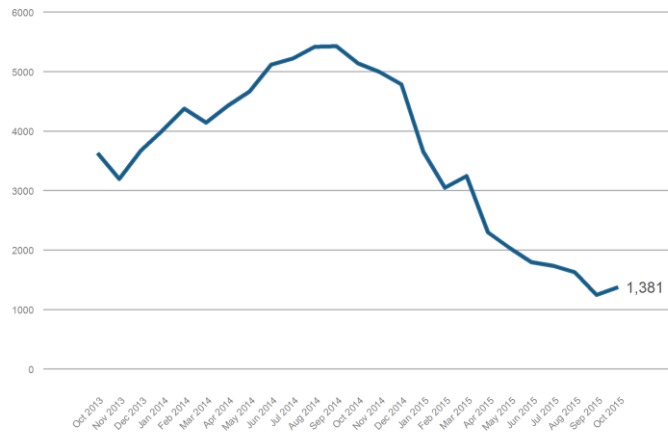
Data Source:
311

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 backlog of streetlight requests is below prior-year levels and
has generally trended downward over the past year**

Street Light service requests open at end of month



Responsible Organization:
Department of Public Works

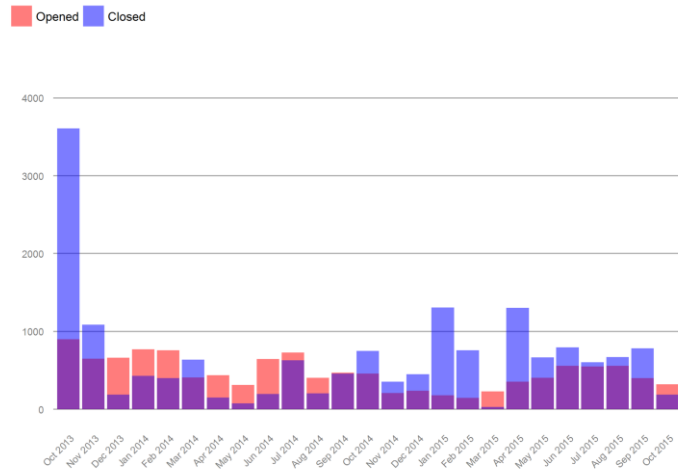
Data Source:
311

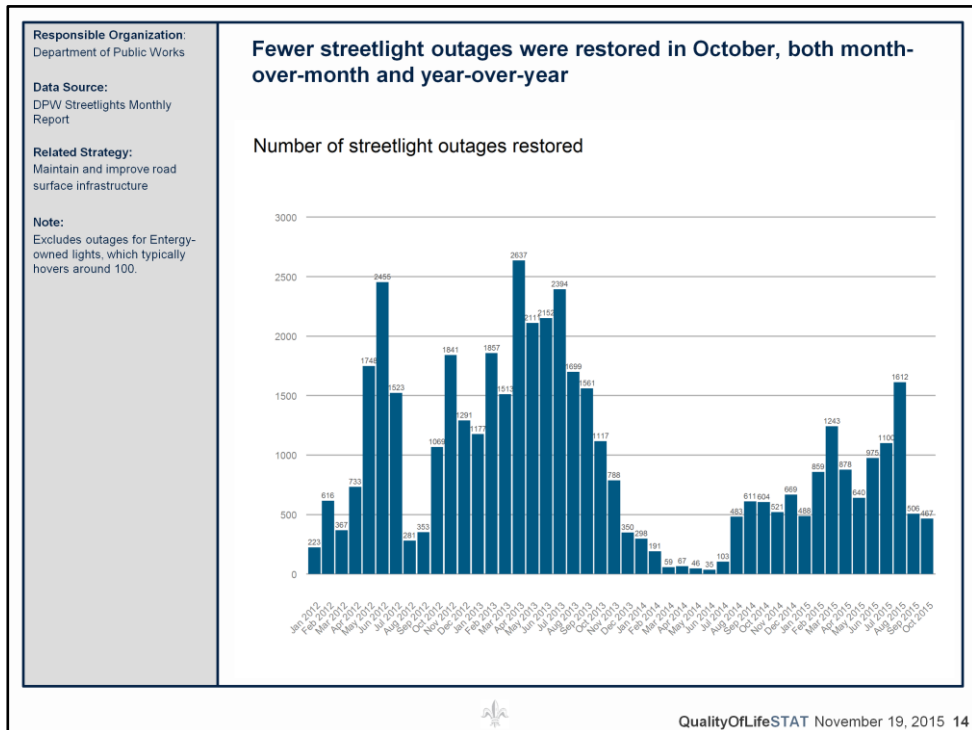
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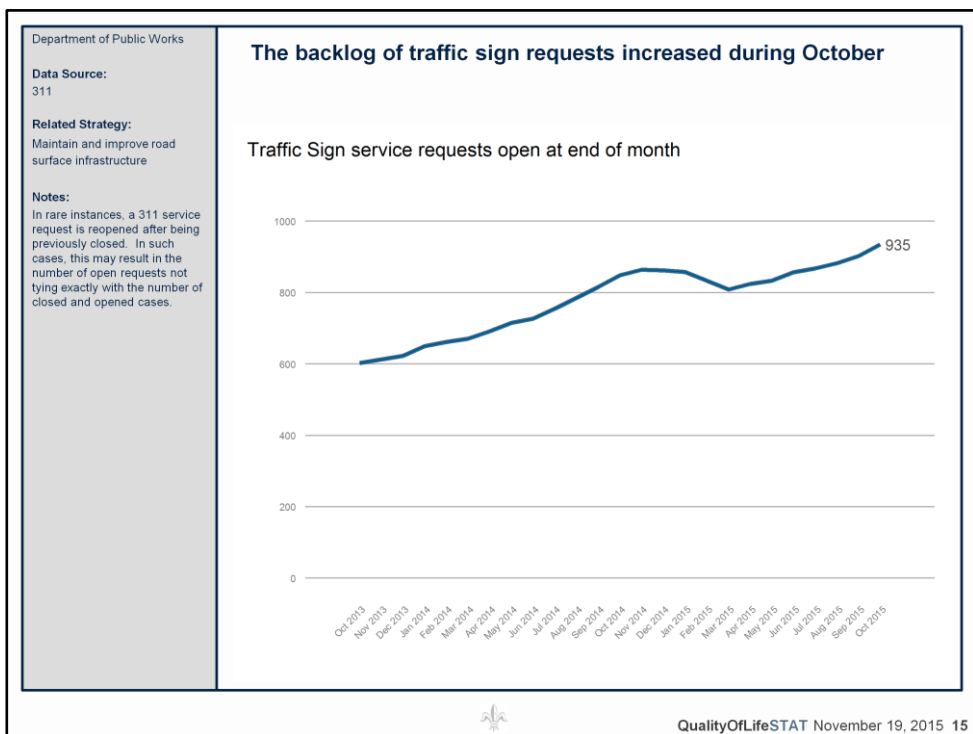
Slightly more streetlight requests were opened than closed in during October, but the overall number opened remains low

Street Light service requests net per month





Investment in LED bulbs likely has contributed to lower number of outages restored.



Crews have been diverted from traffic sign installation to fulfill other requests, including new signage mandated by City ordinance.

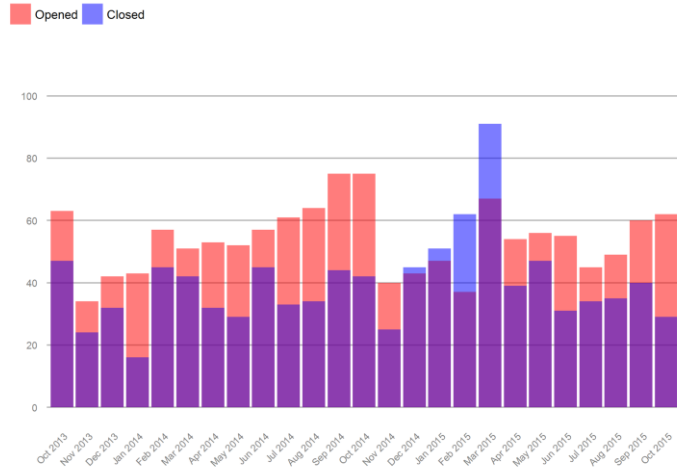
Data Source:
311

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.

In October, the number of new traffic sign requests increased while the number of closures fell slightly

Traffic Sign service requests net per month



Responsible Organization:
Department of Public Works

Data Source:
DPW Maintenance Reports

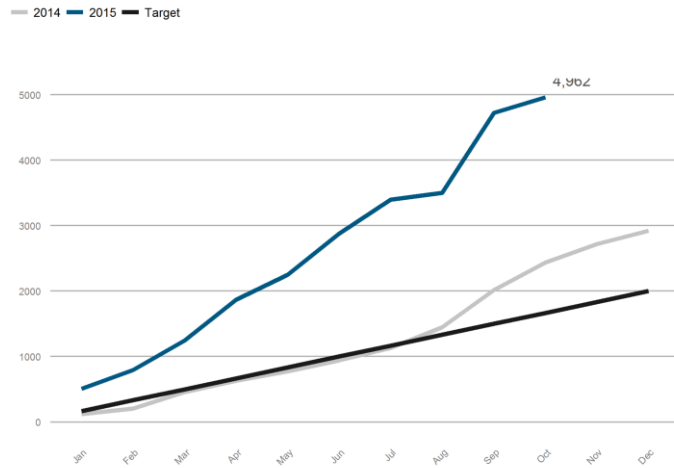
Related Strategy:
Maintain and improve road
surface infrastructure

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.

Traffic signs installed have far outpaced the 2015 target

Cumulative number of traffic signs installed



Department of Public Works

Data Source:
311

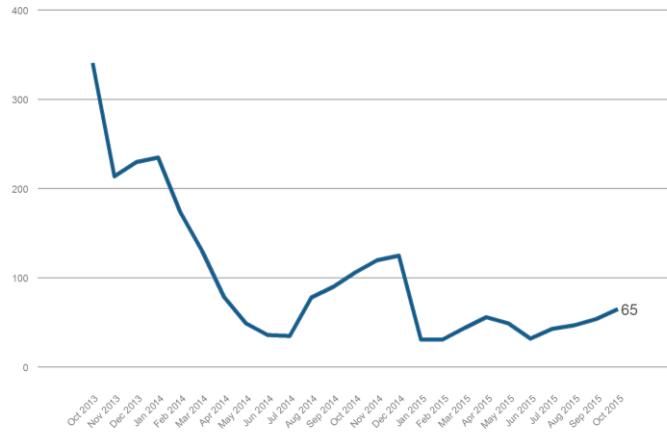
Related Strategy:
Maintain and improve road
surface infrastructure

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 risen gradually since June

Street Name Sign service requests open at end of month



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Department of Public Works

Data Source:
311

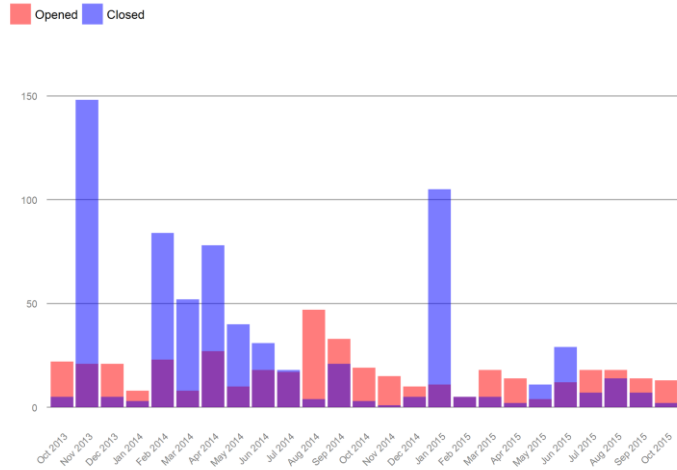
Related Strategy:
Maintain and improve road
surface infrastructure

Notes:

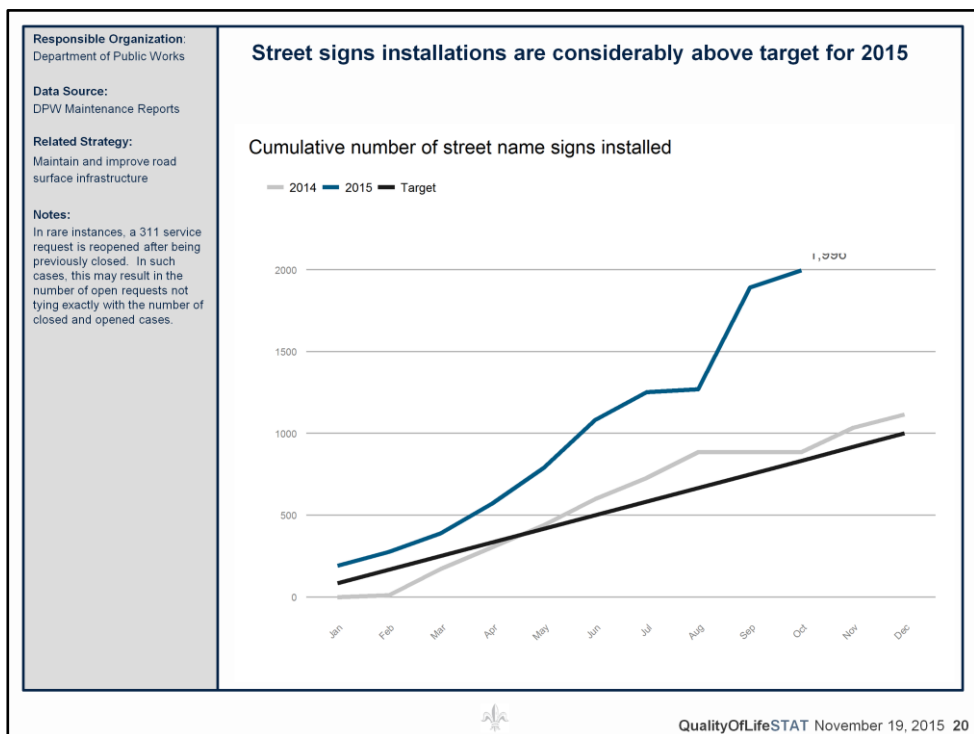
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

More street sign requests were opened than closed during October, but the number of new cases has stayed relatively low

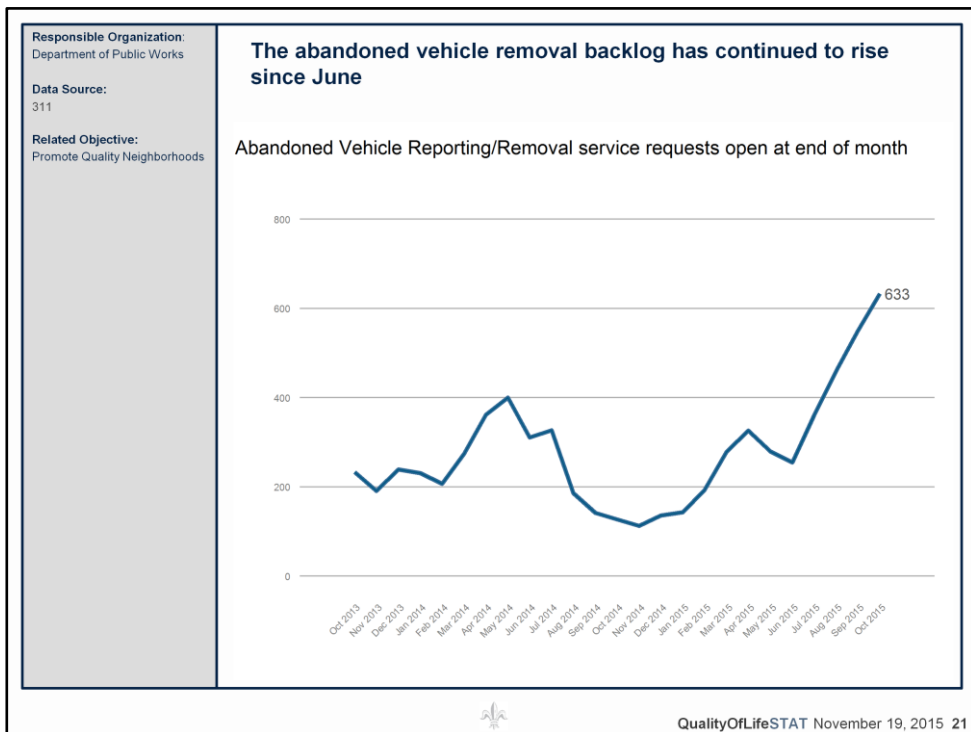
Street Name Sign service requests net per month



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Does not include approximately 6,000 temporary signs.



As noted in prior months, the City does not have adequate storage space to house vehicles suitable for auction.

Regarding junk vehicles not suitable for auction, commodity metal prices may be affecting supply of removal contractors.

Responsible Organization:
Department of Public Works

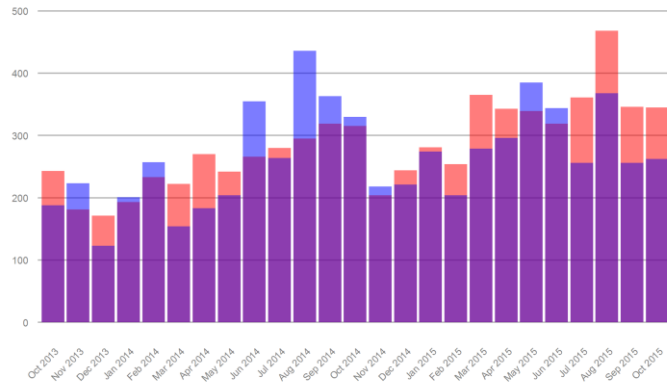
Data Source:
311

Related Objective:
Promote Quality Neighborhoods

More abandoned vehicle requests were opened than closed during October, but closures were up slightly

Abandoned Vehicle Reporting/Removal service requests net per month

Opened Closed



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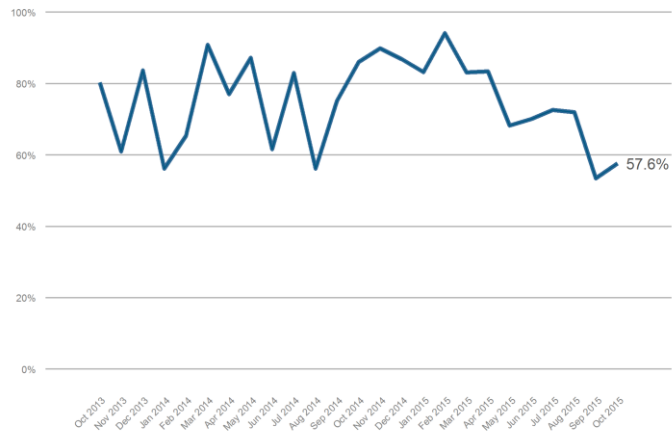
Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality Neighborhoods

The percentage of abandoned vehicle requests resolved within target rose slightly in October, along with total closures

Percent of Abandoned Vehicle Reporting Removal resolved in 30 days



Responsible Organization:
Department of Public Works

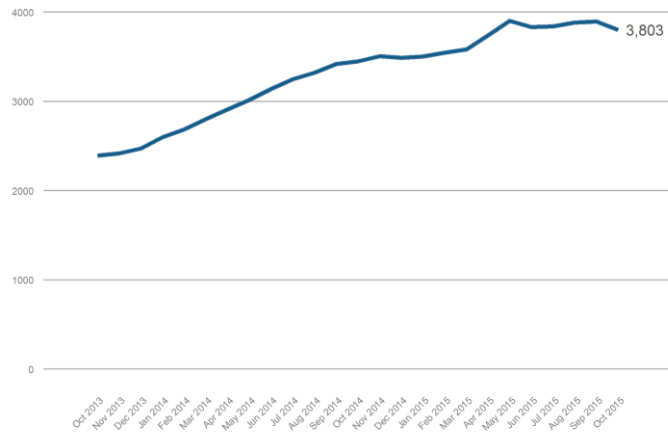
Data Source:
311

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.

The backlog of street flooding and drainage requests dipped from September to October

Street Flooding/Drainage service requests open at end of month



Responsible Organization:
Department of Public Works

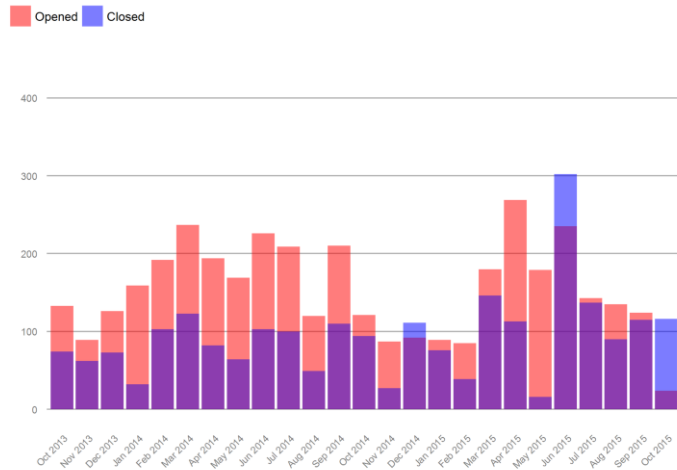
Data Source:
311

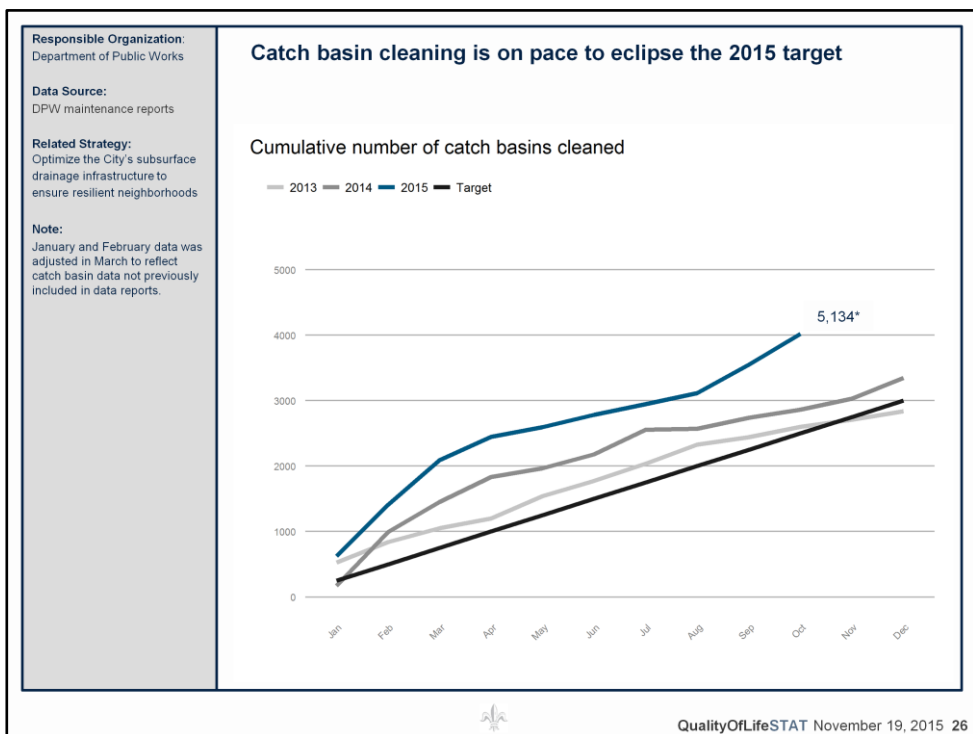
Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
ensure resilient neighborhoods

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

DPW closed several times more street flooding cases than were opened during October

Street Flooding/Drainage service requests net per month





5,134 figure reported by DPW may not correspond to prior month YTD figures, which were calculated independently by OPA using weekly maintenance reports.

Key Performance Indicators

KPI	2014		2015		
	Actual	Target Met?	Actual	Target	Status
Number of Potholes Filled	25,348	●	63,088*	33,333	●
Percent of Streetlights Functioning	96%	●	95.7%	92%	●
Number of Streetlight Outages Restored	3,018	◆	8,768	6,667	●
Percent of 311 Streetlight Service Requests Closed within 90 Days	27%	N/A	36.5%	75%	◆
Number of Permanent Traffic Signs Installed	2,921	●	4,962	3,167	●
Number of Street Name Signs Installed	1,116	◆	1,996	1,250	●
Percent of 311 Abandoned Vehicle Requests Closed within 30 Days	73%	▲	73.3%	80%	▲
Number of Catch Basins Cleaned	3,390	▲	5,134*	2,708	●
Percent of Catch Basins Cleaned	5%	N/A	5.9%	4.8%	●



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63,088 pothole figure reported by DPW may not correspond to prior month YTD figures, which were calculated independently by OPA using weekly maintenance reports.

5,134 catch basin figure reported by DPW may not correspond to prior month YTD figures, which were calculated independently by OPA using weekly maintenance reports.

SEWERAGE AND WATER BOARD



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Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Customer service indicators

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

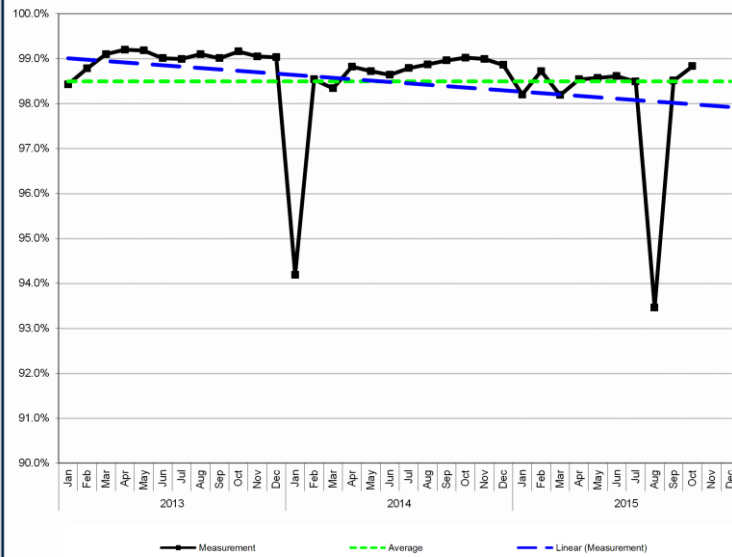


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Meters read as a percentage of total meters

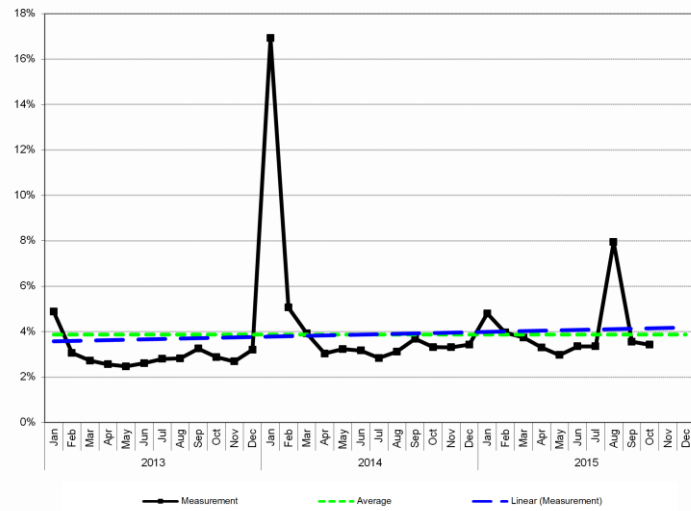


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Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Bills estimated as a percentage of total bills

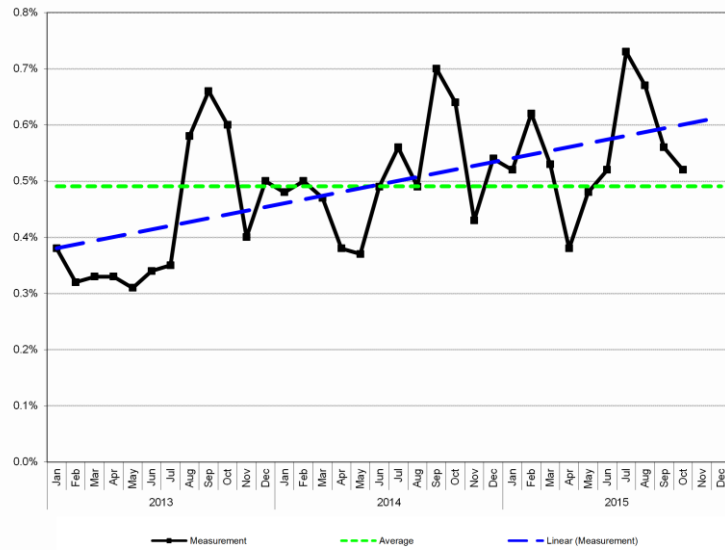


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Sewerage and Water Board of
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Data Source:
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Optimize the City's subsurface
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ensure resilient neighborhoods

Investigations from high bill complaints as a percentage of total bills

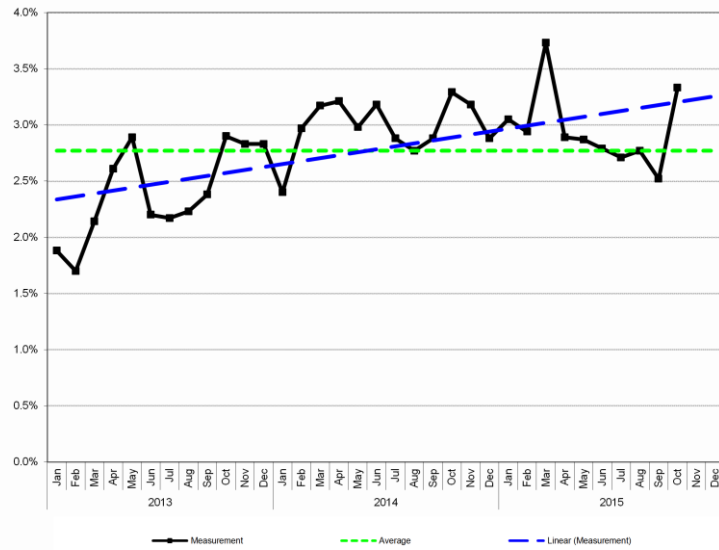


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Sewerage and Water Board of
New Orleans

Data Source:
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Related Strategy:
Optimize the City's subsurface
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Bills adjusted as a percentage of total bills computed

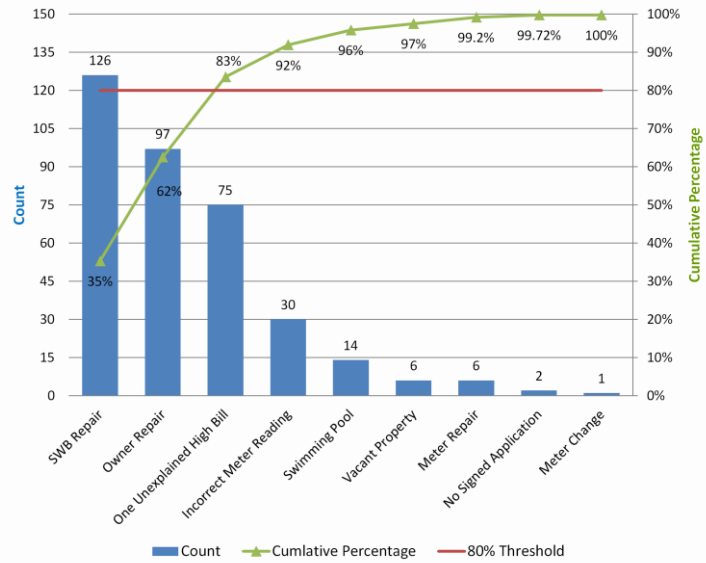


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Reasons for adjustments

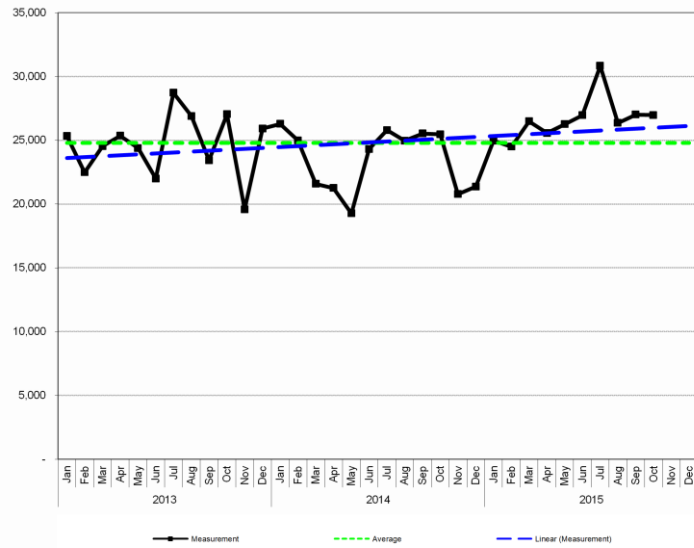


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New Orleans

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

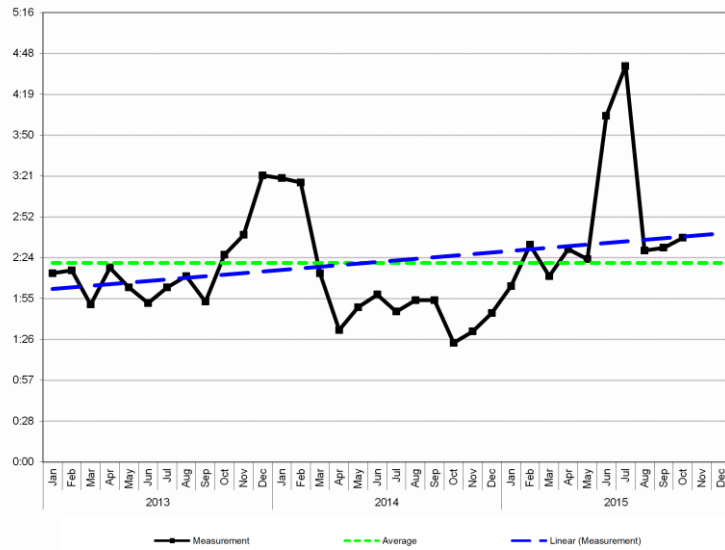


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Data Source:
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New Orleans

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Optimize the City's subsurface
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ensure resilient neighborhoods

Average call wait time

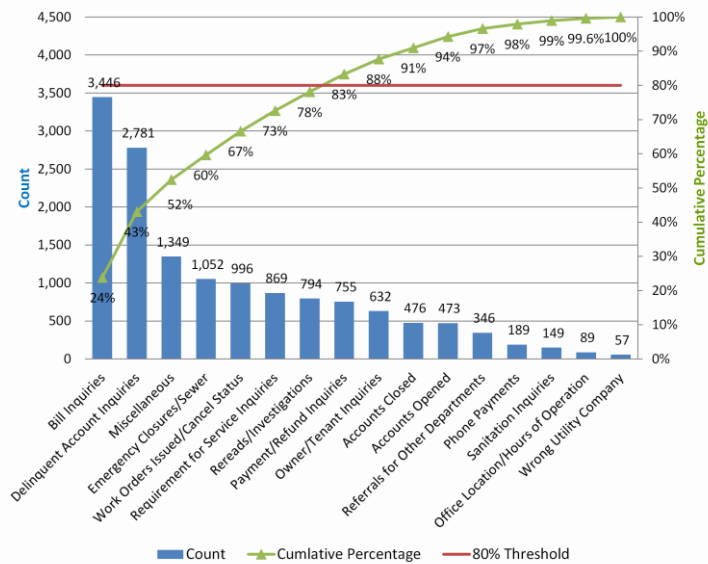


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Types of customer calls



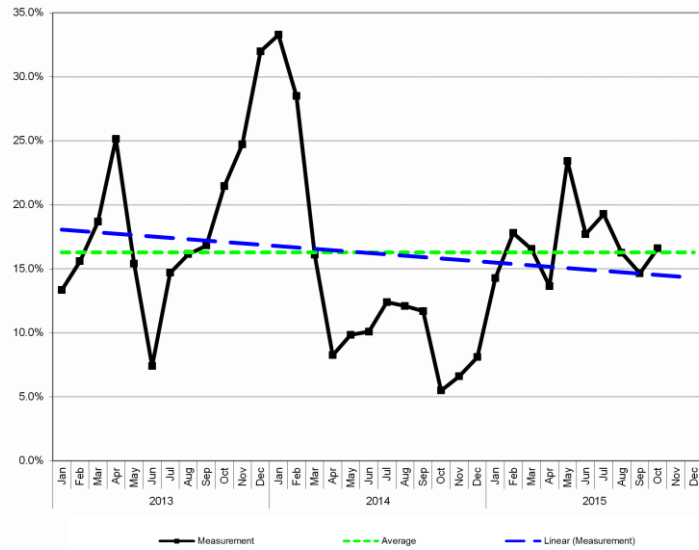
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Responsible Organization:
Sewerage and Water Board of
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New Orleans

Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
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Calls abandoned by customers as a percentage of total

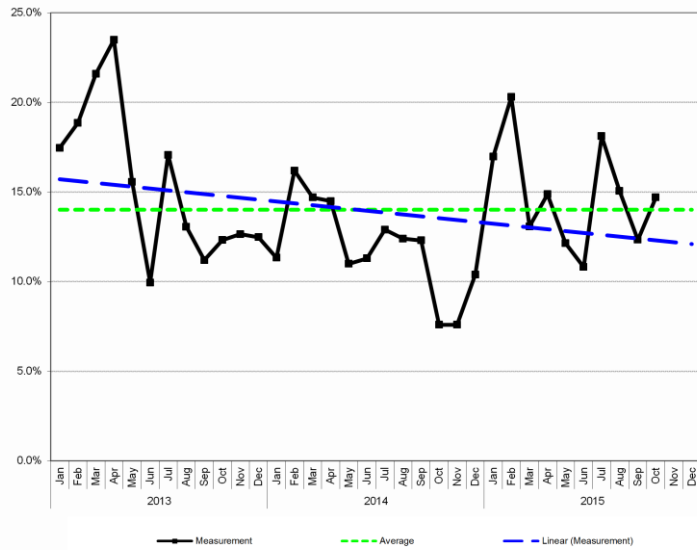


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New Orleans

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New Orleans

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Optimize the City's subsurface
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Emergency calls abandoned by customers as a percentage of total emergency calls

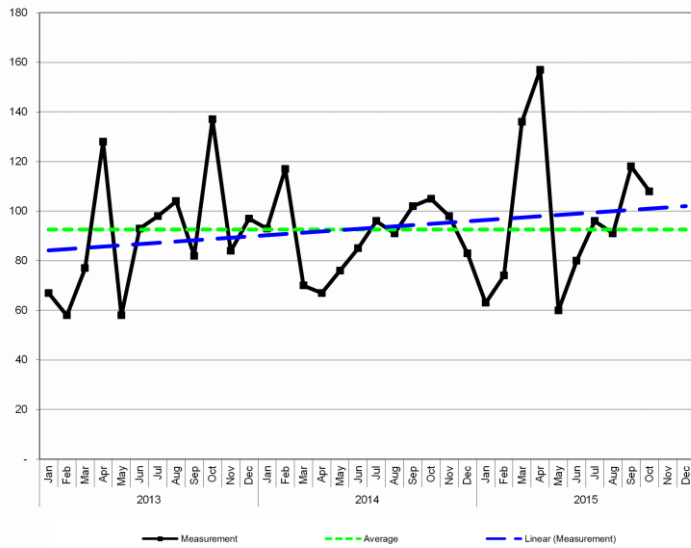


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Sewerage and Water Board of
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Data Source:
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New Orleans

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

Total service requests about low water pressure

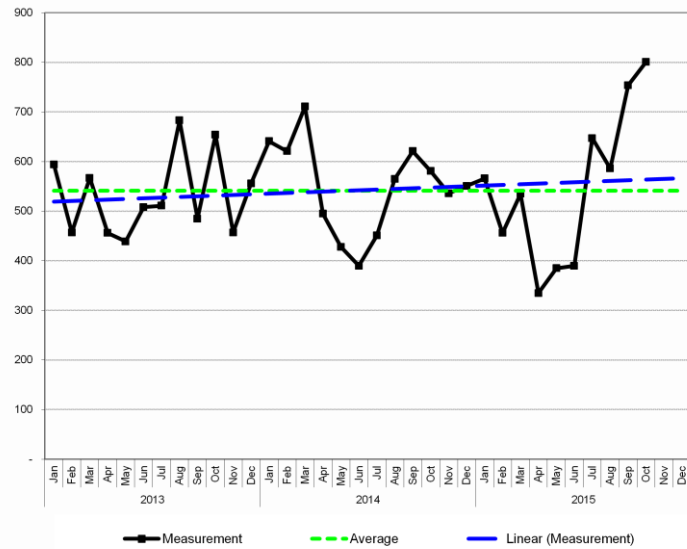


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New Orleans

Related Strategy:
Optimize the City's subsurface
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Total service requests for water system leaks

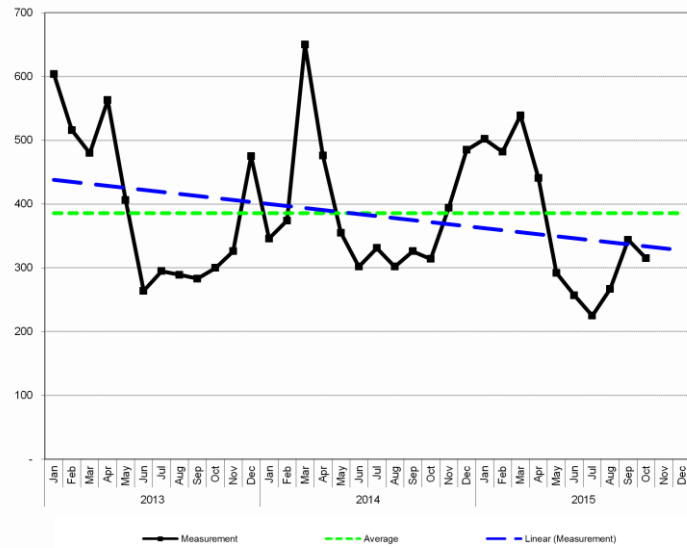


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Related Strategy:
Optimize the City's subsurface
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ensure resilient neighborhoods

Total service requests for sewer system leaks

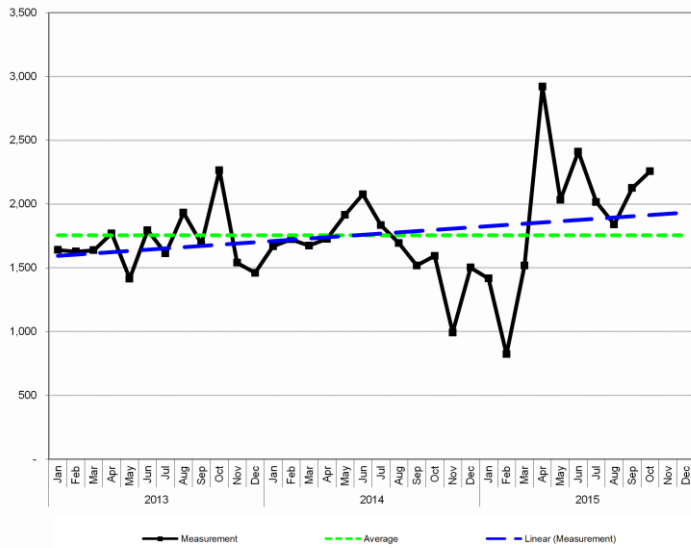


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Total accounts turned off for non-payment

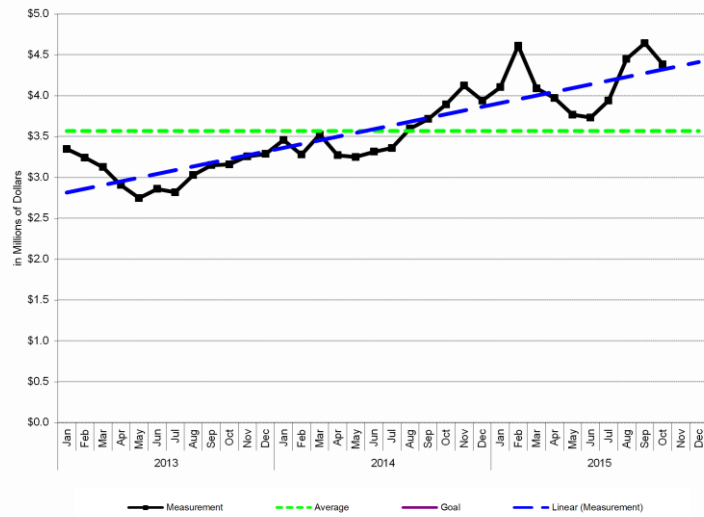


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Data Source:
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Related Strategy:
Optimize the City's subsurface
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ensure resilient neighborhoods

Water and sewer receivables 30 to 120 days old

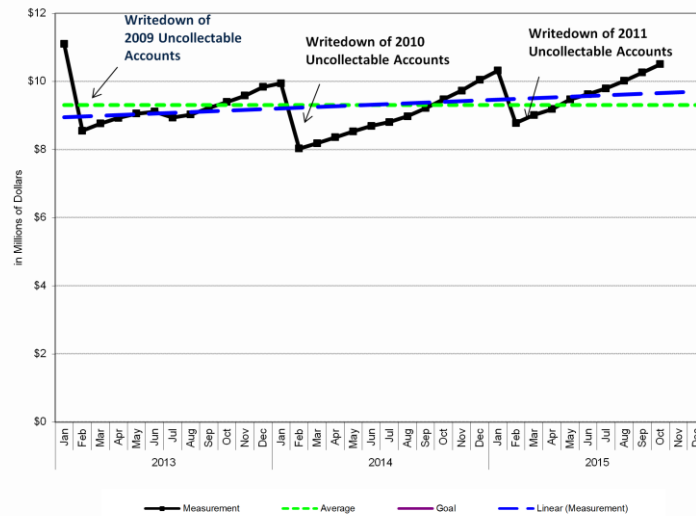


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Data Source:
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Optimize the City's subsurface
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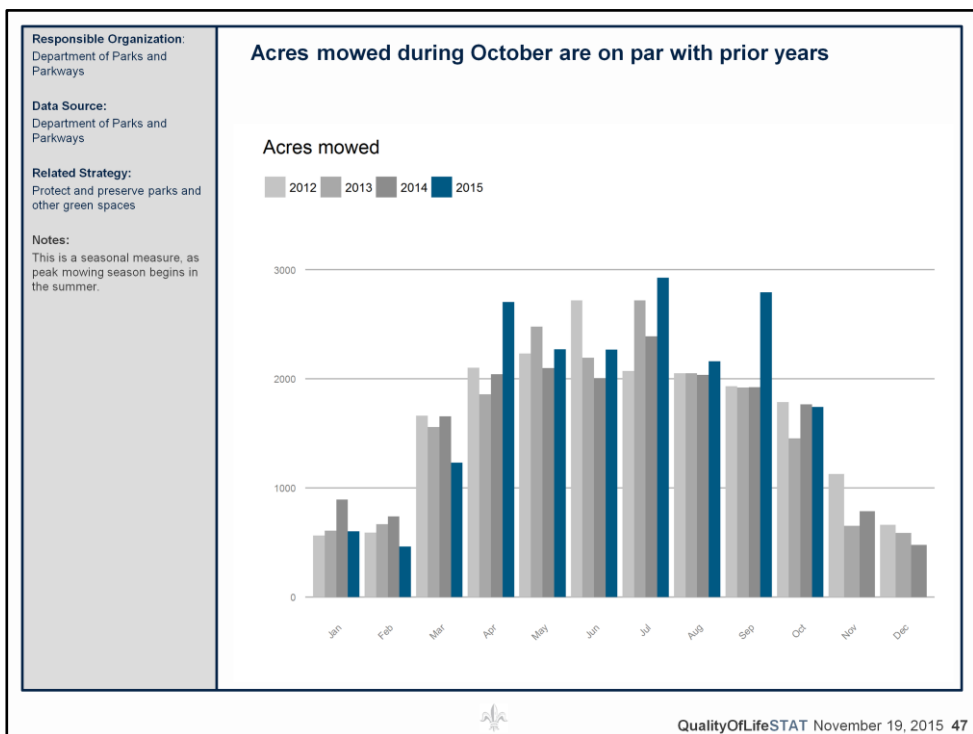
Water and sewer receivables 120 days and older



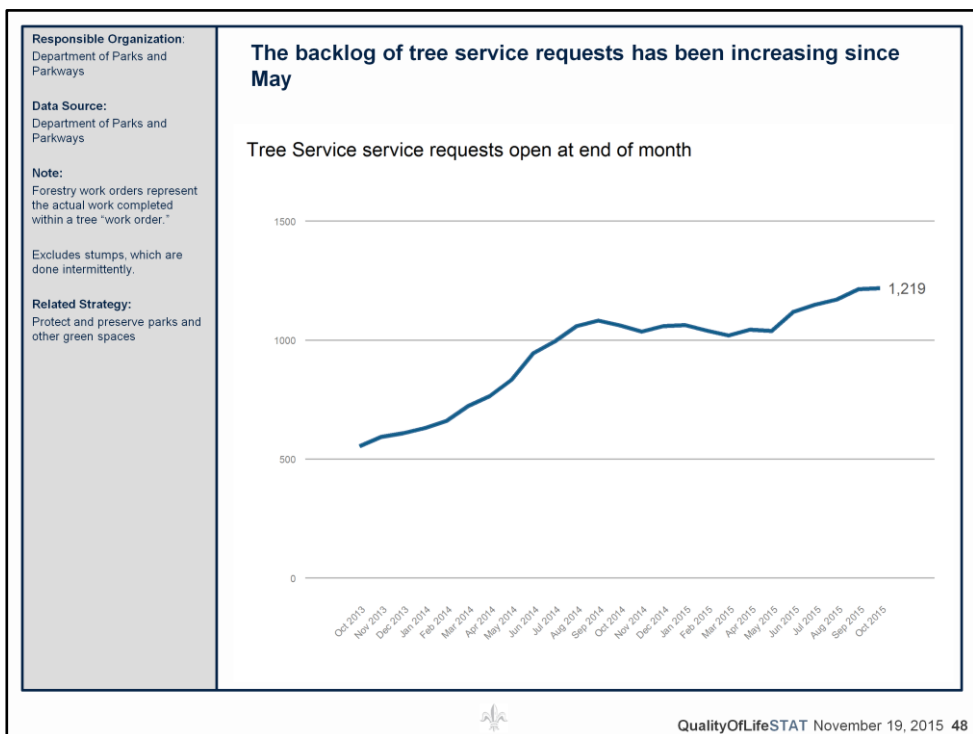
PARKS AND PARKWAYS



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Awaiting delivery of forestry equipment, which is built for the City on just-in-time basis. Delivery expected after Mardi Gras.



Backlog likely to increase over the next few months as Parks and Parkways moves resources toward trimming parade routes.

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."

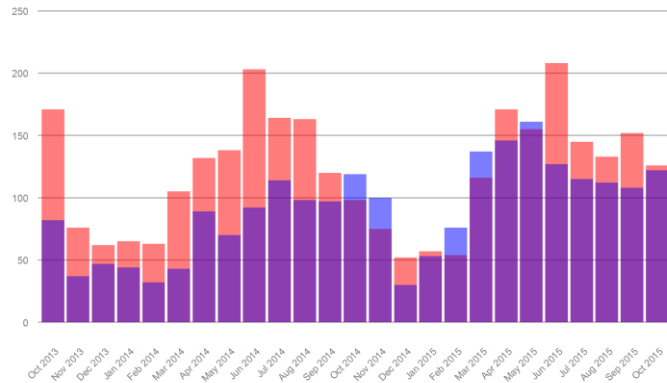
Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

Trees service closures during October were just about on par with new requests opened

Tree Service service requests net per month

Opened Closed



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

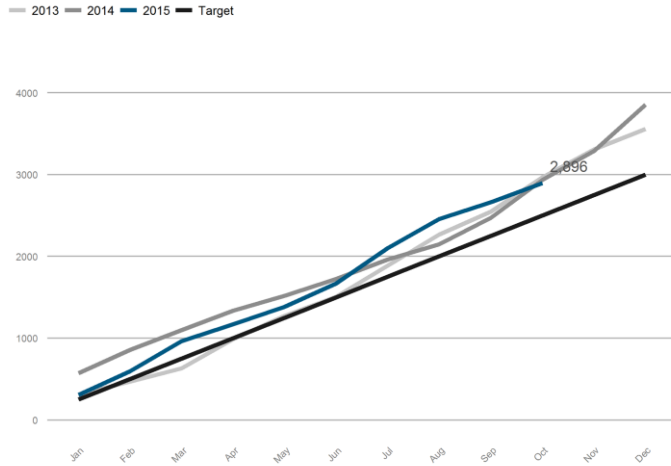
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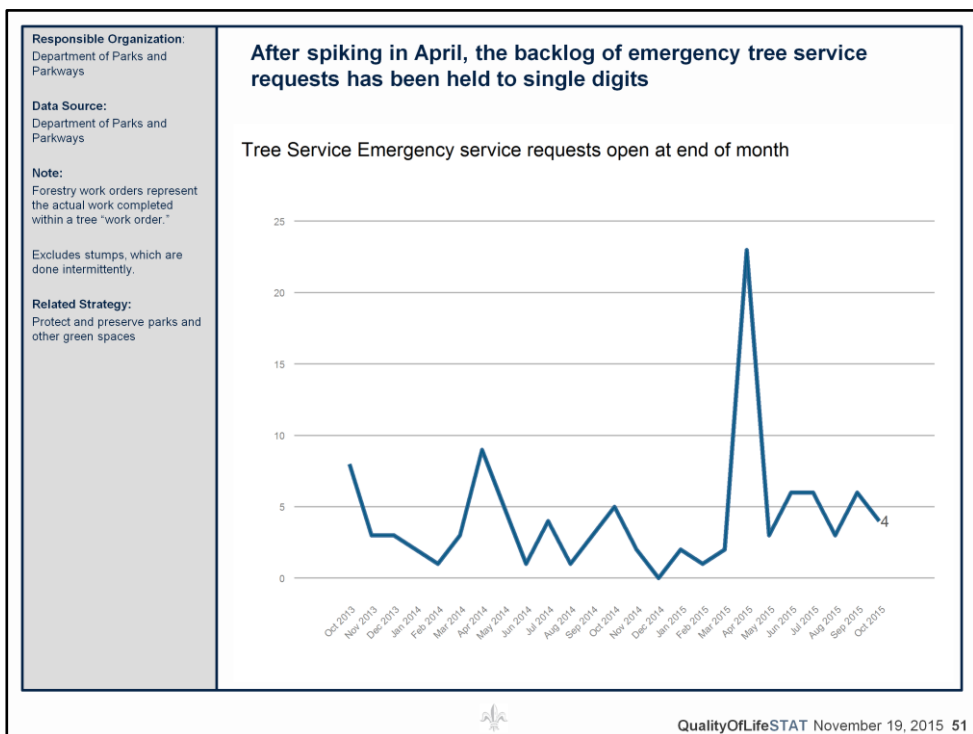
Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

Cumulative tree trims and removals are on par with prior-year trends and slightly ahead of the 2015 target

Cumulative number of tree trims and removals





Likely reflects service requests initiated at the end of the month, as emergency requests are generally resolved very quickly.

Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

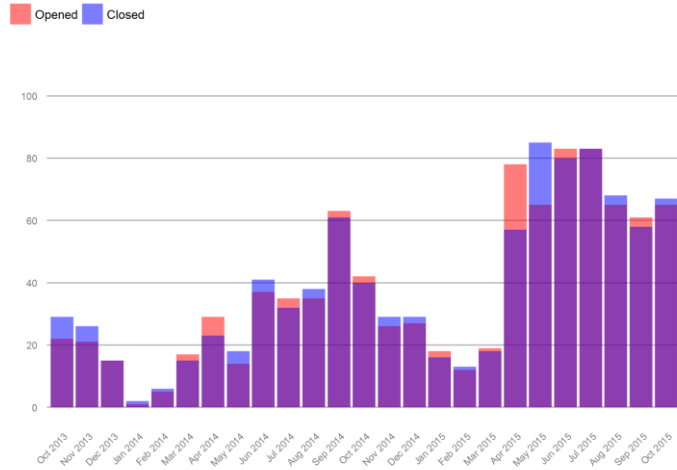
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

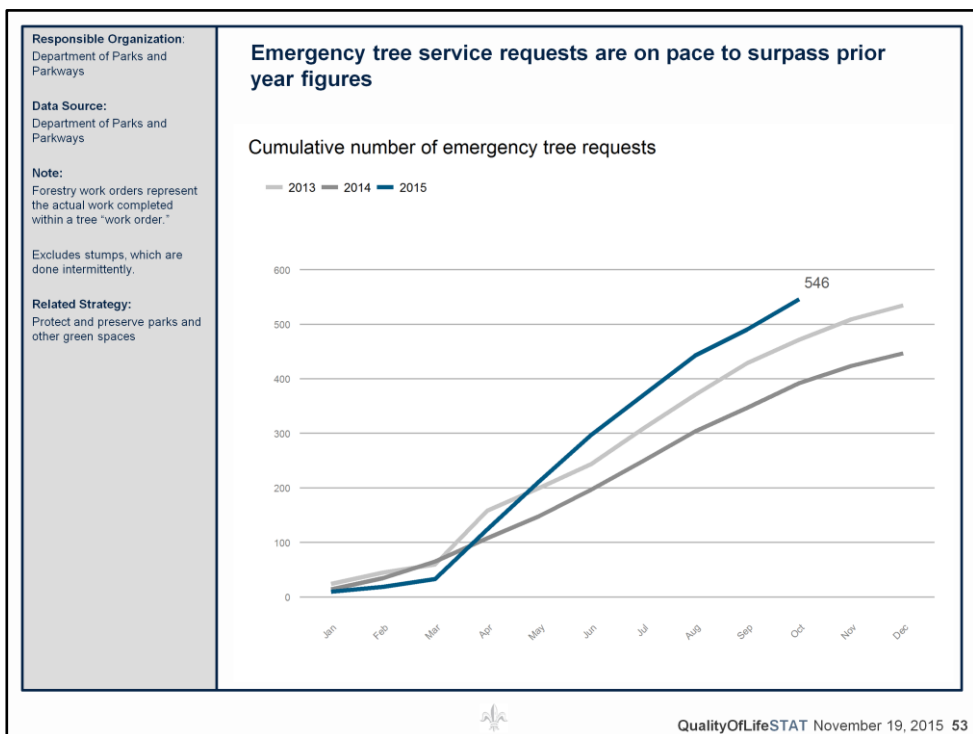
Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

For October, Parks and Parkways closed more emergency tree service requests than were opened

Tree Service Emergency service requests net per month





Above-average number of requests compared to prior years likely has contributed to backlog.

Responsible Organization:
Department of Sanitation
Department of Parks and
Parkways

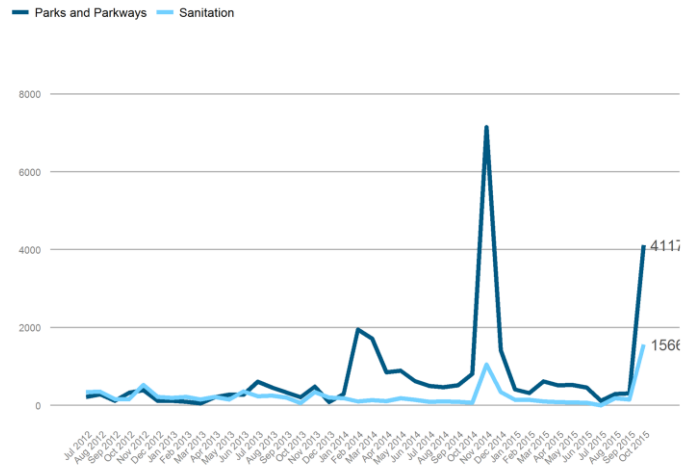
Data Source:
Department of Sanitation
Department of Parks and
Parkways

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 shot up during October in keeping with election-season trends

Bandit signs removed



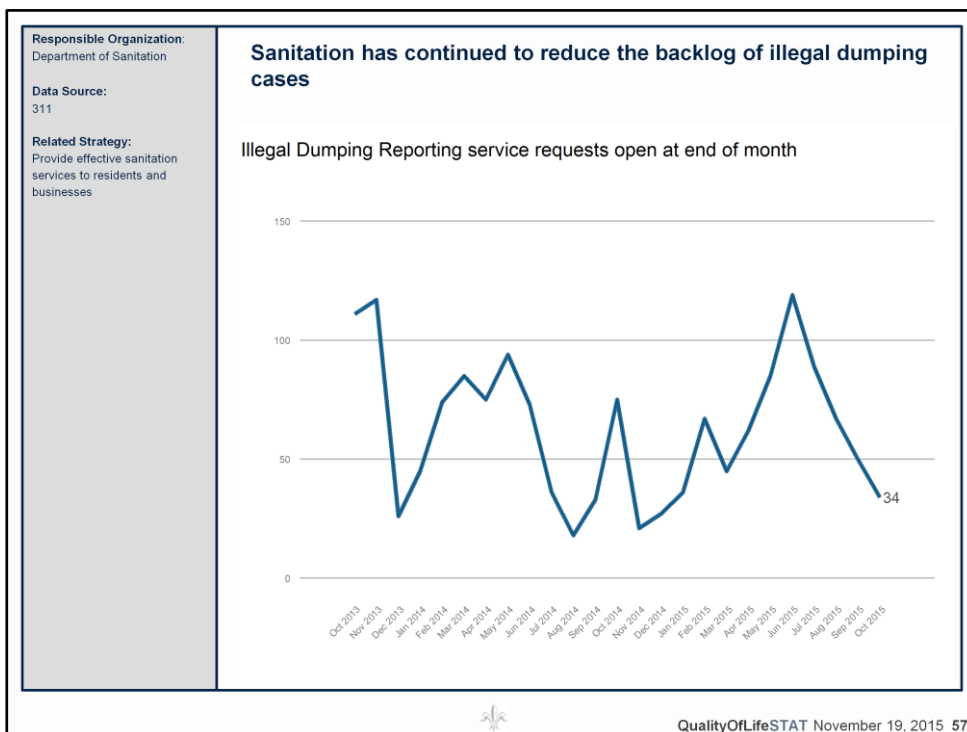
Key Performance Indicators

KPI	2014		2015		Status
	Actual	Target Met?	Actual	Target	
Number of acres mowed	18,801		19,149	15,833	
Number of tree trims and removals	NA		2,896	2,500	



SANITATION





Awaiting LDEQ approval for transfer station, which is expected to be open to the public in 2016.

Responsible Organization:
Department of Sanitation

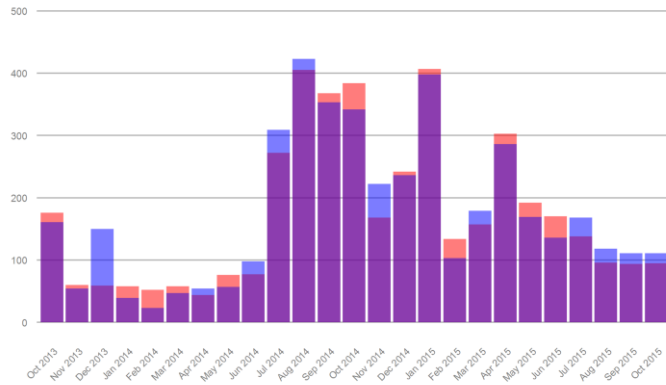
Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

More illegal dumping requests were resolved than initiated for the fourth consecutive month

Illegal Dumping Reporting service requests net per month

Opened Closed



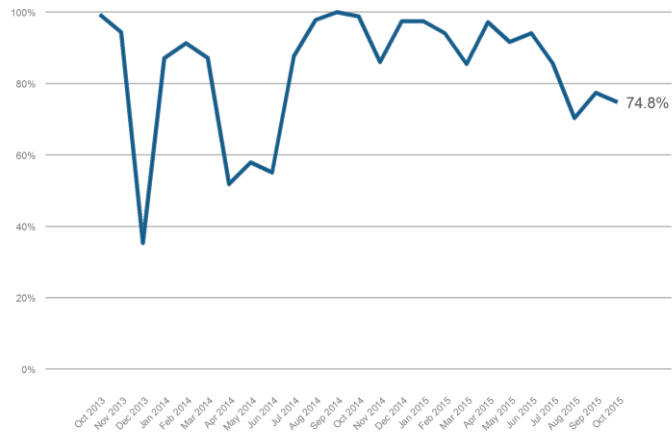
Responsible Organization:
Department of Sanitation

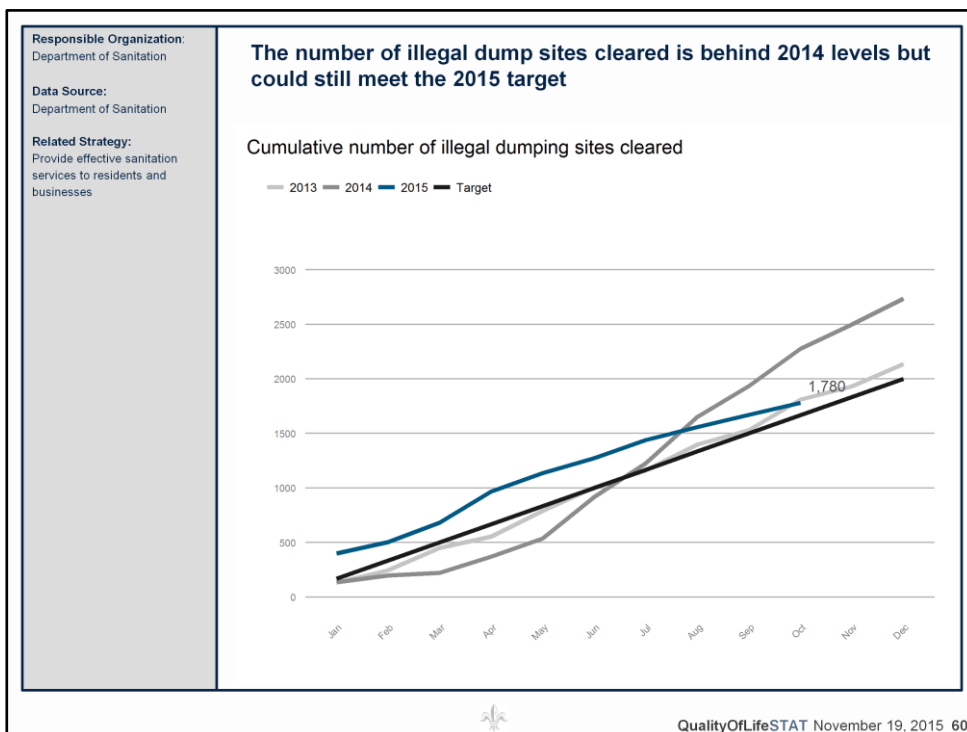
Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

The percentage of illegal dumping requests closed within 30 days dipped slightly from September to October

Percent of Illegal Dumping Reporting resolved in 30 days





Department working to identify whether year-to-date performance compared with prior years stems from reporting practice (rather than underlying activity level).

Sanitation is also awaiting delivery of certain equipment.

Responsible Organization:
Department of Sanitation

Data Source:
Department of Sanitation

Note:

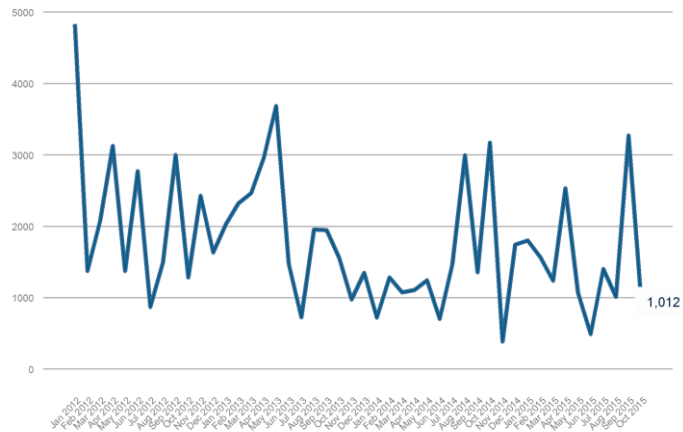
"Tires removed" indicates the number of dumped tires the vendor transports from the City facility that had previously been collected Sanitation. Consequently, this figure does not always reflect the exact amount collected from illegal dumping sites during a given month.

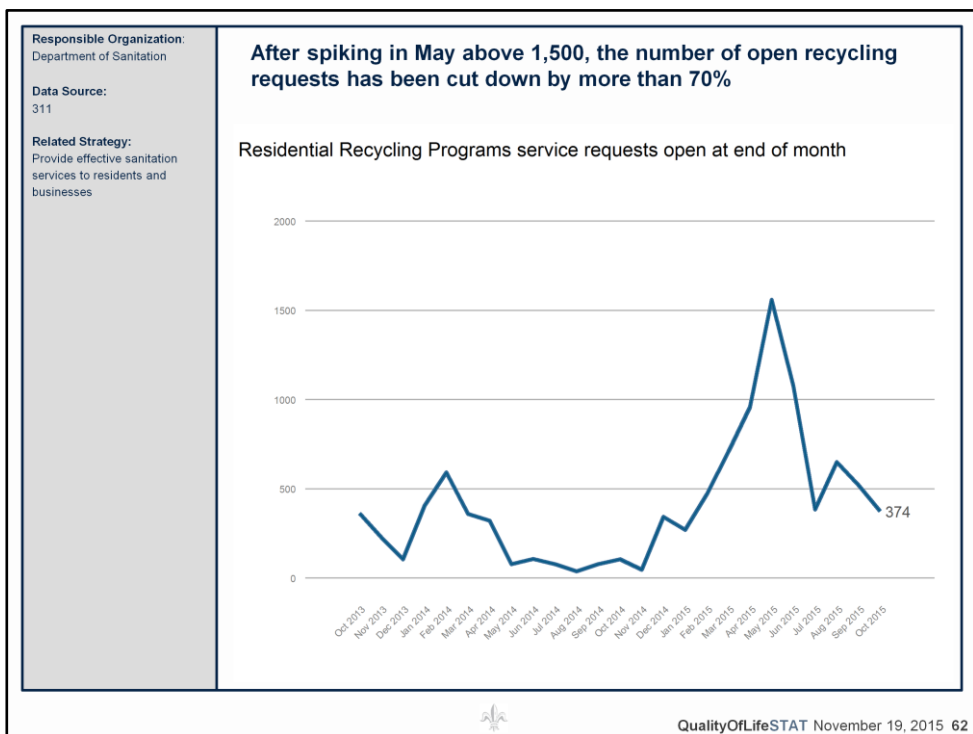
Related Strategy:

Provide effective sanitation services to residents and businesses

The number of tires removed fell in October – reflecting the volume of K-10 cleanup activities during September

Tires removed





3,000 additional carts have been ordered to keep pace with demand.

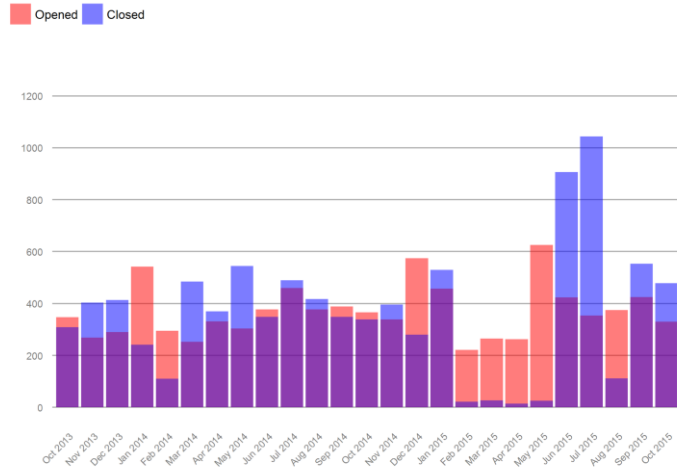
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

More recycling requests have been resolved than initiated during four of the past five months

Residential Recycling Programs service requests net per month



Responsible Organization:
Department of Sanitation
vendors

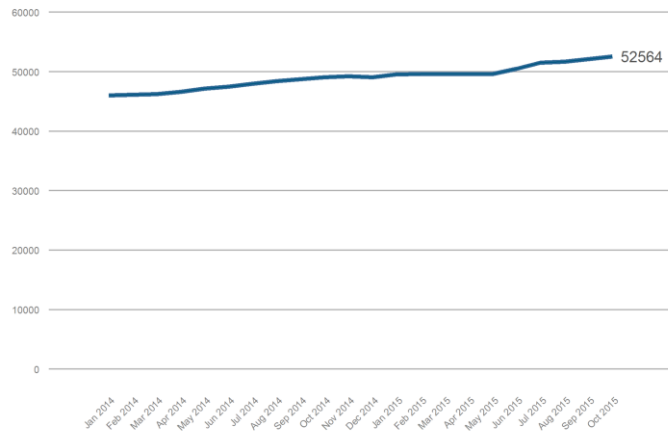
Data Source:
Sanitation Department

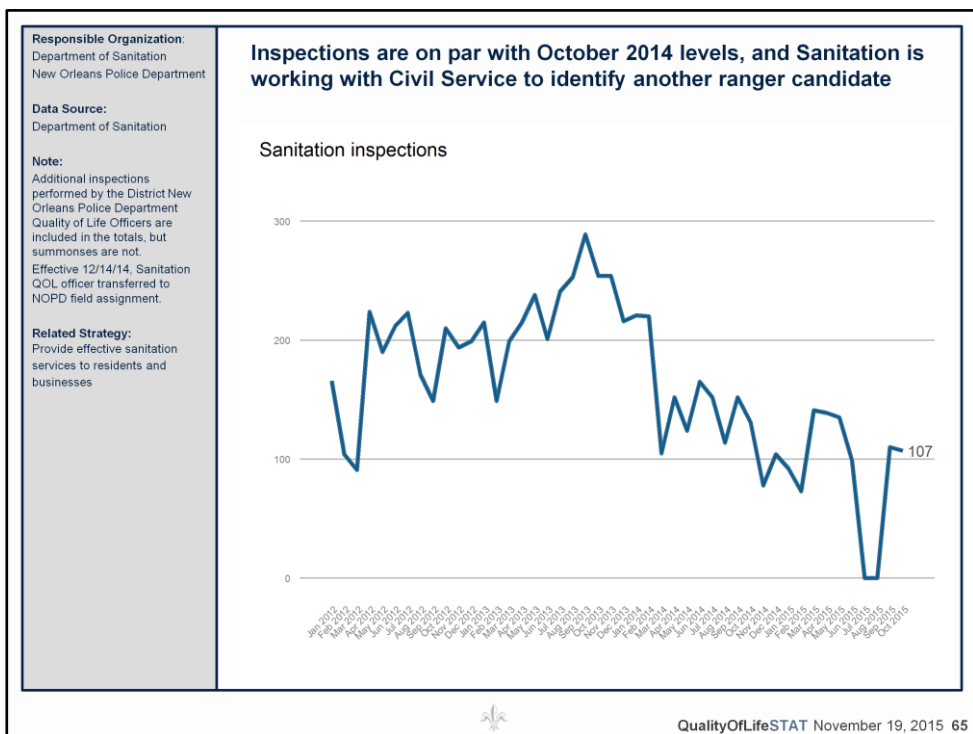
Related Strategy:
Provide effective sanitation
services to residents and
businesses

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 has gradually trended upward since May

Houses registered for recycling





Ranger has observed that property owners may not always be local residents.

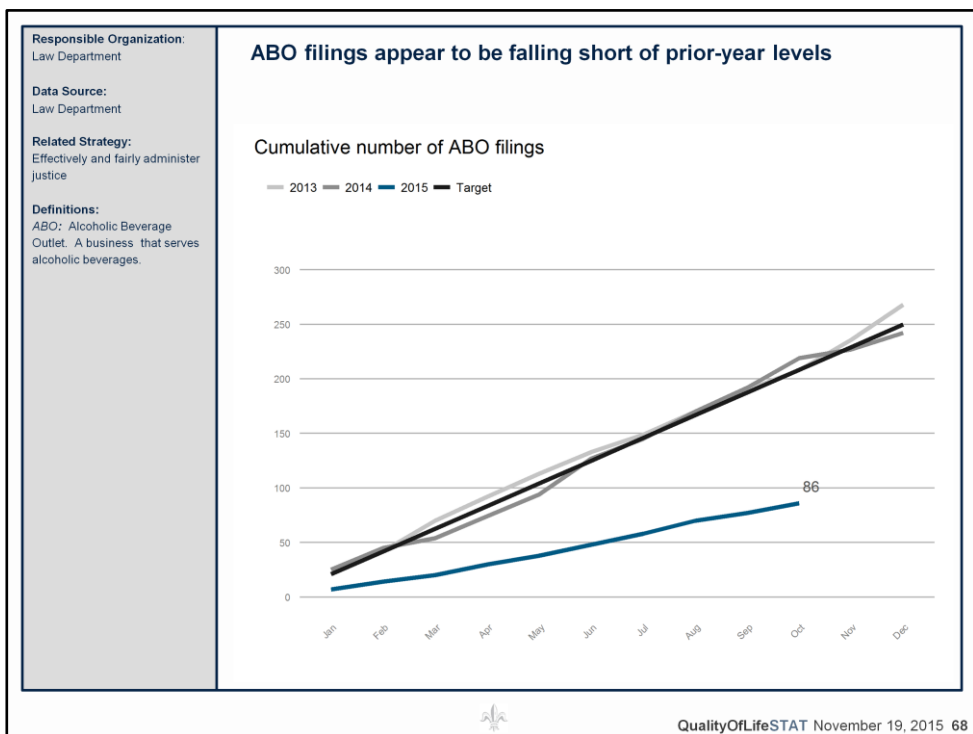
Key Performance Indicators

KPI	2014		2015		
	Actual	Target Met?	Actual	Target	Status
Number of Illegal Dumping Sites Cleared	2,735	●	1,780	1,667	●
Percent of 311 Illegal Dumping Service Requests Closed within 30 Days	91%	●	89.7%	80%	●
Percent of Households Registered for Recycling	37%	●	38.4%	40%	▲

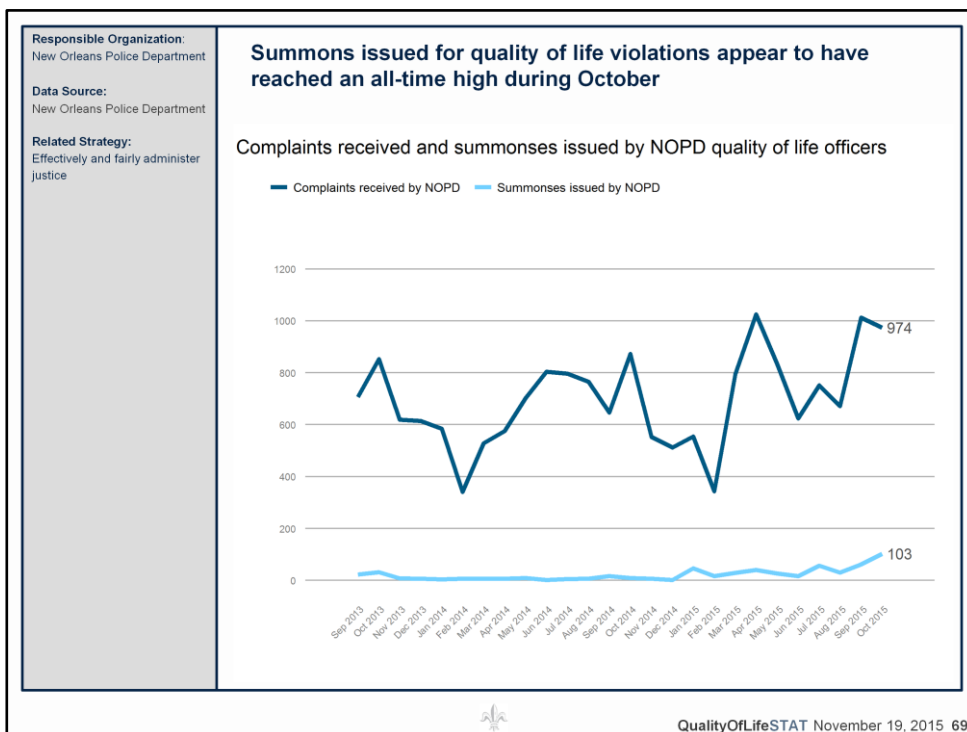


LAW





Several new cases are being initiated, and two significant filings are anticipated in December.



Per NOPD representative, bump in summons issued during October due in part to activities in the Eighth District (summons issued for lewd conduct, trespassing, occupational licensure) and compliance sweeps conducted in the Fourth District (occupational licensure, sales tax).

Key Performance Indicators

KPI	2014		2015		
	Actual	Target Met?	Actual	Target	Status
Number of Tax and Public Nuisance Cases Filed before the ABO Board	242		86	208	



MOSQUITO AND TERMITE CONTROL



QualityOfLifeSTAT November 19, 2015 71

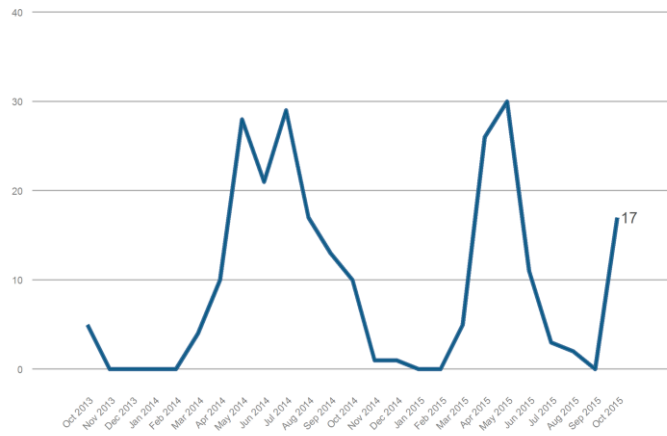
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

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

The backlog of mosquito requests grew in October

Mosquito Control service requests open at end of month



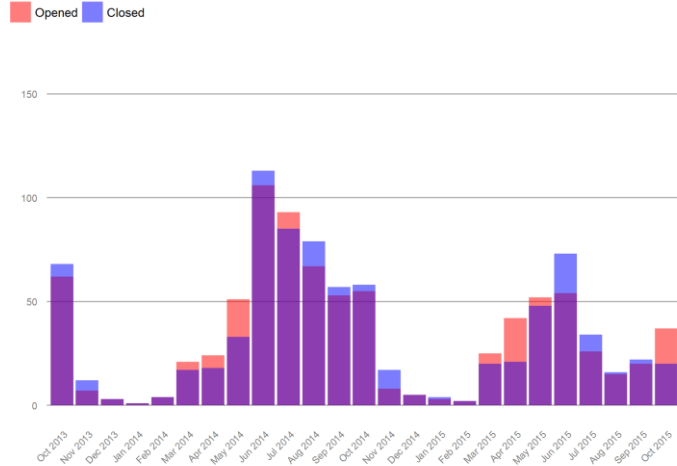
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

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

New mosquito requests were higher in October than in any previous month since June

Mosquito Control service requests net per month



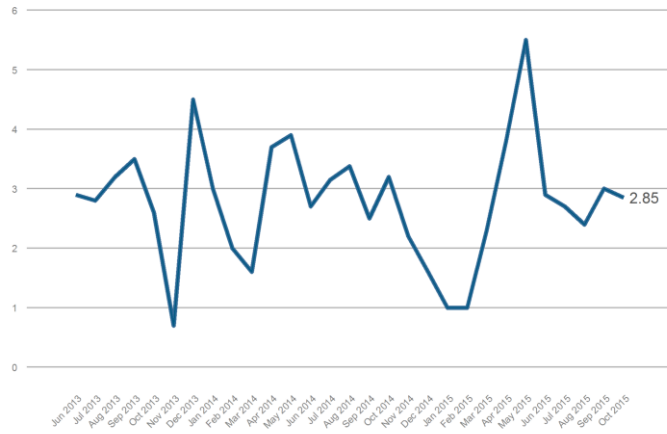
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
MTRCB

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

The average time to close mosquito requests has varied around three days

Average days to close mosquito request



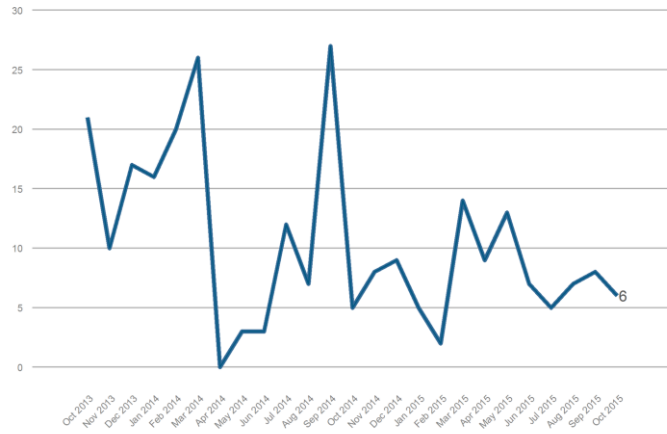
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

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

The backlog of rodent service requests is on par with October 2014 and decreased slightly from September to October

Rodent Complaint service requests open at end of month



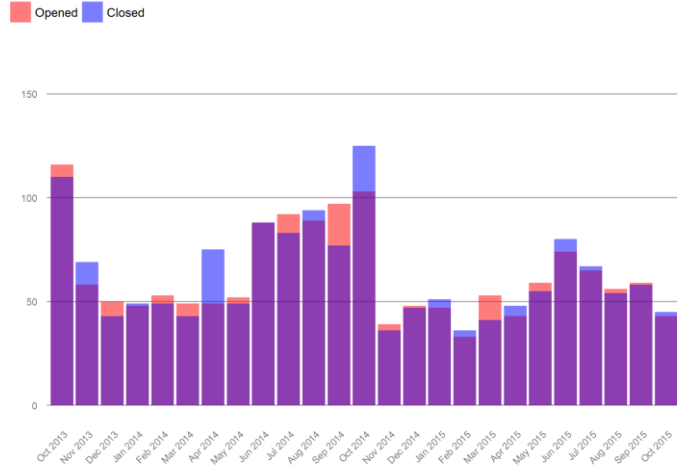
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

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

More rodent service requests were resolved than initiated for the sixth time in 10 months

Rodent Complaint service requests net per month



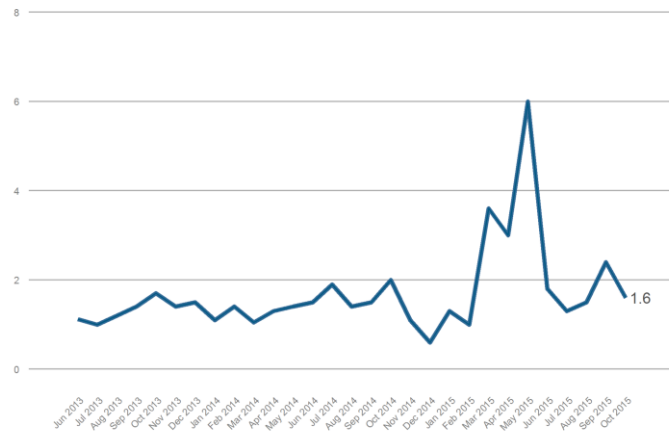
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311


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

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

Average days to close rodent request



Key Performance Indicators

KPI	2014		2015		
	Actual	Target Met?	Actual	Target	Status
Average Business Days to Complete Mosquito Service Requests	3.0		2.7	3	
Average Business Days to Complete Rodent Service Requests	1.5		2.4	3	

