



CITY OF NEW ORLEANS

QualityofLifeSTAT

June 7th, 2012

(Reporting Period: April, 2012)

www.nola.gov/opa

Agenda

Part 1: Introduction/General Updates

8:00-8:05	About this STAT
	Management Level Approach to Issues
8:05-8:15	Quality of Life Officers Update
8:15-8:25	311 Update

Part 2: Data & Management Reports

8:25-8:35	Abandoned Vehicles
8:35-8:45	Street Lights
8:45-8:55	Potholes
8:55-9:05	Catch Basins
9:05-9:15	Sewerage & Water Board
9:15-9:25	Tree Issues
9:25-9:35	Bandit Signs
9:35-9:45	Illegal Dumping
9:45-9:55	Alcoholic Beverage Outlets



QualityofLifeSTAT

Purpose: To address issues that most affect citizens' quality of life, through regular review of data with Department managers.

Definition: QualityofLifeSTAT is a working meeting where key City staff review data to assess how the City is meeting its goals and to analyze what's working, what's not, and what the City needs to do to improve.

QualityofLifeSTAT focuses on topics that are:

- Citywide,
- Lead to a perception of neglect, and
- Reported frequently to multiple sources (e.g. Council, Community Meetings, NOPD, Dept. Heads, 311, etc.)
- QualityofLifeSTAT is not a meeting that duplicates issues covered in other STAT programs or initiatives, nor does it discuss complaints about specific locations in depth.

Expectations: The public is invited to observe Senior City Leadership's monthly working meeting with key department heads/program managers and to contribute their remarks and suggestions.

How to Report Issues: Index cards are available to the public at the sign-in table, which can be used to submit general remarks/suggestions or to report specific issues. Throughout the meeting, completed cards will be reviewed. General comments may be discussed by the group and specific issues will be assigned to departments.



Quality of Life Officers Update

- 5th District Sweep Update
- Action Item: Tools for Abandoned Vehicle Towing



NOLA311

- Launched in March
 - 4 departments: Sanitation, Code Enforcement, Public Works, and City-Assisted Evacuation
 - Automated case creation notification
- By end of June:
 - Web-based & Mobile self-service tools to report complaints & view status of requests
- Future:
 - Full integration of additional departments
 - Integration with One-Stop Permitting Shop
 - Automated case closure notification

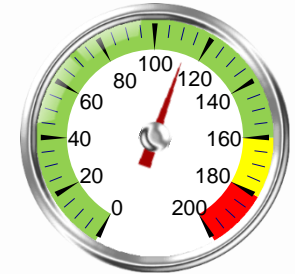


311 Performance Dashboard

April 1, 2012 – April 30, 2012

- - Met SLA target
- - SLA not met (within 10-20%)
- - SLA not met (everything else)

Average Call Length: 113 sec



Average Hold Time: 14 sec



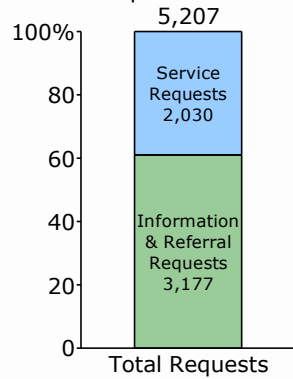
First Call Resolution: 69%**



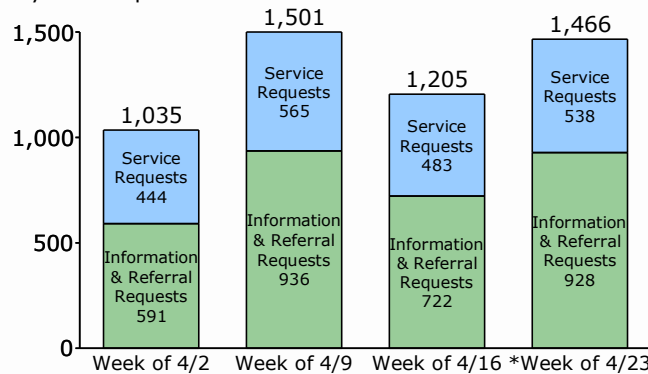
Abandonment Rate: 7%



Total 311 Requests

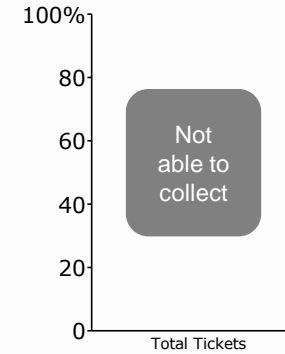


Weekly 311 Requests

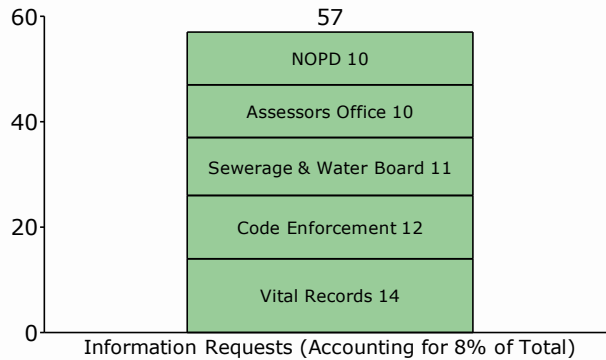


* Note: Week of 4/23 includes 4/30

Age of Open Requests

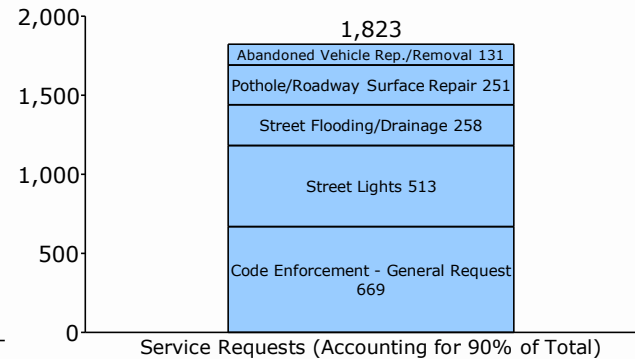


Top 5 Information Requests



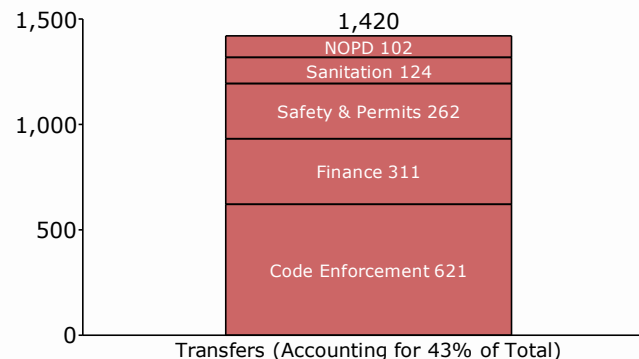
Information Requests (Accounting for 8% of Total)

Top 5 Service Requests



Service Requests (Accounting for 90% of Total)

Top 5 Department Transfers



Transfers (Accounting for 43% of Total)

Integrated 311 Departments

- Public Works
- Sanitation
- Code Enforcement
- EOC

Note: 31 Active Service Requests

Not able to collect

Part 2: Data & Management Reports

Department of Public Works

1. Abandoned Vehicles
2. Street Lights
3. Potholes
4. Catch Basins

Sewerage & Water Board

Parks & Parkways

1. Tree Issues

Sanitation

1. Bandit Signs
2. Illegal Dumping

Law

1. Alcoholic Beverage Outlets



Abandoned Vehicle Response Times

Issue

Abandoned vehicles take up parking spaces needed for traffic circulation, contribute to a sense of neglect in neighborhoods, and can become junked harborage for rats and mosquitos

Status

Transitioned to 311. beginning April 2012

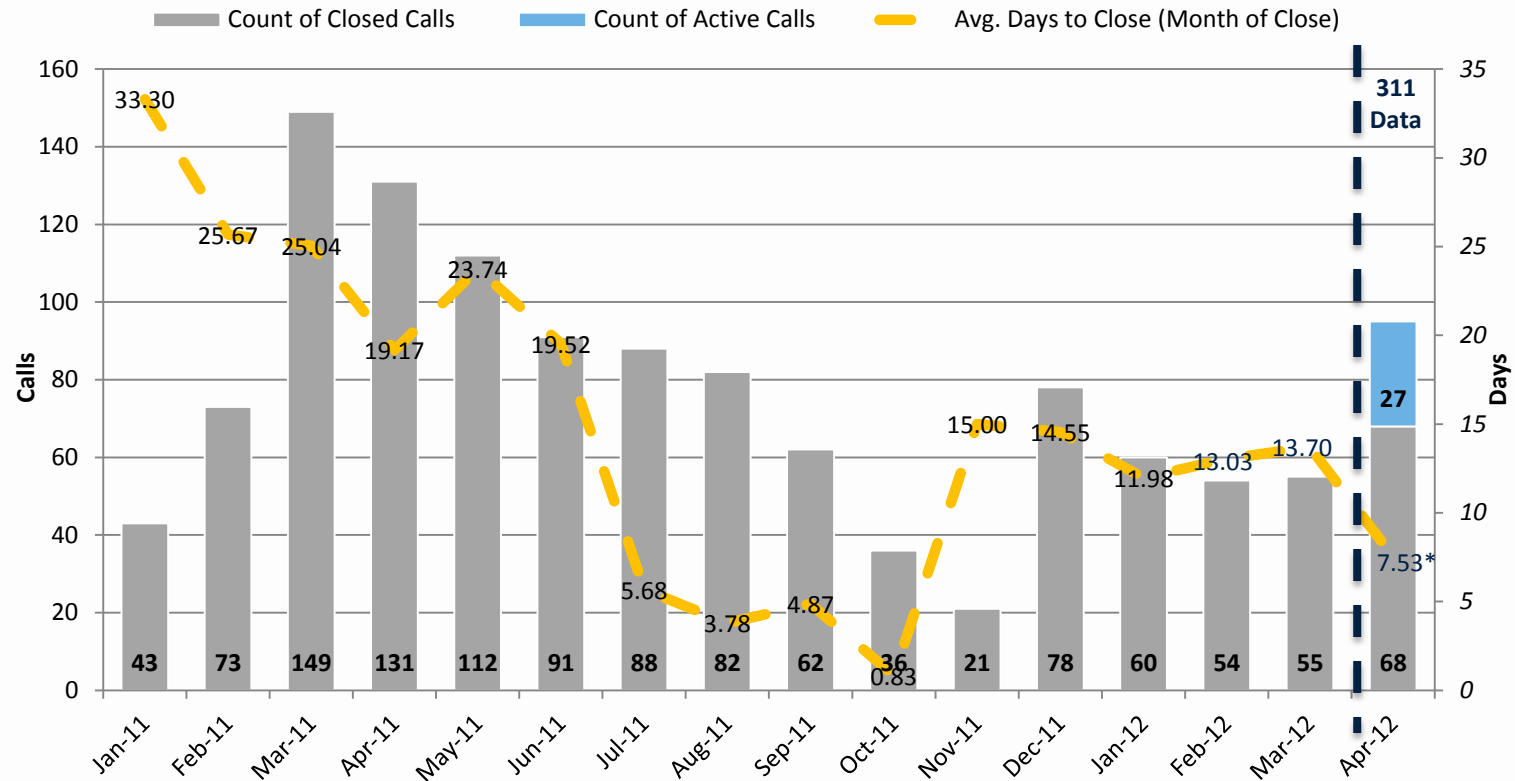
Critical Parties

Public Works

Follow-Up

311 call center data will be data of record, beginning with June QoLStat

Abandoned Vehicle Call Disposition by Month of Call



NOTES: A lag occurs in call closure because work orders are given to towing on a rolling basis, but towing returns closed work orders with dispositions monthly. The actual number of closed calls is likely higher than shown here, but is reflected on a one month lag.

*DPW does not have information on the status of those active calls that preceded the March 19 beginning of the 311 data.

Street Light Repairs (Cumulative)

Issue

Street light outages contribute to perception of lack of safety and create opportunity for crime, as well as unsafe road conditions for pedestrians & drivers

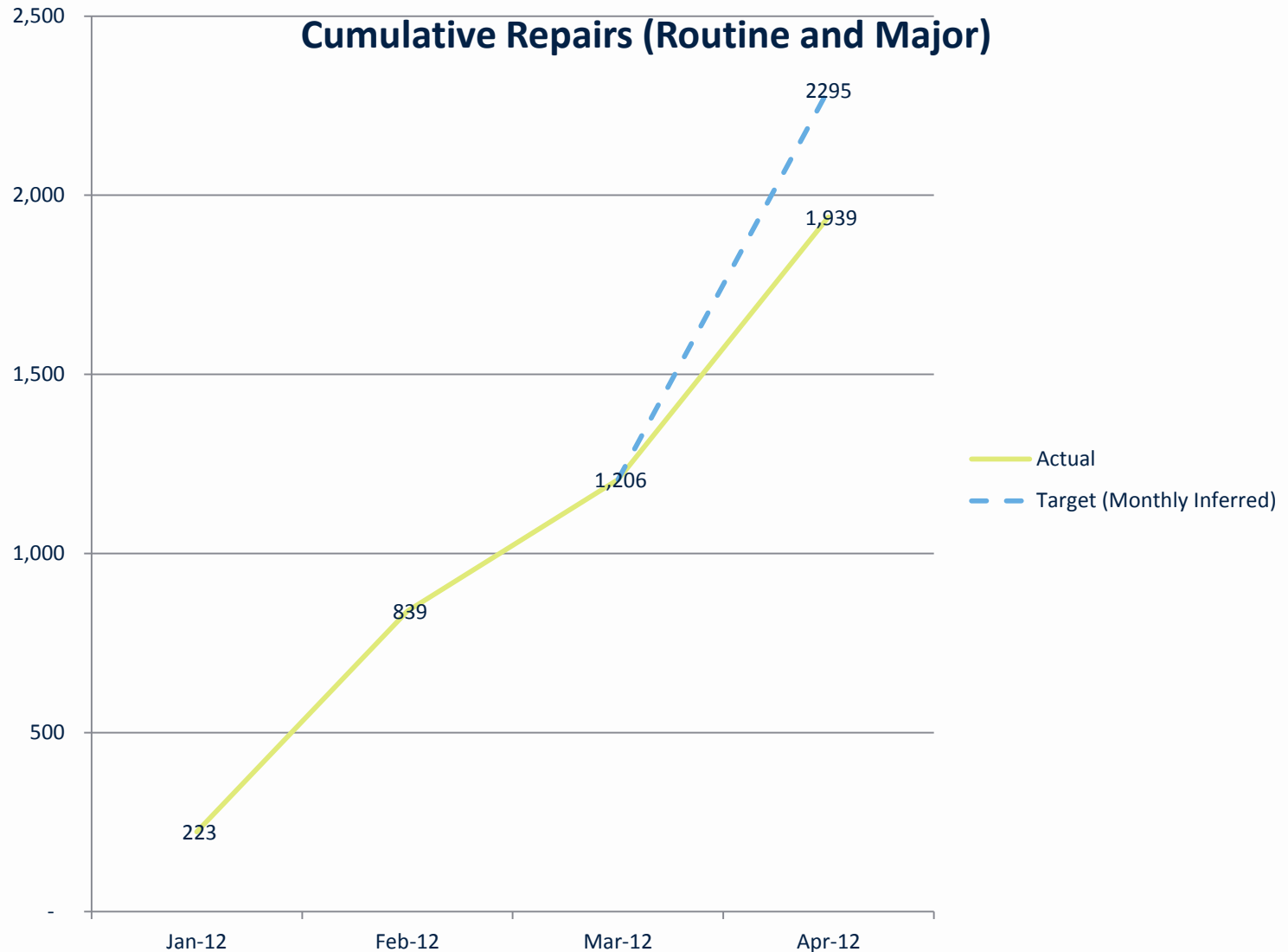
Status

City announced plan to light up the City by 2013.

2012 streetlight repair target set at 11,000.

Critical Parties

Department of Public Works
Royal Engineers and
All Star Electric



Street Light Maintenance Backlog v. Completed Repairs

Issue

Street light outages contribute to perception of lack of safety and create opportunity for crime, as well as unsafe road conditions for pedestrians & drivers

Status

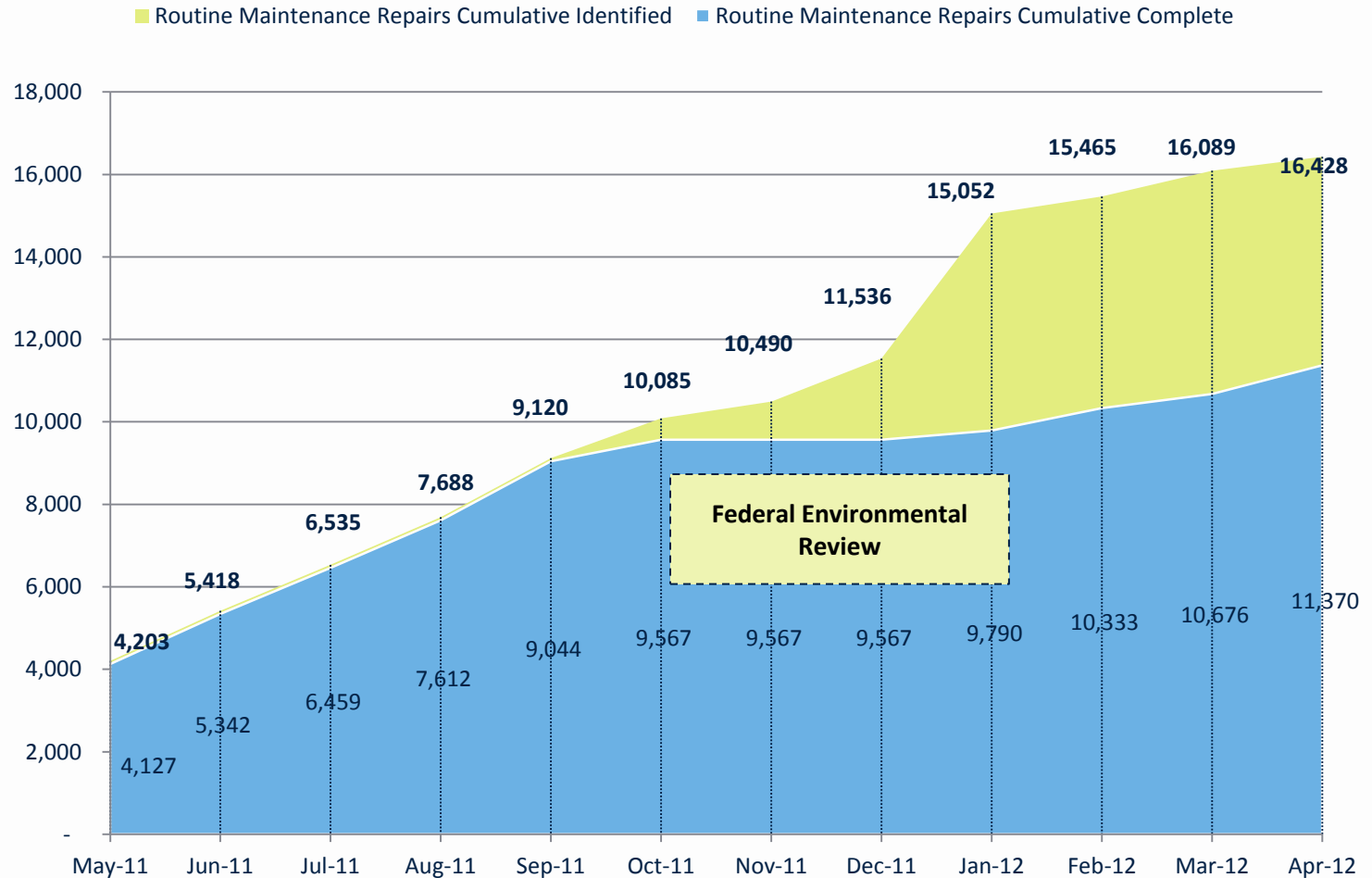
Repairs resumed 1/3/12, following Federal Environmental Review

DPW addressing backlog generated during review process

Critical Parties

Department of Public Works
Royal Engineers and
All Star Electric

Cumulative Identified v. Completed Routine Maintenance Repairs



Street Light Repairs Completed, by month & type

Issue

Street light outages contribute to perception of lack of safety and create opportunity for crime, as well as unsafe road conditions for pedestrians & drivers

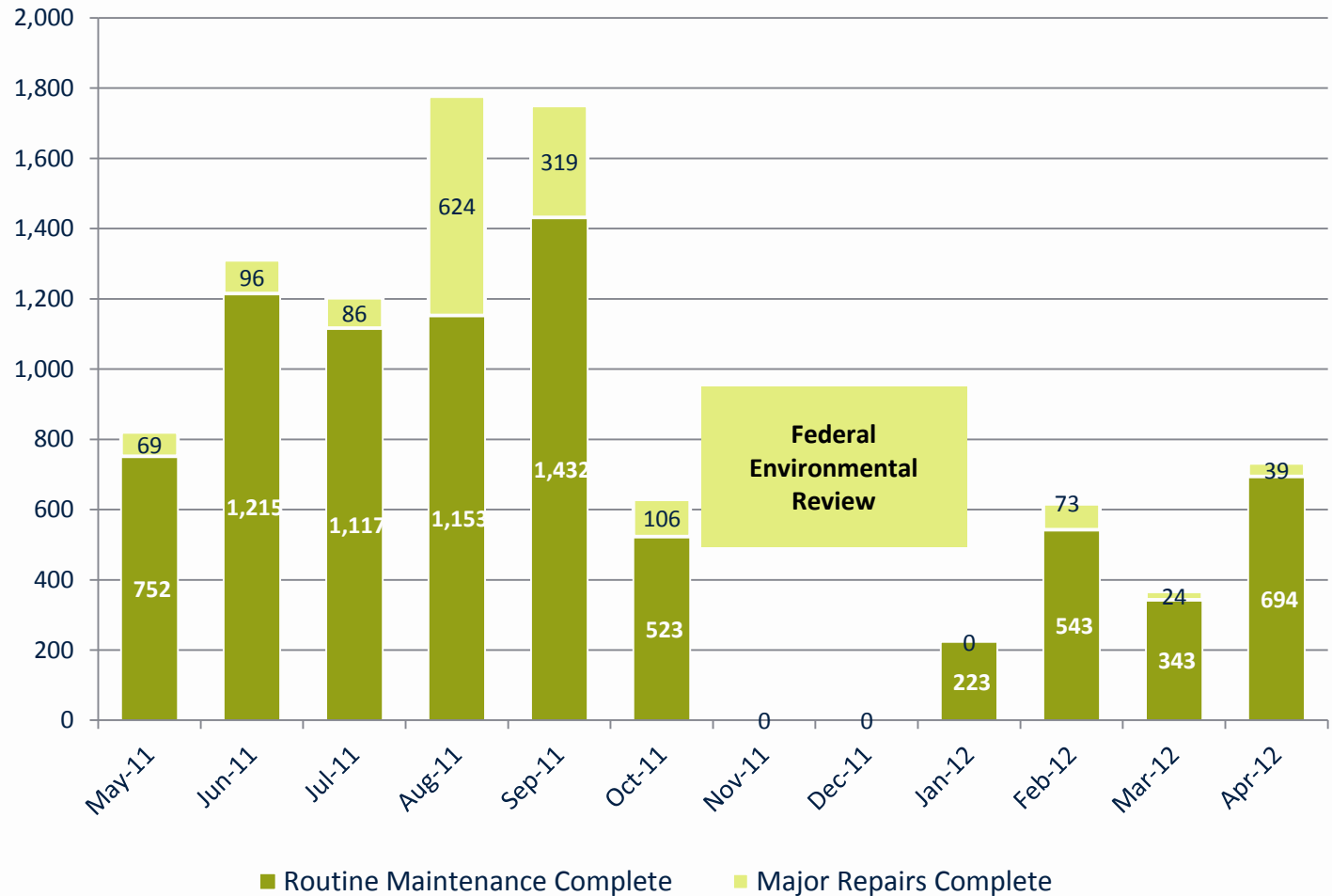
Status

Repairs resumed 1/3/12, following Federal Environmental Review

DPW addressing backlog generated during review process

Critical Parties

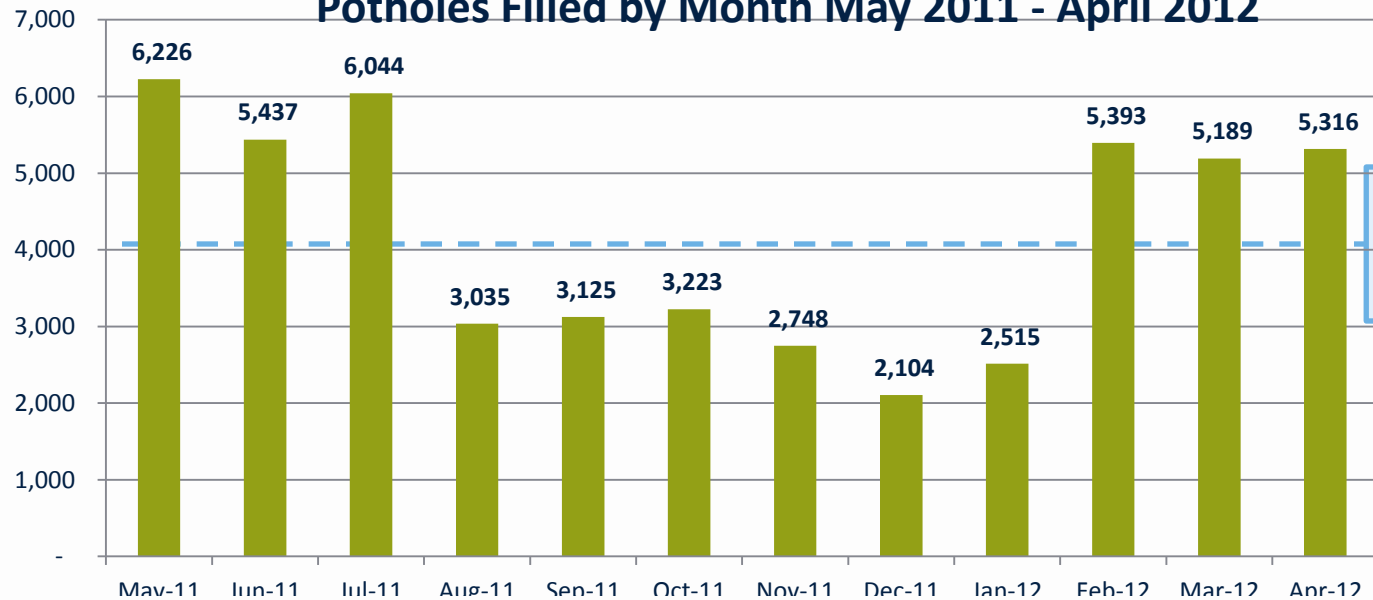
Department of Public Works
Royal Engineers and
All Star Electric



Note: Routine Maintenance repairs are those of recurring nature such as bulb replacement. Major repairs are those repairs that include wiring, circuits, poles, and trenching work.

Potholes Filled Continues to Exceed Target

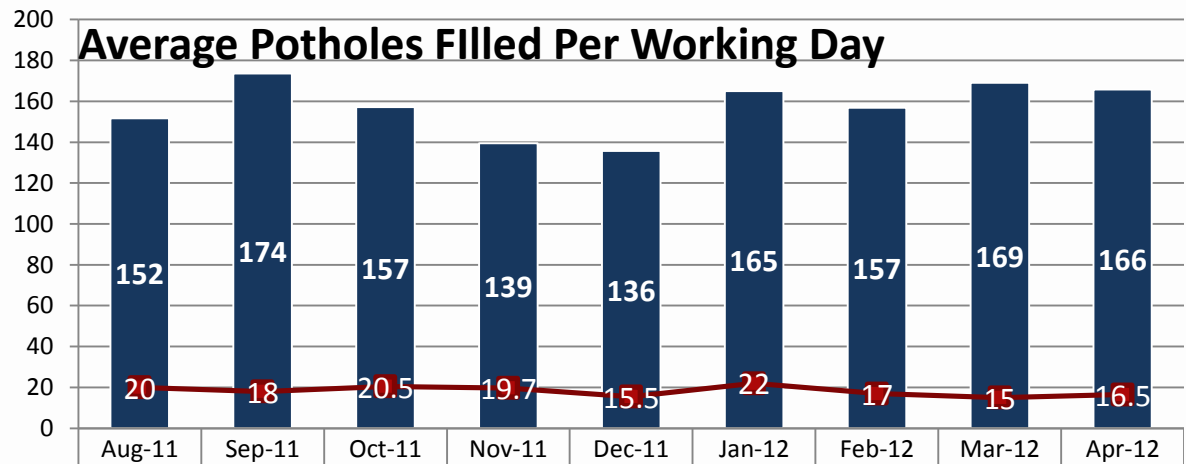
Potholes Filled by Month May 2011 - April 2012



Monthly Goal: 4,167

NOTE:
Number of working days varies by month due to weather

Average Potholes Filled Per Working Day



Avg # Filled per Work Day	152	174	157	139	136	165	157	169	166
Total # Working Days	20	18	20.5	19.7	15.5	22	17	15	16.5

Issue

Potholes signal neglect in neighborhoods, cause damage to cars, and increase the risk of vehicular accidents

Status

2012 annual goal has been set at 50,000 (monthly goal: 4,167)

Timeliness data on some pothole filling generated via 311 reporting, beginning in Q2

Critical Parties

Public Works, ITI

Source: Department of Public Works, Pothole Killer Log, April 2012



Catch Basin Cleanings Exceed Target

Issue

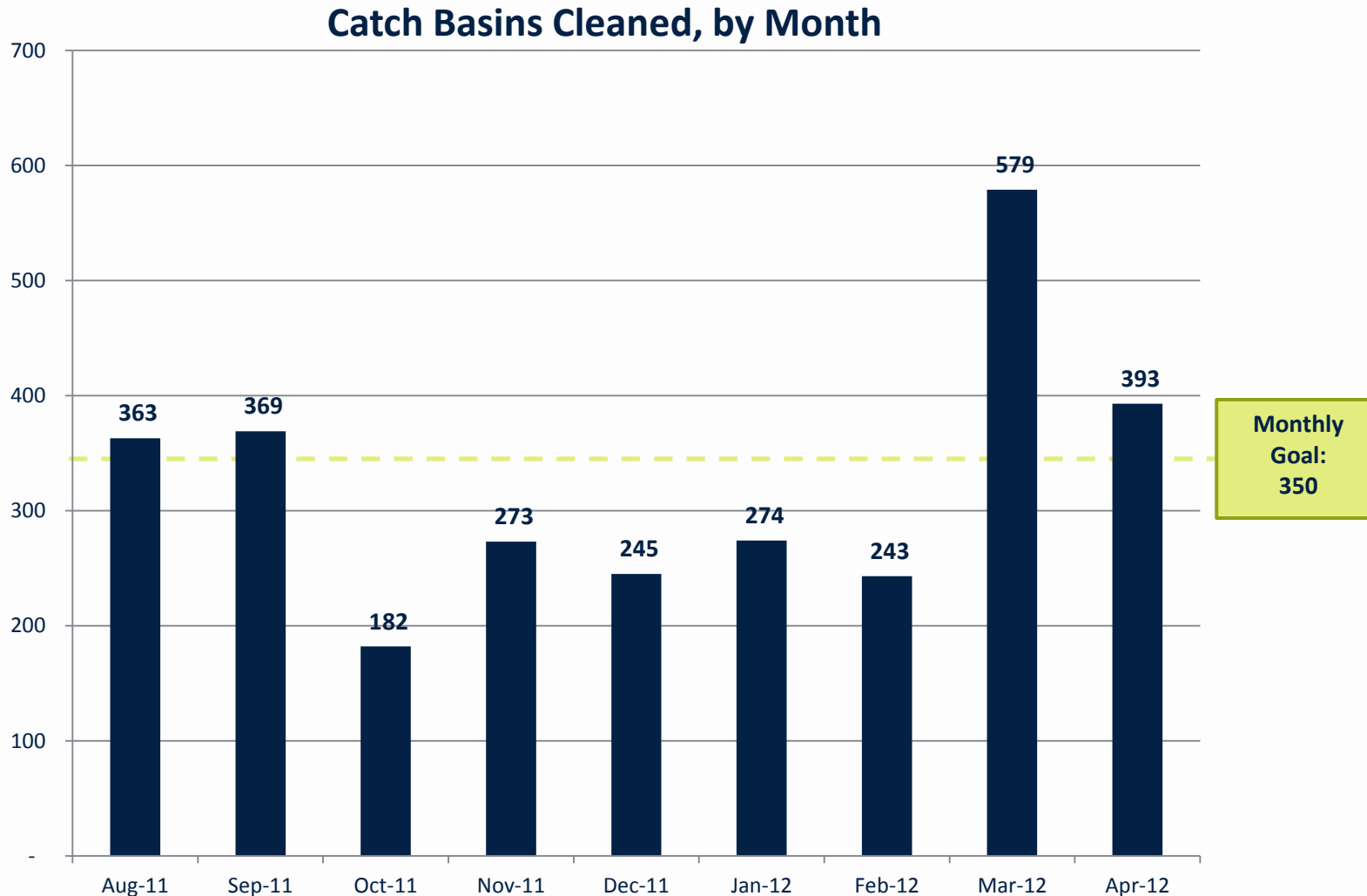
Catch Basins when blocked can cause severe flooding in neighborhoods, damage streets, and cause damage to cars and homes.

Status

2012 annual goal has been set at 4,200; monthly targets vary due to seasonality

Critical Parties

Department of Public Works, Sewerage and Water Board



**Sewerage and Water Board of New Orleans
Customer Service Report
Indicators of Metric Results
April 2012**

Operations Support	Goal	Goal Met	Within Control Limits	Trend
Billing Accuracy / Reasonable				
	Accuracy of Meters	Green	Green	Green
	Meters Read	Green	Green	Green
	AMR Meters Read	Yellow	Yellow	Yellow
	Days in Billing Cycle	Green	Green	Green
	High Bill Complaints	Green	Green	Green
	Adjusted Bills	Green	Green	Yellow
	Average Compared to Cities	Green	Green	Green
	Average Compared to Income	Green	Green	Green
Problem Resolution				
	Customer Contacts	Green	Green	Green
	Call Wait Time	Green	Green	Green
	Abandoned Calls	Red	Red	Red
	Low Water Pressure	Green	Green	Green
	Water System Leaks	Green	Green	Green
	Sewer System Leaks	Green	Green	Yellow
	Multiple Customer Contacts	Green	Green	Green
	Days from Problem to Resolution	Green	Green	Green
	Backlog of Complaints	Green	Green	Green
Collections Effectiveness				
	Accounts Off for Non-Payment	Yellow	Green	Yellow
	Within 30 Days	Green	Green	Green
	Past Due Between 1 and 90 Days	Green	Green	Green
	Past Due Between 91 and 3 Year	Green	Green	Green
Customer Satisfaction				
	Survey Instrument	Green	Green	Green

Green = Favorable Variance

Yellow = Minimal Variance / No Action Recommended

Red = Unfavorable Variance / Action Recommended



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

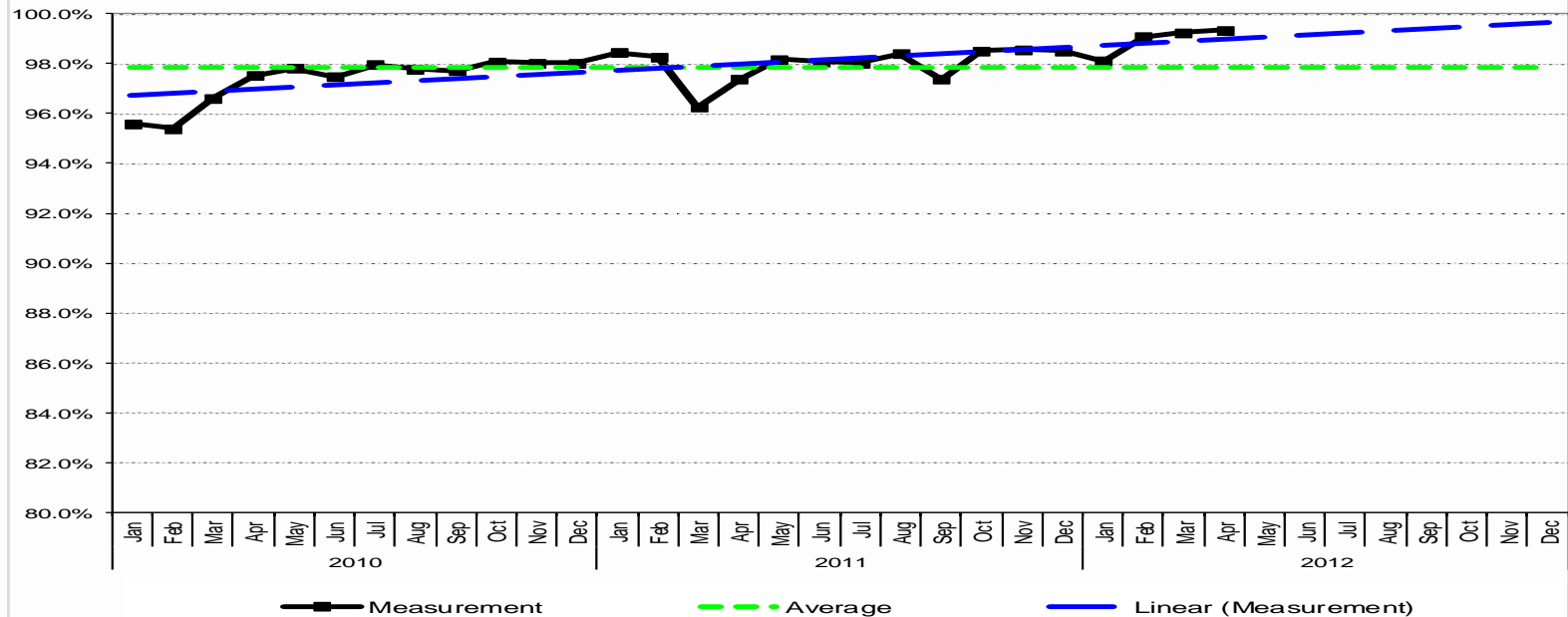
Trend: Favorable

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 achieved a record high reading rate since Hurricane Katrina of 99.1% during February 2012 and 99.3% during March 2012.

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
2010	95.6%	95.4%	96.6%	97.5%	97.8%	97.5%	97.9%	97.8%	97.7%	98.1%	98.0%	98.0%
2011	98.4%	98.3%	96.2%	97.4%	98.2%	98.1%	98.0%	98.4%	97.4%	98.5%	98.6%	98.5%
2012	98.1%	99.1%	99.3%	99.3%								



Sewerage and Water Board of New Orleans

AMR Meters Read as a Percentage of Total AMR Meters

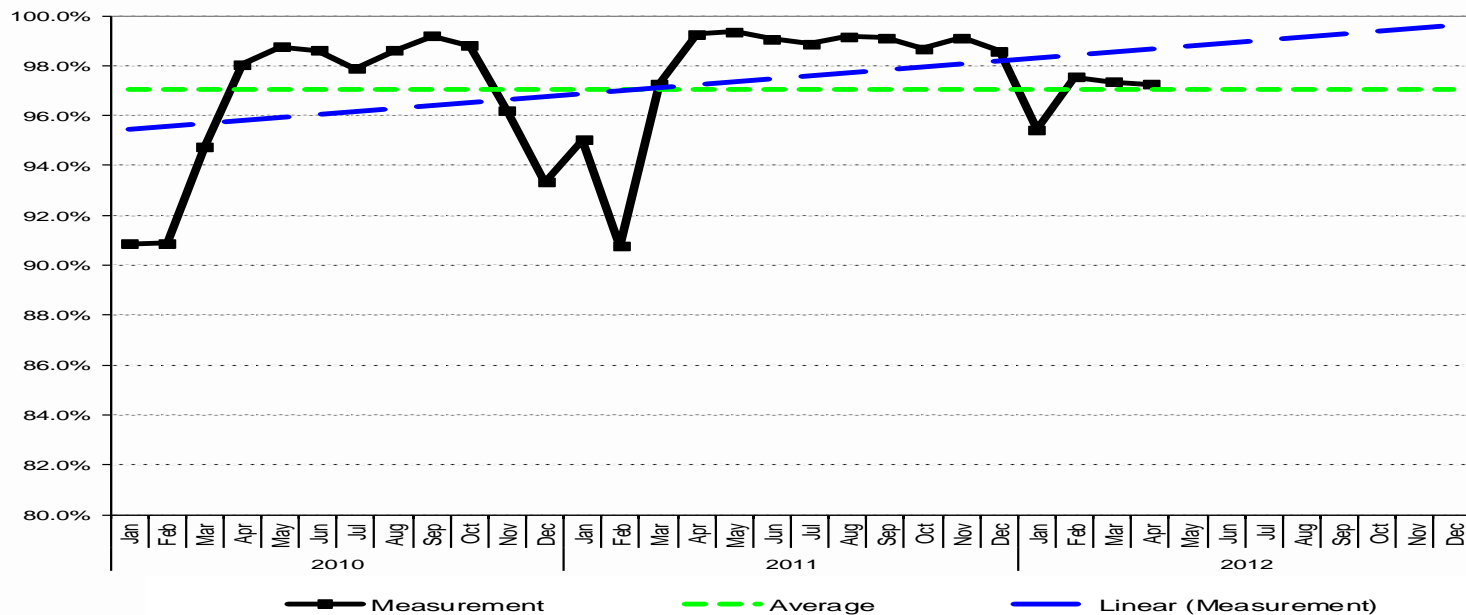
Constituency: Customer Ratepayers			Objective: Provide Accurate Bills			Goal: Read 99.5% or more of AMR meters each month
Currently Meeting Goal: No			Process Operating Within Control Limits: No			Trend: Level

Analysis

Meter reading is a labor-intensive task, requiring 22 meter readers, 6 supervisors, and 1 manager. AMR technology is being piloted to determine if it can improve the accuracy of meter readings, percentage of meters read, and cost per meter reading.

Plans for Improvement

This is a pilot process being utilized on supplement a permanent process. This process will be targeted for improvement if / when it replaces the permanent process.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2010	90.9%	90.9%	94.8%	98.0%	98.8%	98.6%	97.9%	98.6%	99.2%	98.8%	96.2%	93.3%
2011	95.0%	90.8%	97.3%	99.3%	99.4%	99.1%	98.9%	99.2%	99.1%	98.7%	99.1%	98.6%
2012	95.4%	97.5%	97.3%	97.2%								



Sewerage and Water Board of New Orleans

High Bill Complaints as a Percentage of Total Bills

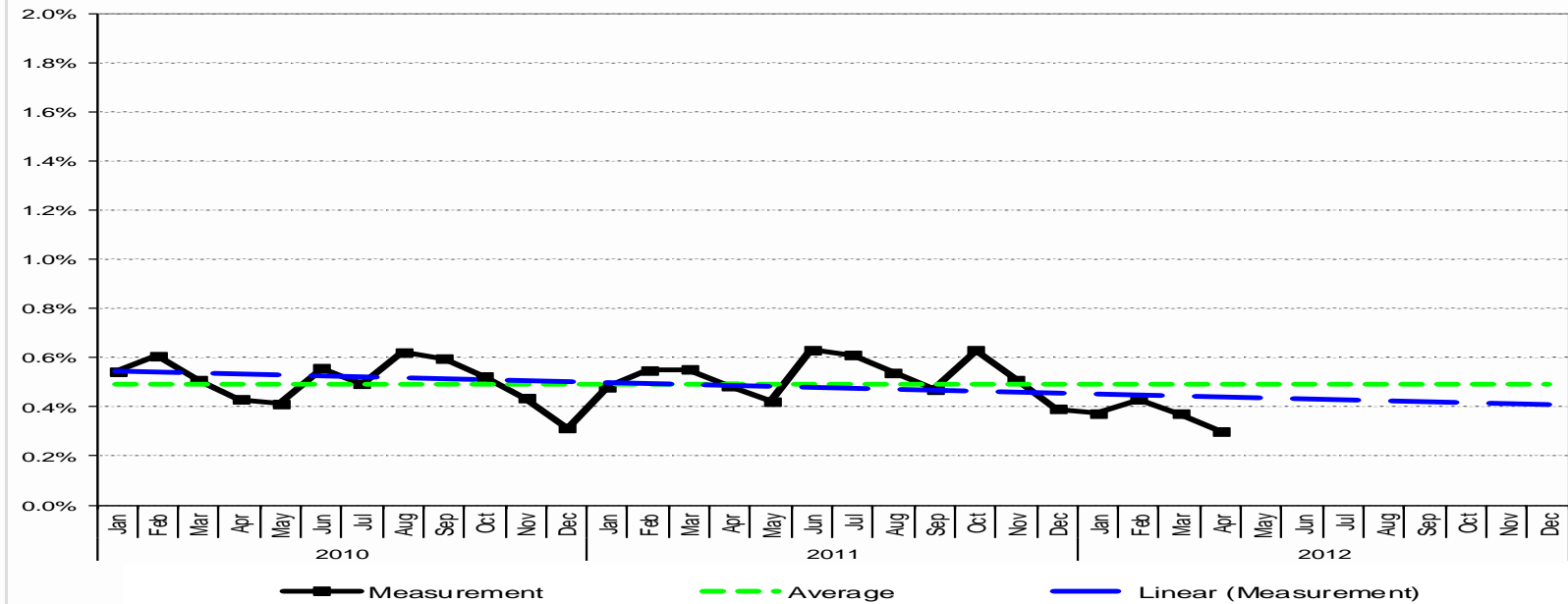
Constituency: Customer Ratepayers			Objective: Provide Accurate Bills			Goal: Reduce percentage over time
Currently Meeting Goal: Yes			Process Operating Within Control Limits: Yes			Trend: Favorable

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
2010	0.5%	0.6%	0.5%	0.4%	0.4%	0.6%	0.5%	0.6%	0.5%	0.6%	0.5%	0.3%
2011	0.5%	0.5%	0.6%	0.5%	0.4%	0.6%	0.6%	0.5%	0.5%	0.6%	0.5%	0.4%
2012	0.4%	0.4%	0.4%	0.3%								



Sewerage and Water Board of New Orleans

Bills Adjusted as a Percentage of Total Bills Computed

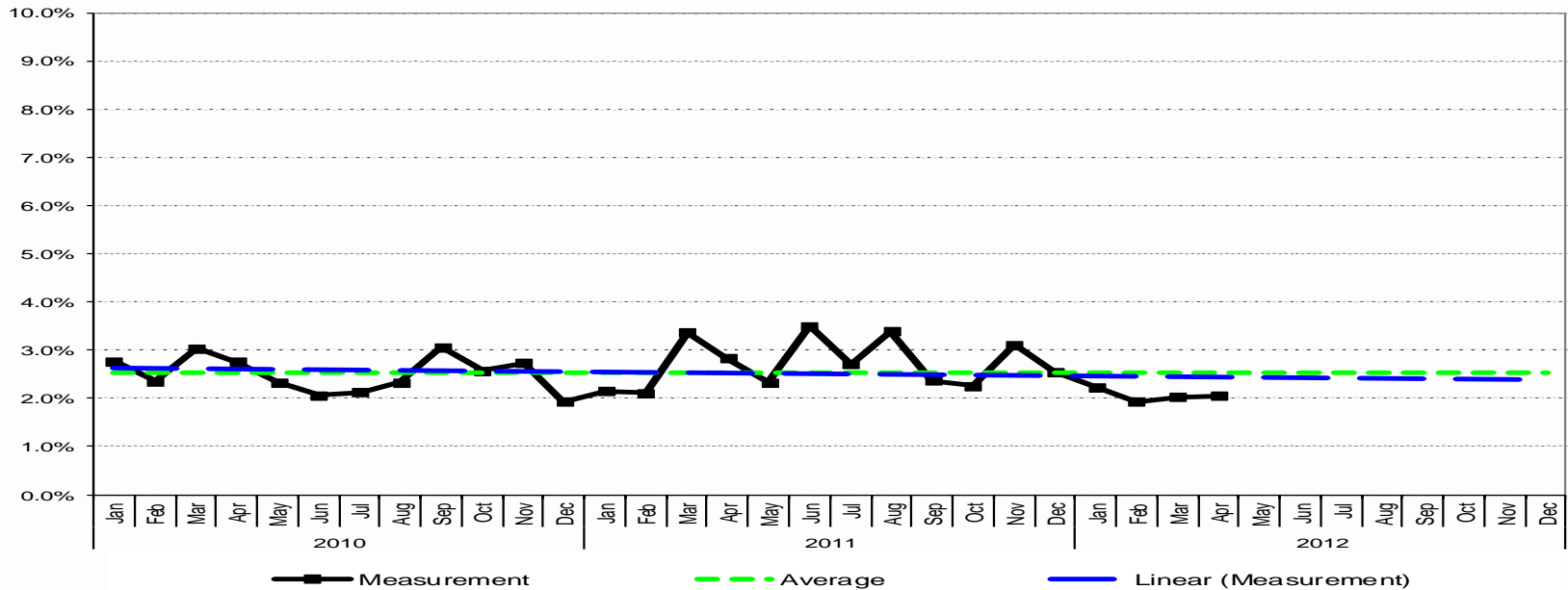
Constituency: Customer Ratepayers			Objective: Provide Accurate Bills			Goal: Reduce percentage over time
Currently Meeting Goal: Yes			Process Operating Within Control Limits: Yes			Trend: Level

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
2010	2.8%	2.4%	3.0%	2.8%	2.3%	2.1%	2.1%	2.3%	3.1%	2.6%	2.7%	1.9%
2011	2.1%	2.1%	3.4%	2.8%	2.3%	3.5%	2.7%	3.4%	2.4%	2.3%	3.1%	2.6%
2012	2.2%	1.9%	2.0%	2.1%								



Sewerage and Water Board of New Orleans

Total Inbound Customer Contacts

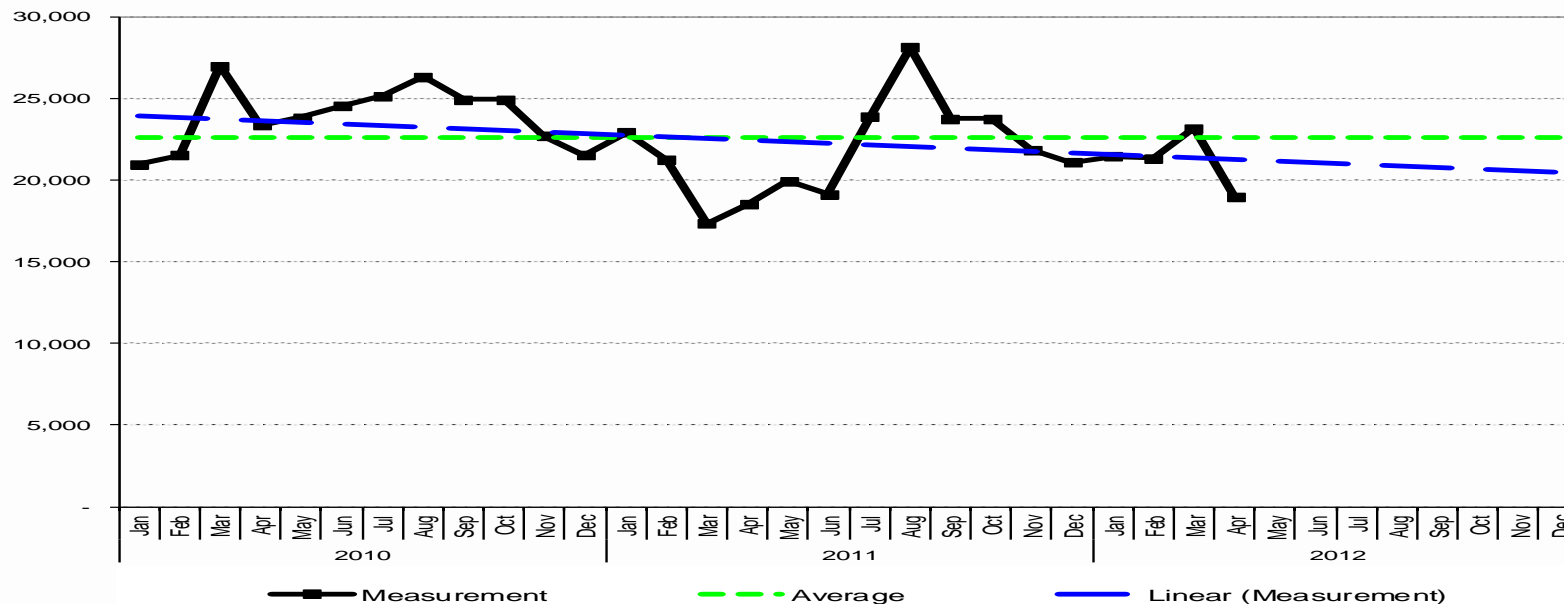
Constituency: Customer Ratepayers			Objective: Provide Timely Information and Respond Promptly to Requests		Goal: Reduce Triggers of Customer Calls
Currently Meeting Goal: Yes			Process Operating Within Control Limits: Yes		Trend: Favorable

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 continuously, 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
2010	20,946	21,501	26,965	23,359	23,811	24,523	25,125	26,322	24,924	24,903	22,680	21,493
2011	22,887	21,210	17,328	18,507	19,943	19,116	23,863	28,102	23,759	23,751	21,839	21,057
2012	21,447	21,313	23,164	18,977								



Sewerage and Water Board of New Orleans

Average Call Wait Time

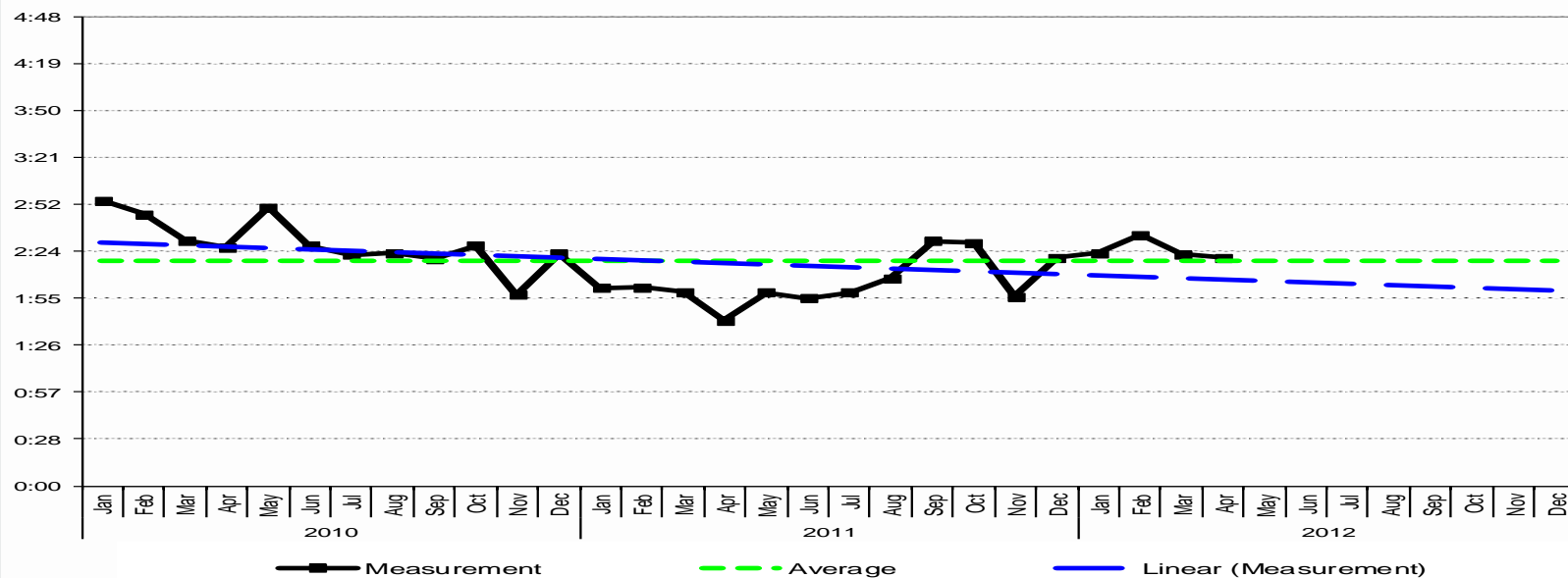
Constituency: Customer Ratepayers			Objective: Provide Accurate Bills			Goal: Reduce percentage over time
Currently Meeting Goal: Yes			Process Operating Within Control Limits: Yes			Trend: Favorable

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 continuously, 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
2010	2:55	2:46	2:30	2:26	2:50	2:27	2:21	2:22	2:19	2:27	1:57	2:22
2011	2:01	2:01	1:59	1:41	1:58	1:55	1:58	2:07	2:30	2:29	1:56	2:20
2012	2:22	2:34	2:22	2:20								



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 5% abandoned

Currently Meeting Goal: **No**

Process Operating Within Control Limits:
No

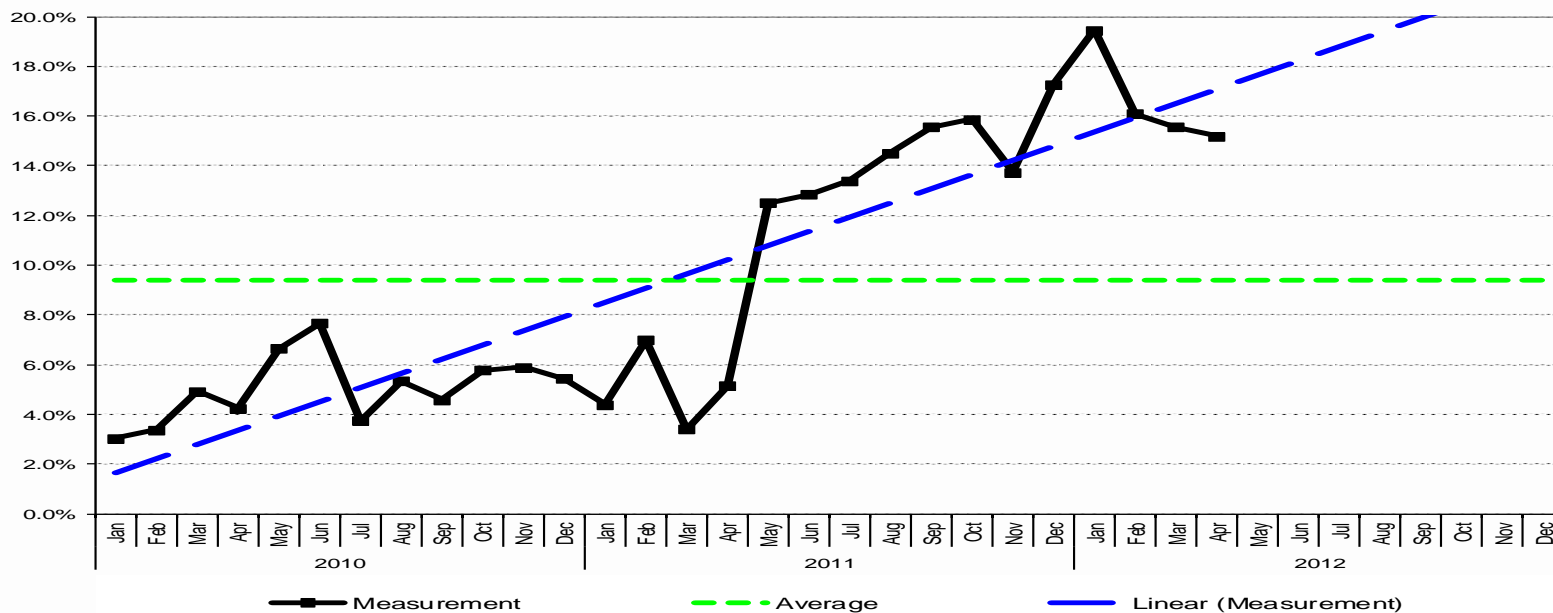
Trend: **Unfavorable**

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.

Plans for Improvement

In order to resolve the significant increase in abandoned calls, additional employees will need to be hired and trained. 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
2010	3.0%	3.4%	4.9%	4.2%	6.7%	7.7%	3.7%	5.3%	4.6%	5.8%	5.9%	5.4%
2011	4.4%	7.0%	3.4%	5.1%	12.5%	12.8%	13.4%	14.5%	15.6%	15.9%	13.7%	17.3%
2012	19.4%	16.1%	15.6%	15.2%								



Sewerage and Water Board of New Orleans

Total Service Requests about Low Water Pressure

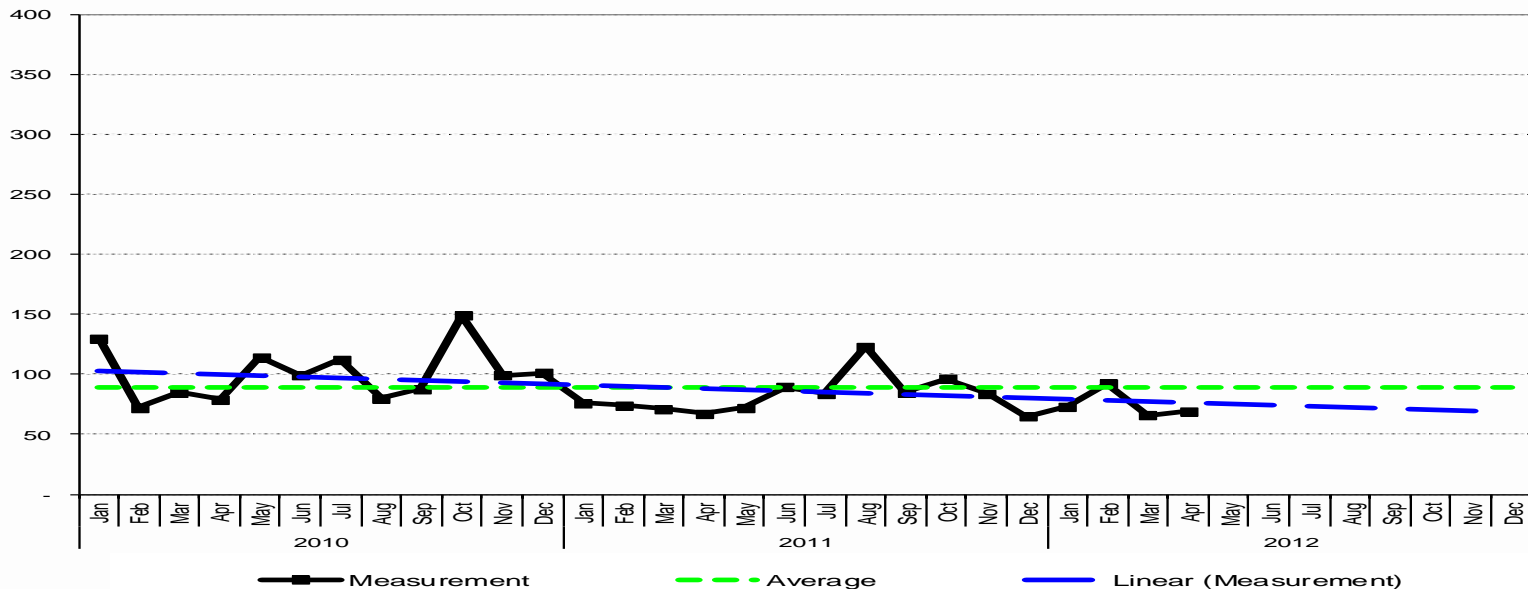
Constituency: Customer Ratepayers			Objective: Provide Timely Information and Respond Promptly to Requests		Goal: Reduce Number of Service Requests
Currently Meeting Goal: Yes			Process Operating Within Control Limits: Yes		Trend: Favorable

Analysis

Customers contact the Sewerage and Water Board to request 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
2010	130	72	85	79	114	99	112	80	88	149	99	101
2011	76	74	71	67	72	89	84	123	85	96	84	65
2012	73	92	66	69								



Sewerage and Water Board of New Orleans

Total Service Requests for Water System Leaks

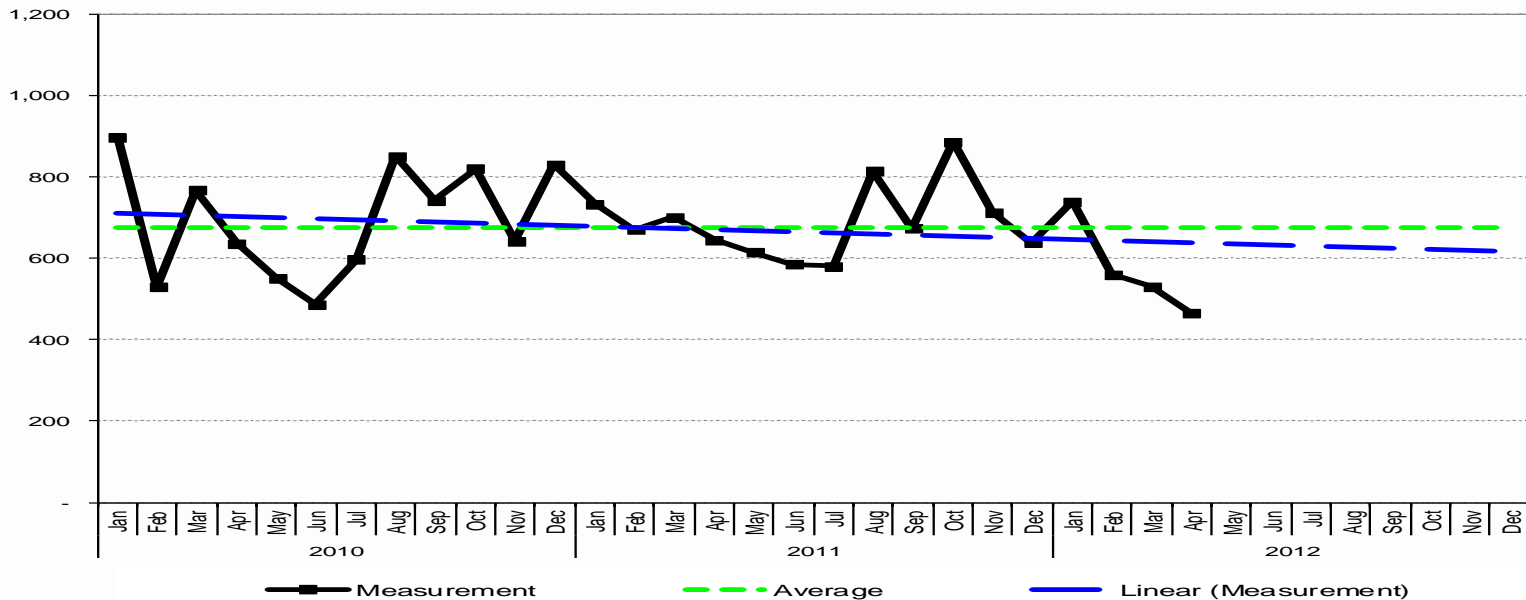
Constituency: Customer Ratepayers			Objective: Provide Timely Information and Respond Promptly to Requests		Goal: Reduce Number of Service Requests
Currently Meeting Goal: Yes			Process Operating Within Control Limits: Yes		Trend: Favorable

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
2010	897	529	767	636	551	487	596	850	741	820	642	830
2011	733	670	700	645	614	584	580	814	672	886	712	638
2012	739	560	530	464								



Sewerage and Water Board of New Orleans

Total Service Requests for Sewer System Leaks

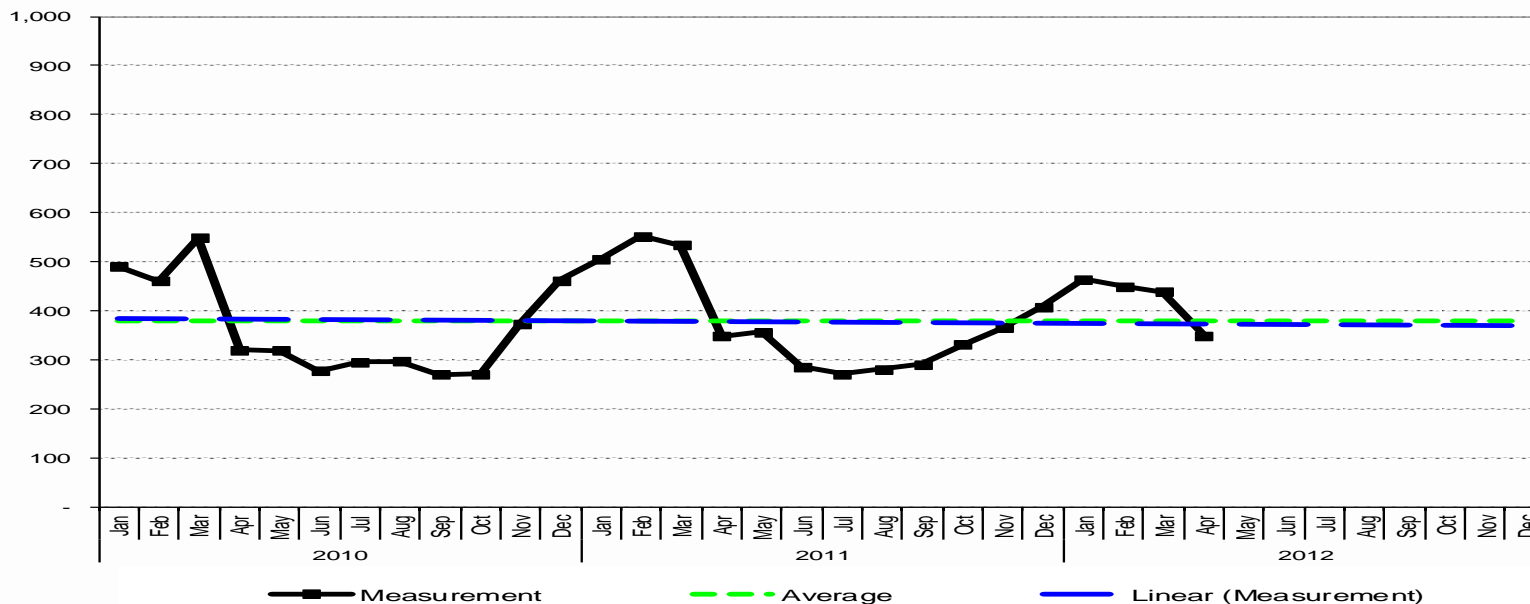
Constituency: Customer Ratepayers			Objective: Provide Timely Information and Respond Promptly to Requests		Goal: Reduce Number of Service Requests
Currently Meeting Goal: No			Process Operating Within Control Limits: Yes		Trend: Level

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
2010	490	460	548	320	318	277	295	296	270	271	374	462
2011	505	552	534	348	356	286	271	280	290	331	365	408
2012	464	449	438	349								



Sewerage and Water Board of New Orleans

Total Accounts Turned Off for Non-Payment

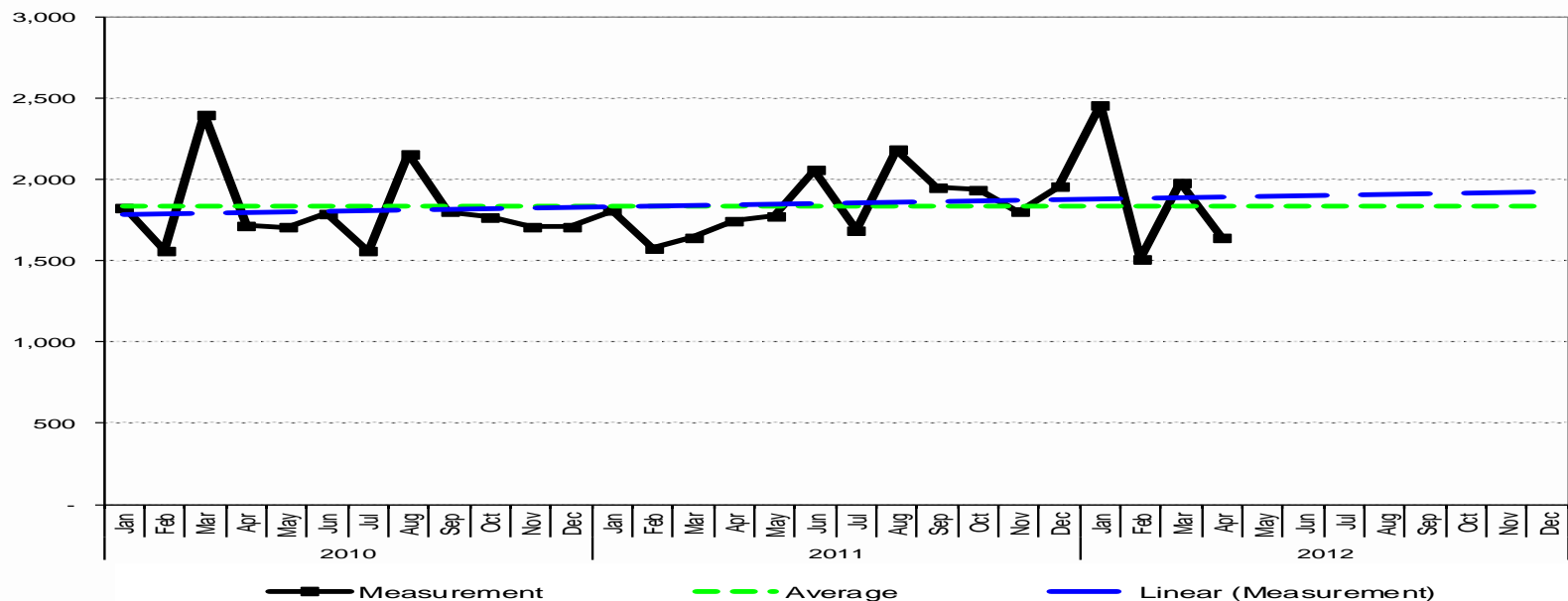
Constituency: Customer Ratepayers			Objective: Ensure Collection of Payments for Services Provided		Goal: None Established
Currently Meeting Goal: Not Applicable			Process Operating Within Control Limits: Yes		Trend: Increasing

Analysis

Customers accounts are turned-off for non-payment for balances more than \$50 and over sixty days past due. Although the number of accounts turn-off for non-payment varies widely from month to month, the overall trend is level and no seasonal pattern is apparent.

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
2010	1,823	1,561	2,396	1,715	1,703	1,788	1,558	2,154	1,798	1,767	1,708	1,708
2011	1,807	1,576	1,641	1,744	1,773	2,056	1,687	2,180	1,951	1,933	1,800	1,952
2012	2,456	1,511	1,980	1,638								



Tree Work Order Timeliness for Non-Emergency Work Orders Improves

Non-Emergency Work Order Response Time

Issue

Tree trimming and removal prevents damage to public and private buildings

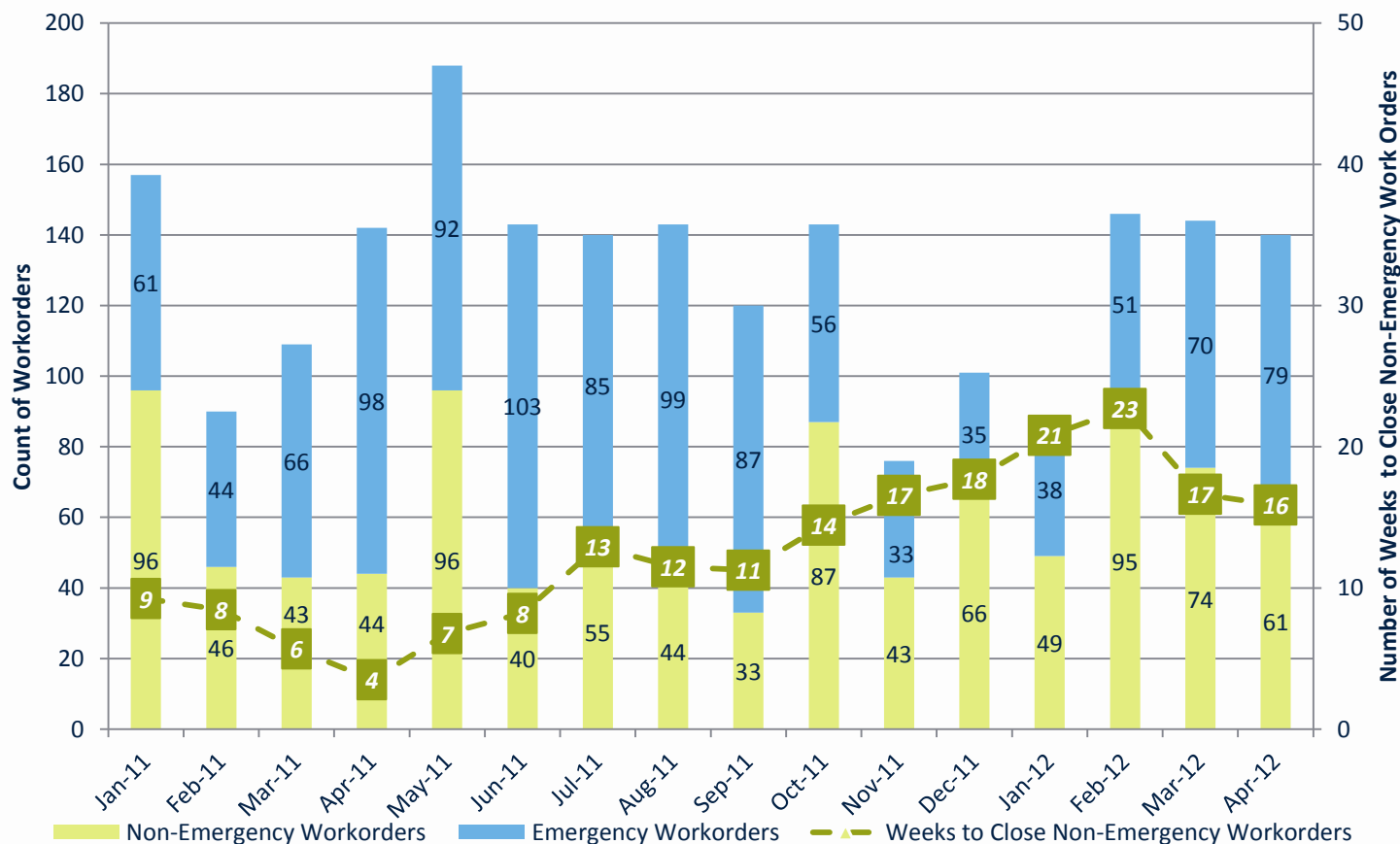
Status

GIS mapping and optimization of work patterns in process

ITI will work with Parkways to design 311 protocol for implementation during 2nd half of 2012

Critical Parties

Parks and Parkways
ITI
OPA



NOTE: Tropical Storm Lee (September 2011) generated significant backlog of work orders

Forestry Activity Increases

Issue

Tree trimming and removal prevents damage to public and private buildings

Status

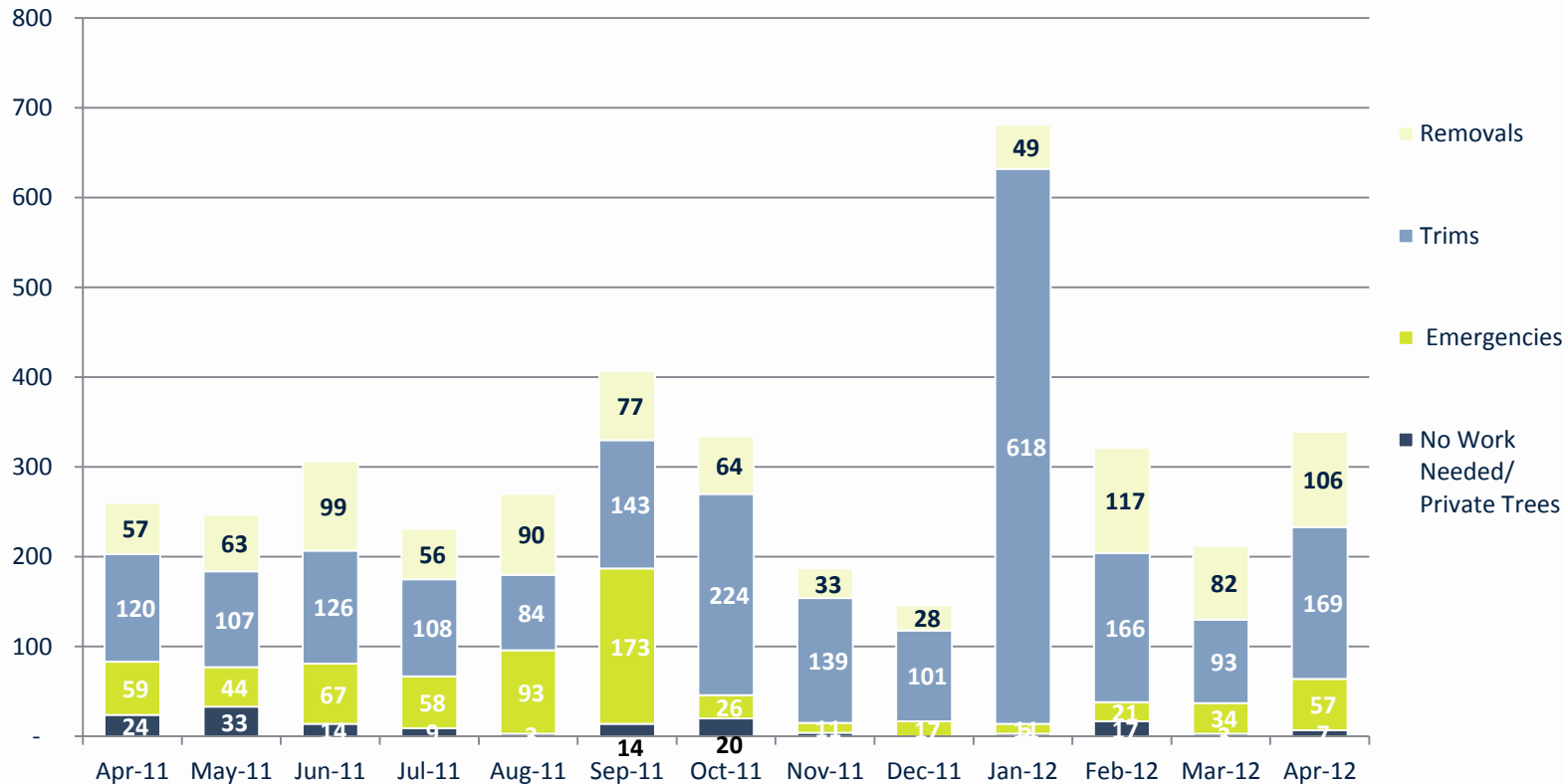
Ongoing

ITI will work with Parkways to design 311 protocol for implementation during 2nd half of 2012

Critical Parties

Parks and Parkways

Work Orders



Contact Info: Non-Emergency 658-3200; Emergency 911



QualityofLifeSTAT June 7, 2012 26

Source: Department of Parks and Parkways Database Export

Bandit Signs Removed Increases Due to JazzFest

Issue

Bandit Signs signal neglect in neighborhoods, create visual clutter, and are private use of public space for advertising

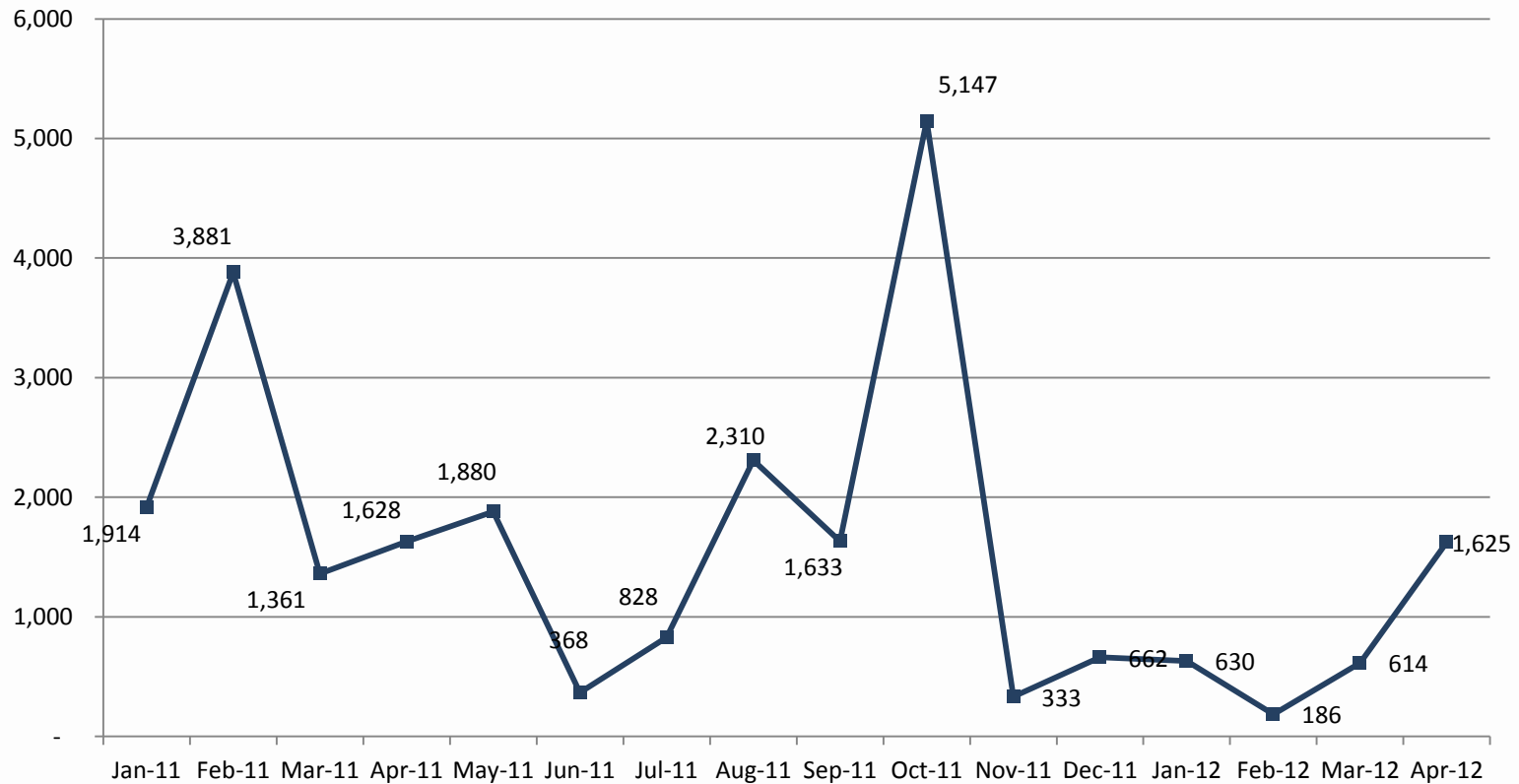
Status

Monitoring efforts continue

Critical Parties

Sanitation, Parks and Parkways

Bandit Signs Removed



Note: Approximately 4,300 of the signs removed in October were related to the October 22nd elections

Source: Department of Parks and Parkways and Department of Sanitation Monthly Illegal Sign Spreadsheet, Parkways Working Sign List, Department of Sanitation Monthly Reports 4/16/12



Sanitation Ranger & Quality of Life

ABOs, Litter, and Tire Dumping

Issue

Illegal dumping sites are a risk to public health and contribute to a sense of neighborhood neglect

Status

Sanitation is working on call classification so that variations based on types of calls can be detected.

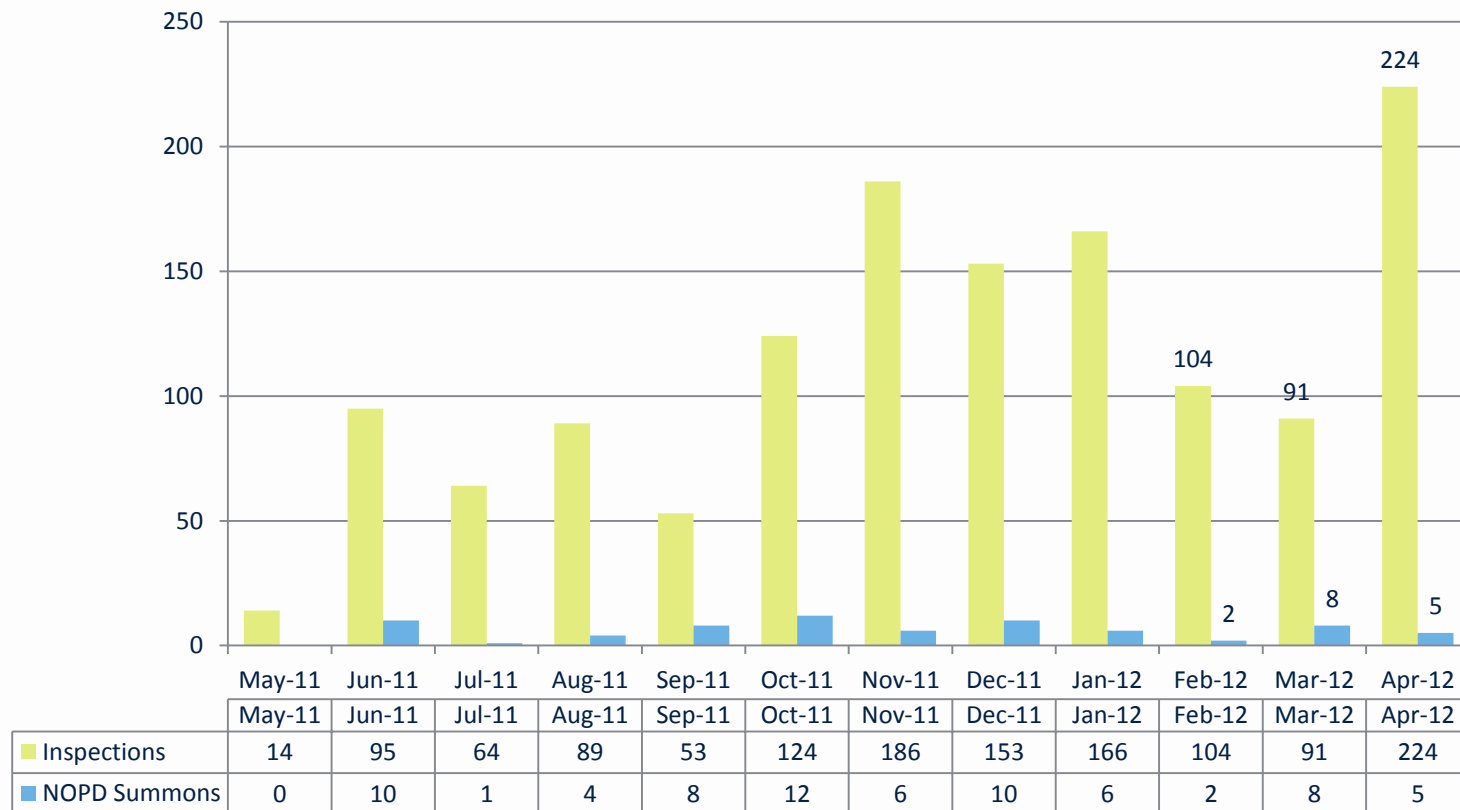
Critical Parties

Sanitation, NOPD

Follow-Up

- Should a target be set?

Sanitation Enforcement Activity



Sanitation Maintains Momentum

Issue

Dumping sites are a risk to public health and contribute to a sense of neighborhood neglect

Status

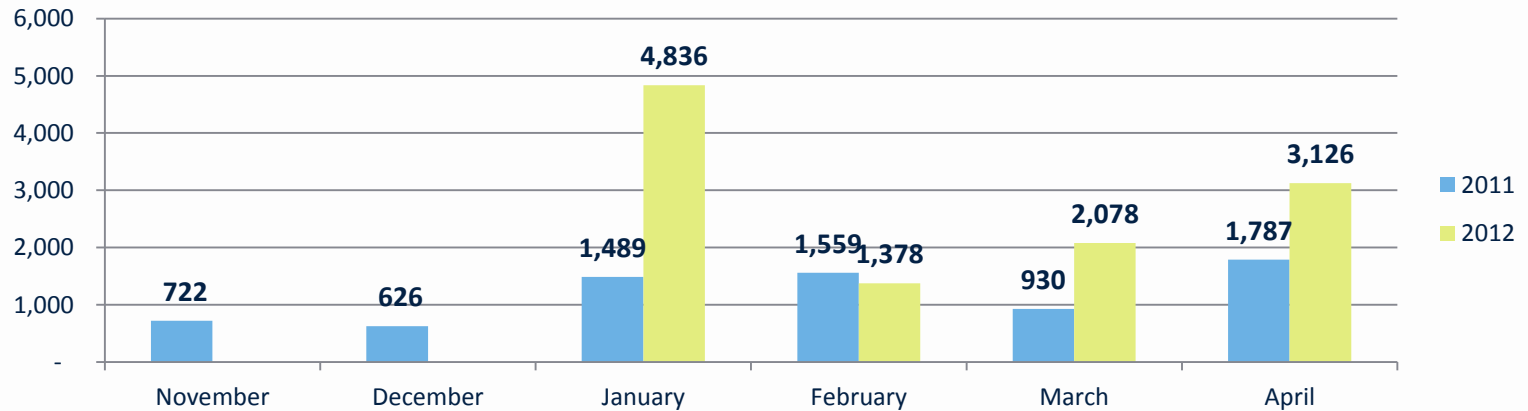
Included in initial 311 rollout

Work Order intake system with mapping needed

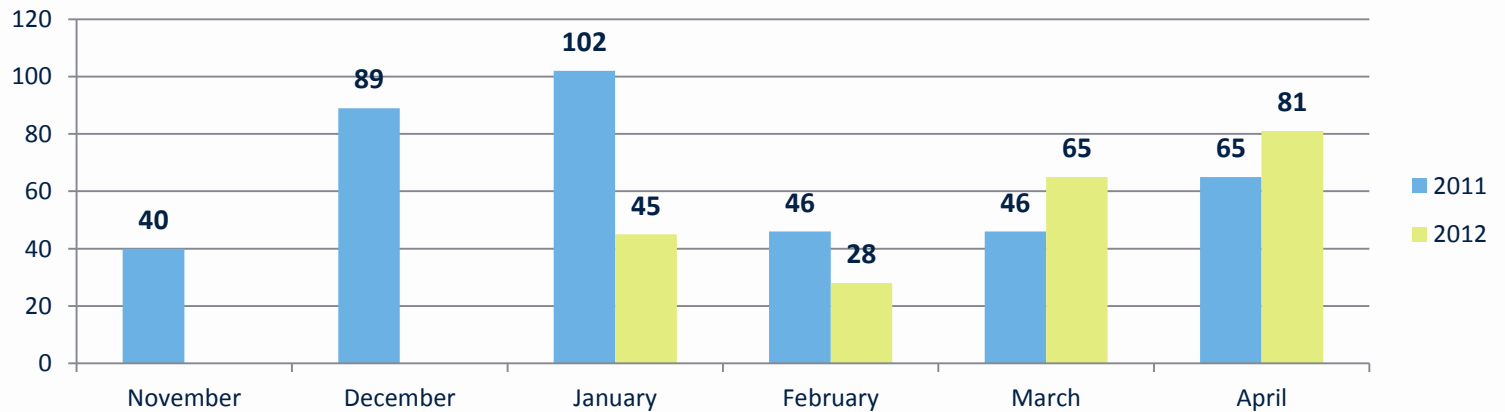
Critical Parties

Sanitation

Tires Removed, by month



Illegal Dumping Sites Cleared



Alcohol Beverage Outlet Cases Prosecuted

Issue

Alcoholic Beverage Outlets operating in violation of their regulations can become sites of violent incidents and create noise, litter, and parking violations that interfere with neighbors' quality of life

Status

Ongoing enforcement efforts

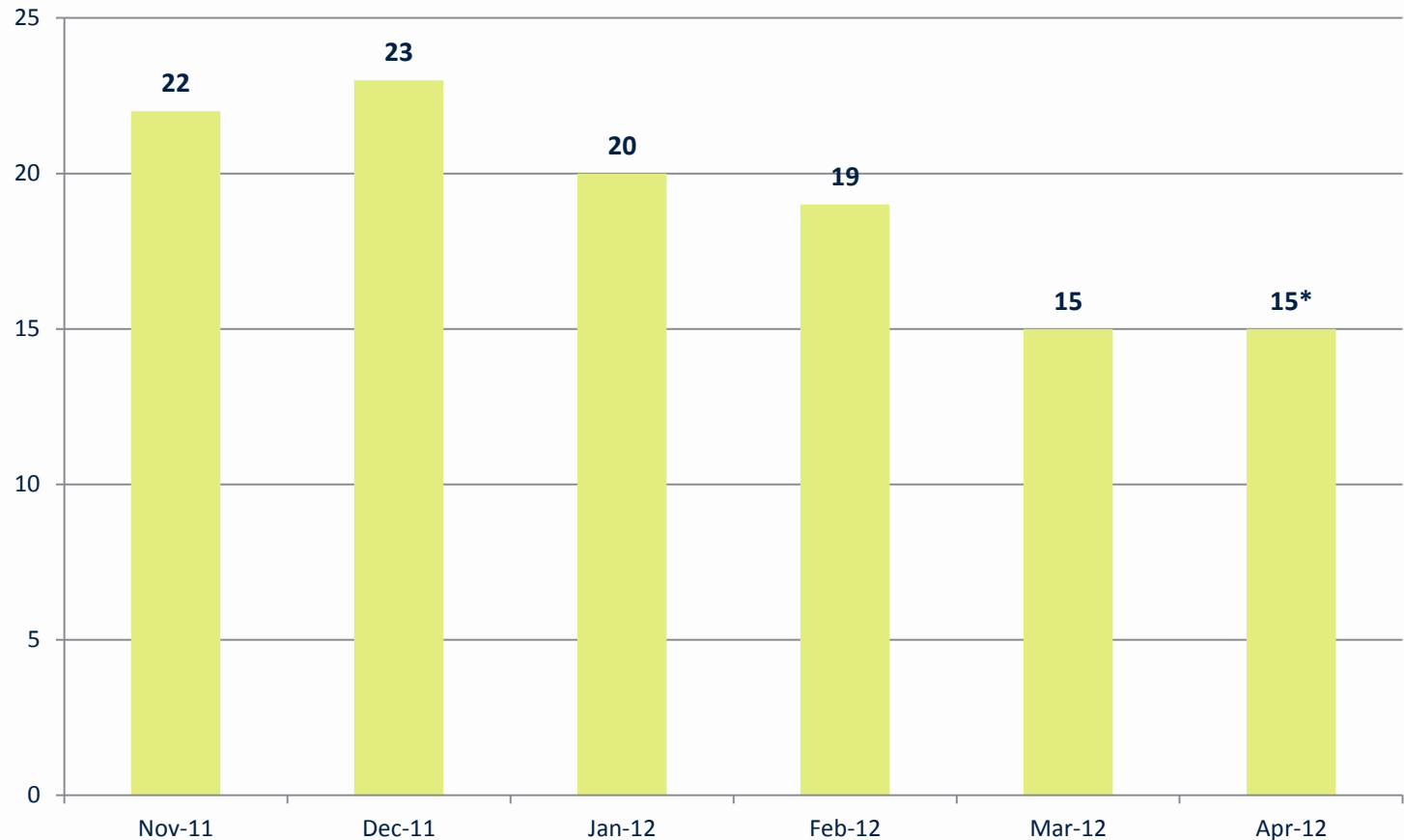
311: routing and tracking of nuisance cases?

Exploring strategies for ABCB to hear additional nuisance cases each month

Critical Parties

Law, NOPD, Safety and Permits

**ABO Tax & Nuisance Cases Prosecuted, by month
as of April 30th, 2012**



*Includes Big Time Tips Bar and Lounge, a longtime nuisance bar in Hollygrove.

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?

