



CITY OF NEW ORLEANS
Quality of Life STAT

October 15, 2015
(Reporting Period: September 2015)

www.nola.gov/opa



Quality of Life STAT October 15, 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 Parties	Action Item	Notes
2/19/15	M. Jernigan P. Sullivan	Hire needed staff and order the vehicles necessary to achieve 2015 targets.	<ul style="list-style-type: none"> Awaiting delivery of crew-cab dump trucks before hiring additional maintenance staff.
6/18/15	M. Jernigan A. MacDonald	Determine plan for maintenance of streetlights in the City's parks.	<ul style="list-style-type: none"> Will need to be resolved once 2016 budget is approved.
7/1/14	E. Williams C. Sylvain-Lear M. Torri	Draft procedures for review and approval to allow tickets to be issued and administrative hearings conducted for Quality of Life violations.	<ul style="list-style-type: none"> Sanitation working with Law Department to develop implementation plan. Some legal constraints may exist.
9/17/15	A. Matthews M. Jernigan	Increase number of vehicle removal contractors through supplier diversity initiative.	<ul style="list-style-type: none"> Portion of disposal cost may arise from title clearing and associated work. No indications of interest from new contractors.
9/17/15	C. Sylvain-Lear J. Williams Law Department	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. Drafting ordinance to move oversight from Health to Safety and Permits. Student worker currently researching methods and cost for tire identification program. Developing charts to highlight difference between City and State regulations and identify non-compliant tire shops. Drafting a notice to inform the public.
10/15/15	K. Davis M. Jernigan	Follow-up on mapping of catch basins.	
10/15/15	O. Wise K. Davis	Update service-level agreements for 311 requests.	
10/15/15	K. Davis	Remove lost-and-found component from Taxi Department performance metrics.	<ul style="list-style-type: none"> Taxi Department generally has no control over this outcome.
10/15/15	E. Williams C. Sylvain-Lear A. MacDonald	Obtain clarity on sign removal policy.	<ul style="list-style-type: none"> Likely should be completed immediately as election season picks up.



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%)	90%	89%	50%	44%	88%	27%	73%	18%	66%	29%	67%
Request Closure Rate (Closed Cases >= New Cases Yes/No)	Y	N	N	Y	N	Y	N	Y	Y	N	N
Backlog to Closed Requests Ratio (<5, 5-7, >=8)	0.0	37.2	2.1	3.5	0.1	0.1	6.4	1.3	0.5	1.0	0.3

Department Adoption Rate

Adoption Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	NORDC	Sanitation	Taxi	EMS
Current Month	100.00%	82.00%	82.00%	100.00%	82.00%	100.00%	100.00%	N/A	100.00%	75.00%	100.00%
90d Average	97.00%	94.00%	94.00%	100.00%	88.00%	100.00%	100.00%	N/A	100.00%	86.00%	100.00%
DAR Avg Year-To-Date	86.00%	90.00%	98.00%	100.00%	94.00%	100.00%	100.00%	N/A	98.00%	91.00%	100.00%



PUBLIC WORKS



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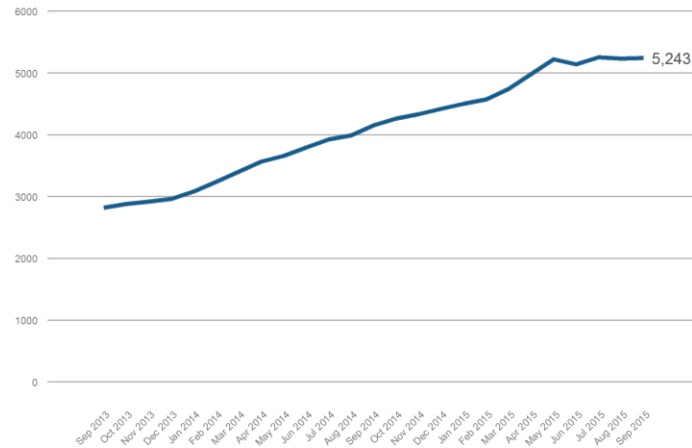
Responsible Organization:
Department of Public Works
(DPW)

Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

The number of open requests for road surface repairs has stabilized over the past few months

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



Stabilization likely results from 311 system and additional staff.

Responsible Organization:
Department of Public Works
(DPW)

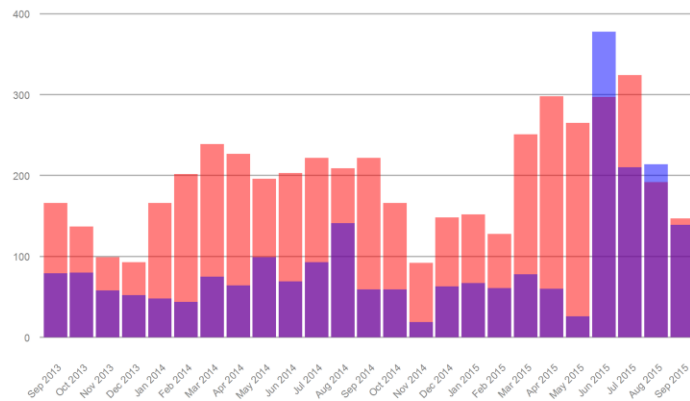
Data Source:
311

Related Strategy:
Maintain and improve road
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Requests opened in September slightly exceeded requests closed

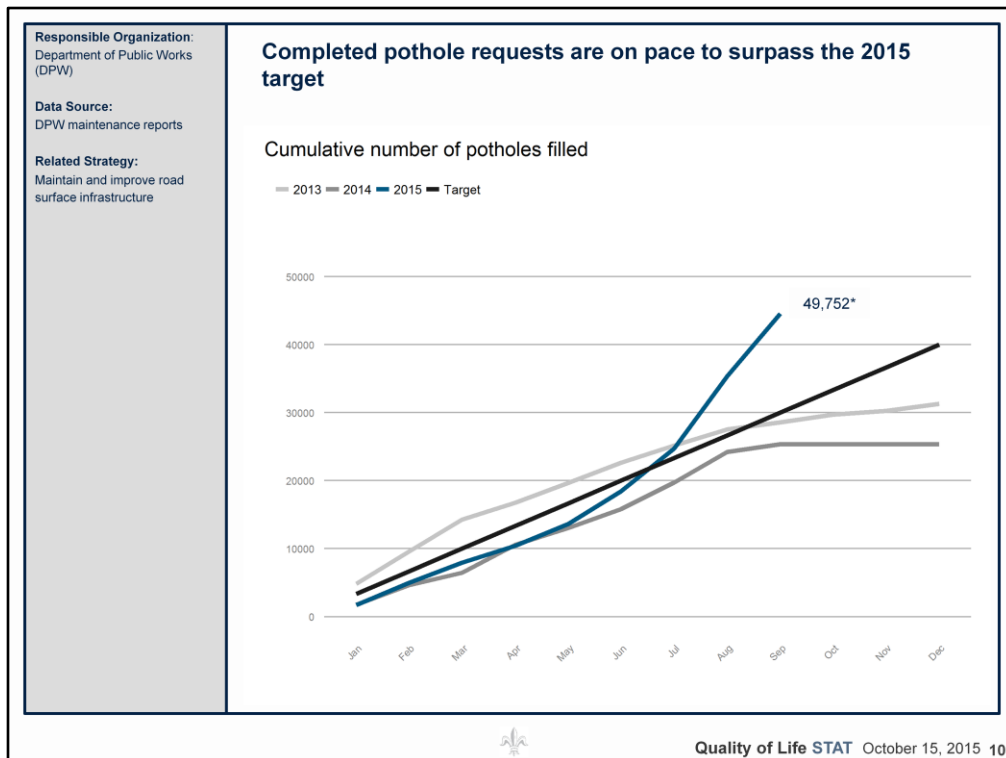
Pothole/Roadway Surface Repair service requests net per month

Opened Closed



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Closing in on break-even point after adding both administrative and field resources.



49,752 is the figure reported by DPW for September and may not correspond to prior month YTD figures, which were calculated by OPA using weekly maintenance reports.

OPA and DPW may want to meet in order to discuss reporting methods for pothole and catch basin data.

Responsible Organization:
Department of Public Works

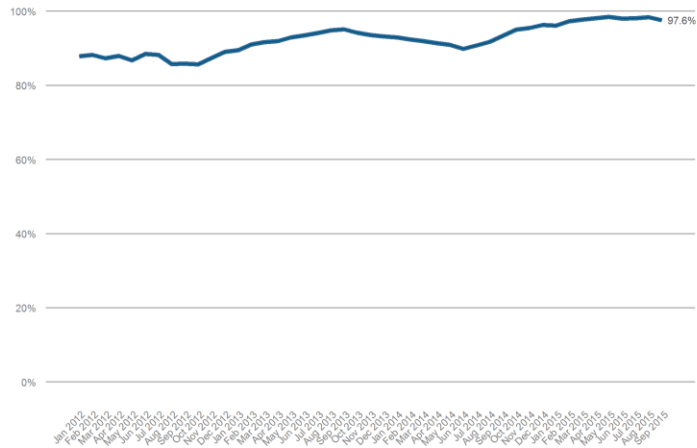
Data Source:
DPW Streetlights Monthly
Report

Related Strategy:
Maintain and improve road
surface infrastructure

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

Percentage of streetlights functioning was revised downward after receiving an updated count for the total number of streetlights

Percent of street lights functioning



Responsible Organization:
Department of Public Works

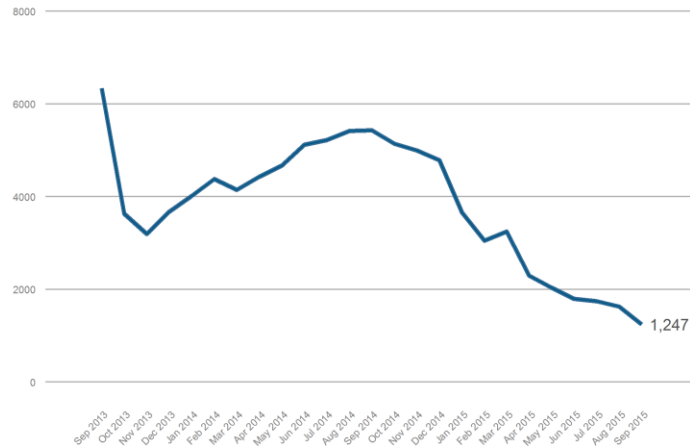
Data Source:
311

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.

DPW has continued to push down the backlog of streetlight requests

Street Light service requests open at end of month



Responsible Organization:
Department of Public Works

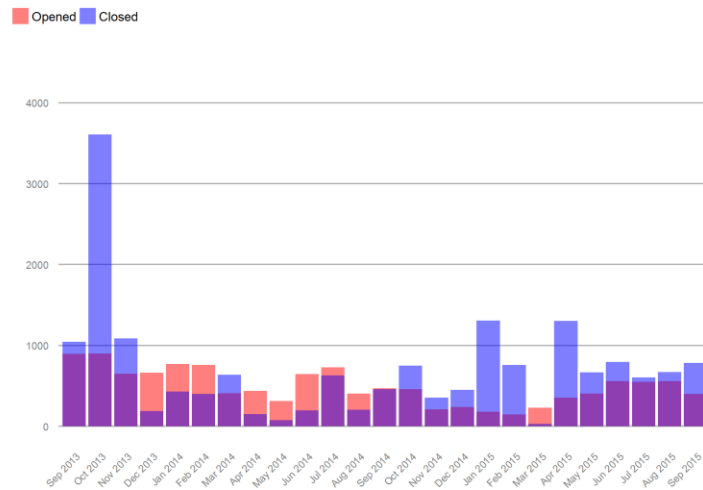
Data Source:
311

Related Strategy:
Maintain and improve road
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In rare instances, a 311 service
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closed and opened cases.

More streetlight requests were closed than opened in September

Street Light service requests net per month



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Program to reset knocked-down streetlights should help to move through backlog.

Responsible Organization:
Department of Public Works

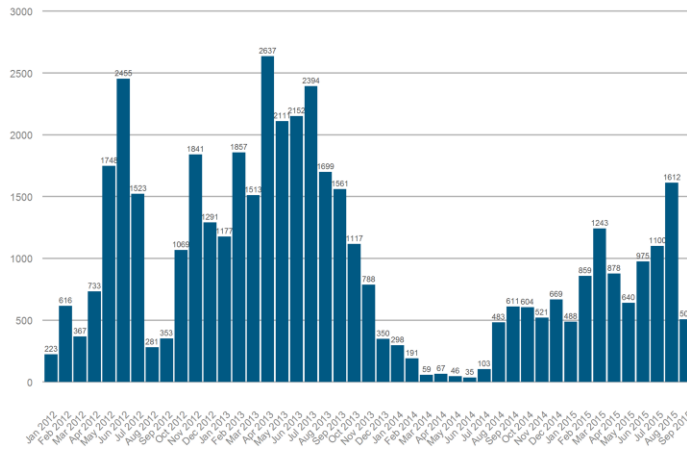
Data Source:
DPW Streetlights Monthly Report

Related Strategy:
Maintain and improve road surface infrastructure

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

Fewer streetlight outages were restored in September, both month-over-month and year-over-year

Number of streetlight outages restored



LED installations near 80 percent of streetlights, but remaining installations could be more costly because of decorative fixtures.

Department of Public Works

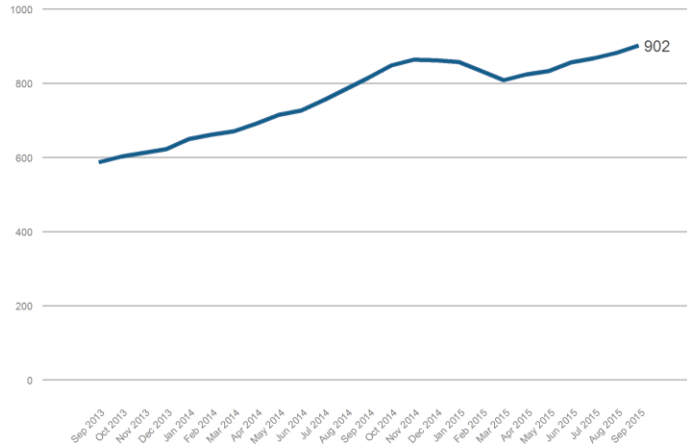
Data Source:
311

Related Strategy:
Maintain and improve road
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The backlog of traffic sign requests increased during September

Traffic Sign service requests open at end of month



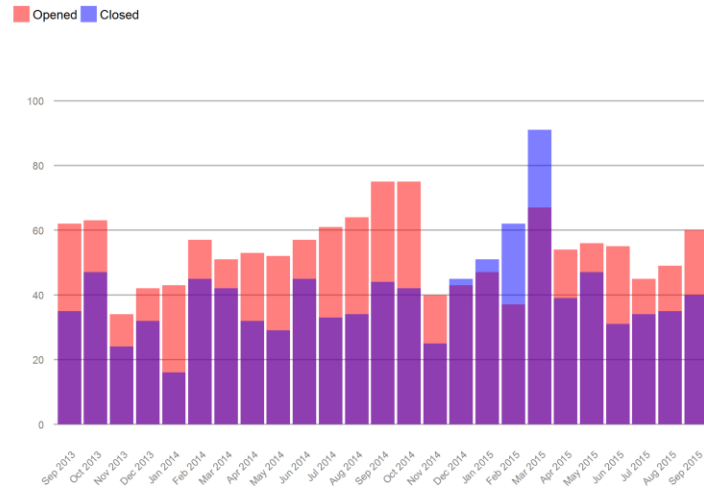
Data Source:
311

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 traffic sign requests were opened than closed in September

Traffic Sign service requests net per month



Field observations needed prior to installation can be time-consuming.

Responsible Organization:
Department of Public Works

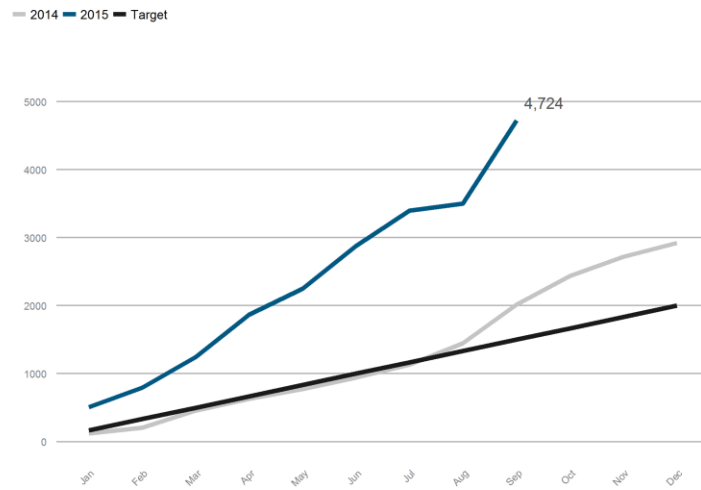
Data Source:
DPW Maintenance Reports

Related Strategy:
Maintain and improve road
surface infrastructure

Notes:
In rare instances, a 311 service
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closed and opened cases.

Traffic signs installed have outpaced the 2015 target

Cumulative number of traffic signs installed



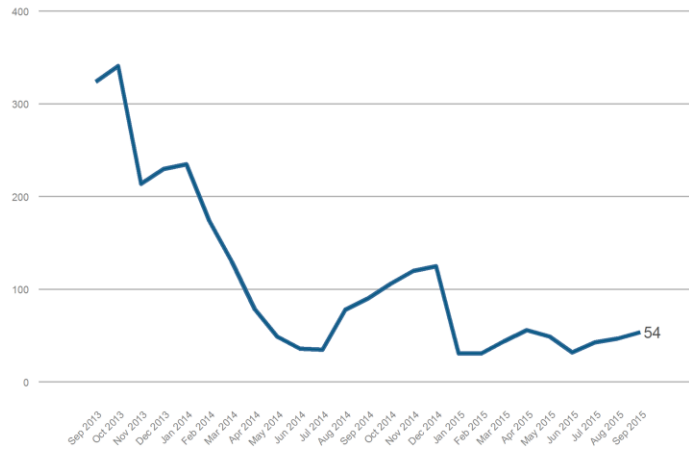
Data Source:
311

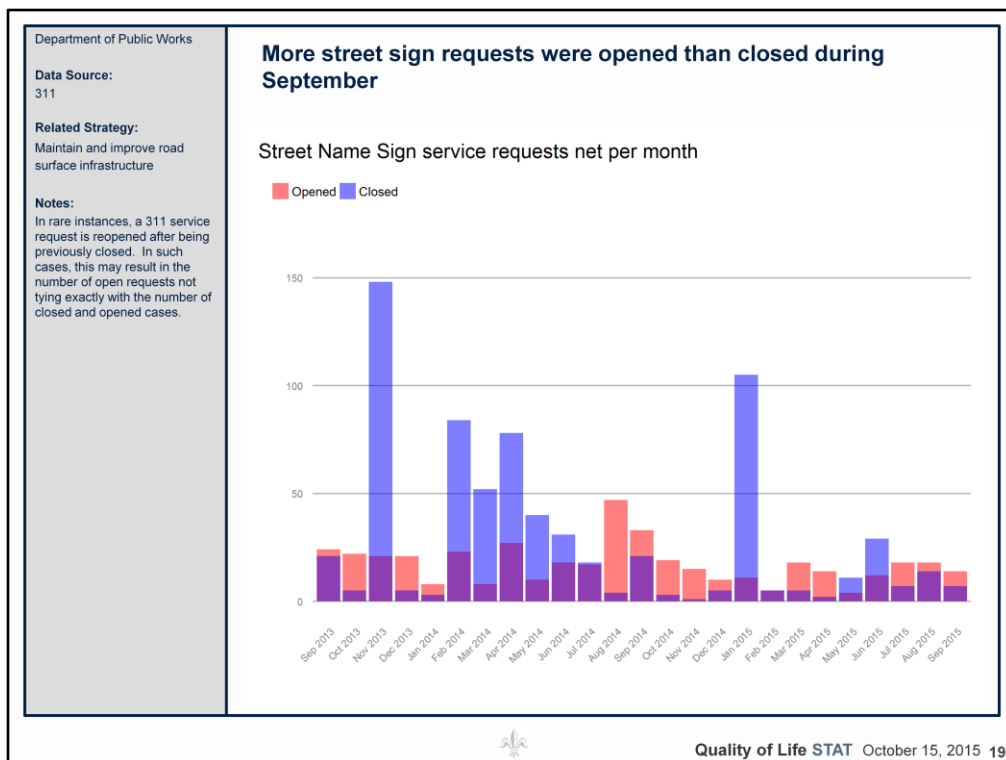
Related Strategy:
Maintain and improve road
surface infrastructure

Notes:
In rare instances, a 311 service
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previously closed. In such
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number of open requests not
tying exactly with the number of
closed and opened cases.

The backlog of requests for street signs is down year-over-year but increased during September

Street Name Sign service requests open at end of month





Recent approach has been more proactive than in prior years.

Responsible Organization:
Department of Public Works

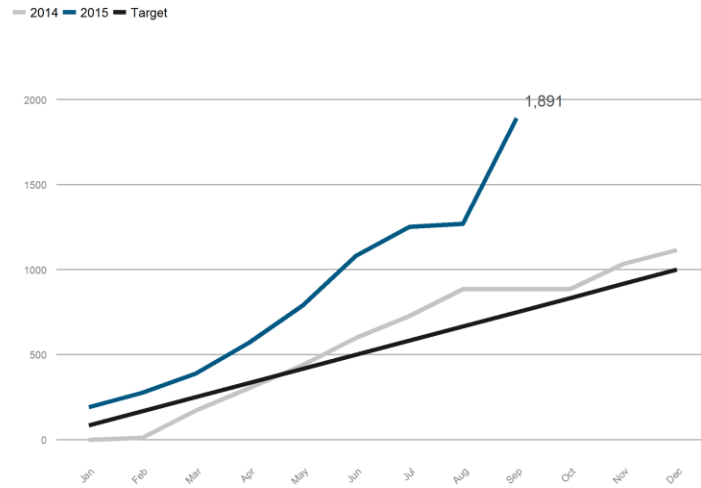
Data Source:
DPW Maintenance Reports

Related Strategy:
Maintain and improve road
surface infrastructure

Notes:
In rare instances, a 311 service
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closed and opened cases.

Street signs installed year-to-date have exceeded the 2015 target

Cumulative number of street name signs installed



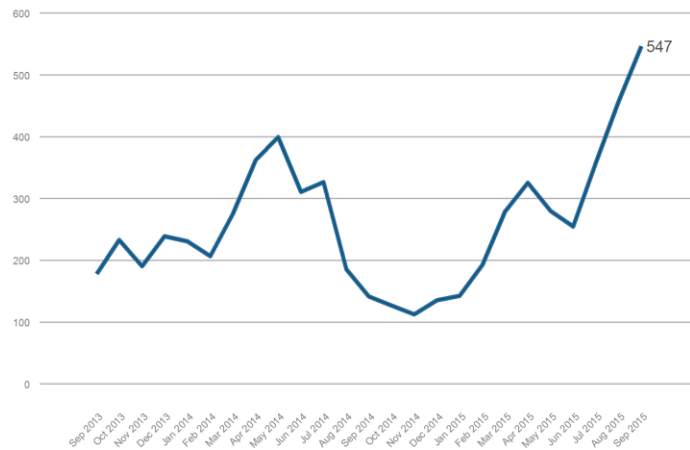
Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality Neighborhoods

The abandoned vehicle removal backlog has continued to rise since June

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



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DPW has been towing near capacity, but the storage yard is almost full, which could hinder future removals. Vehicle auction scheduled for October.

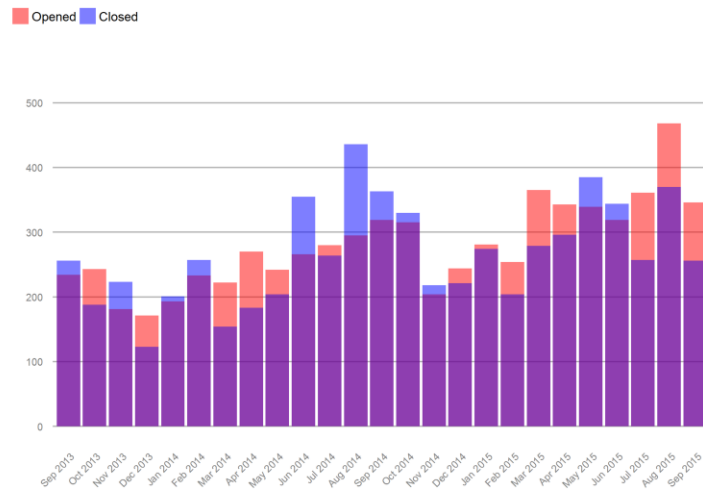
Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality Neighborhoods

More abandoned vehicle requests were opened than closed during September

Abandoned Vehicle Reporting/Removal service requests net per month



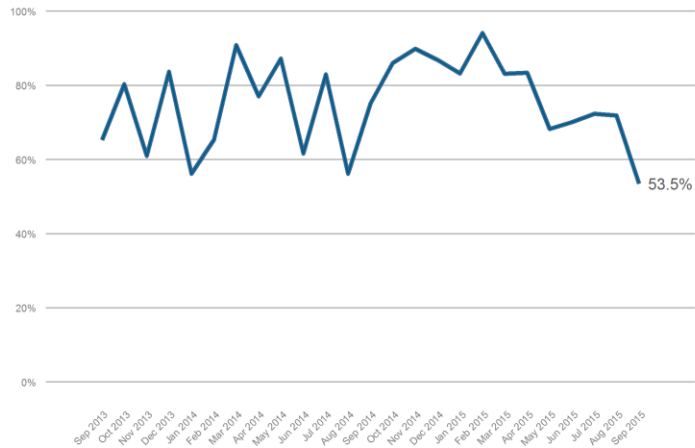
Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality Neighborhoods

The percentage of abandoned vehicle requests resolved within 30 days has fallen since hitting the 90 percent mark in February

Percent of Abandoned Vehicle Reporting Removal resolved in 30 days



Responsible Organization:
Department of Public Works

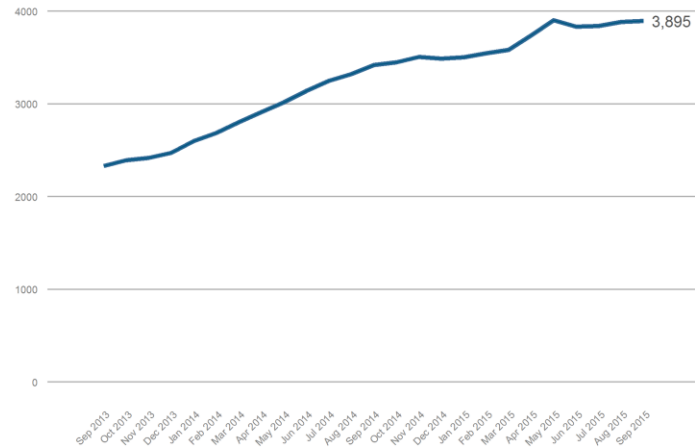
Data Source:
311

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 rose during September both month-over-month and year-over-year

Street Flooding/Drainage service requests open at end of month



Drainage point repairs have been scheduled.

Responsible Organization:
Department of Public Works

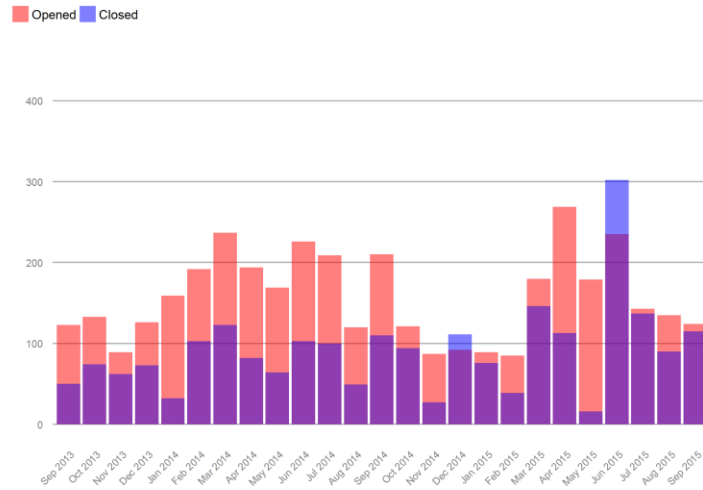
Data Source:
311

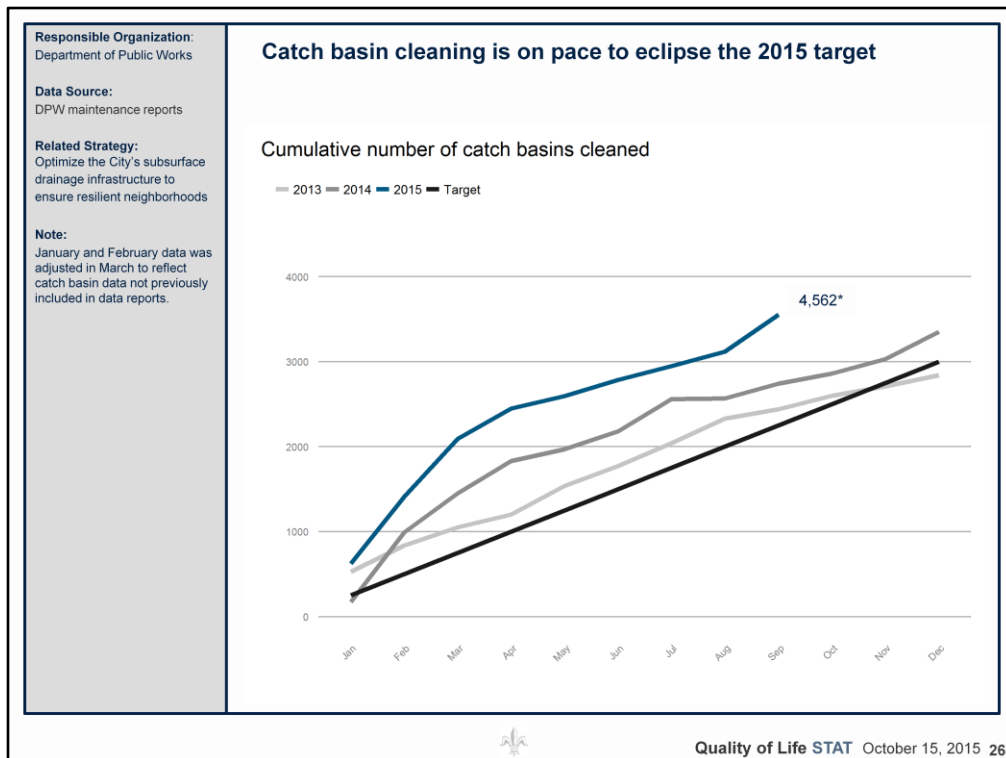
Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
ensure resilient neighborhoods

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

Slightly more flooding and drainage requests were opened than closed for September

Street Flooding/Drainage service requests net per month





















4,562 is the figure reported by DPW for September and may not correspond to prior month YTD figures, which were calculated by OPA using weekly maintenance reports.

OPA and DPW may want to meet in order to discuss reporting methods for pothole and catch basin data.

Key Performance Indicators

KPI	2014		2015		Status
	Actual	Target Met?	Actual	Target	
Number of Potholes Filled	25,348		49,752*	40,000	
Percent of Streetlights Functioning	96%		98%	92%	
Number of Streetlight Outages Restored	3,018		8,301	8,000	
Percent of 311 Streetlight Service Requests Closed within 90 Days	27%	N/A	35%	75%	
Number of Permanent Traffic Signs Installed	2,921		4,724	3,800	
Number of Street Name Signs Installed	1,116		1,891	1,500	
Percent of 311 Abandoned Vehicle Requests Closed within 30 Days	73%		75%	80%	
Number of Catch Basins Cleaned	3,390		4,562*	3,250	
Percent of Catch Basins Cleaned	5%	N/A	5.2%	4.8%	



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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	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
	Estimated Bills	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
	High Bill Complaints	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
	Adjusted Bills	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Problem Resolution	Customer Contacts	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
	Call Wait Time	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
	Abandoned Calls	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
	Emergency Abandoned Calls	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
	Low Water Pressure	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
	Water System Leaks	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
	Sewer System Leaks	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Collections Effectiveness	Accounts Off for Non-Payment	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
	Receivables 30 to 120 Days Old	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
	Receivables 120 Days and Older	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>

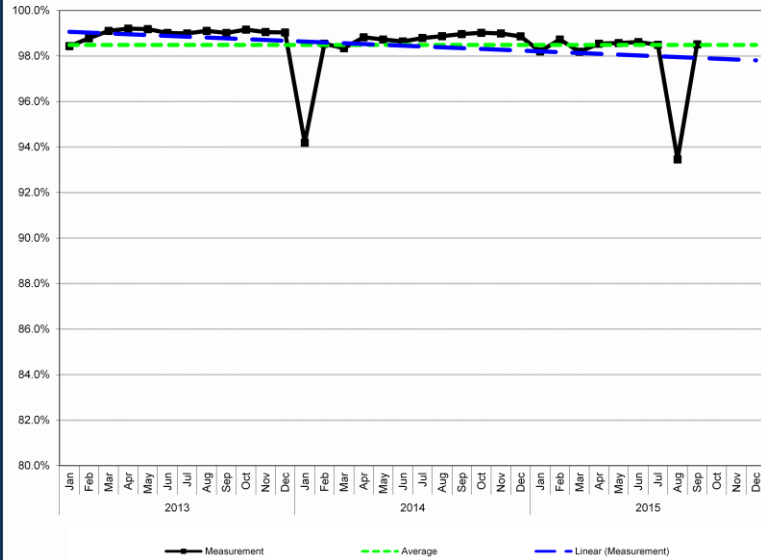


Responsible Organization:
Sewerage and Water Board of
New Orleans

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

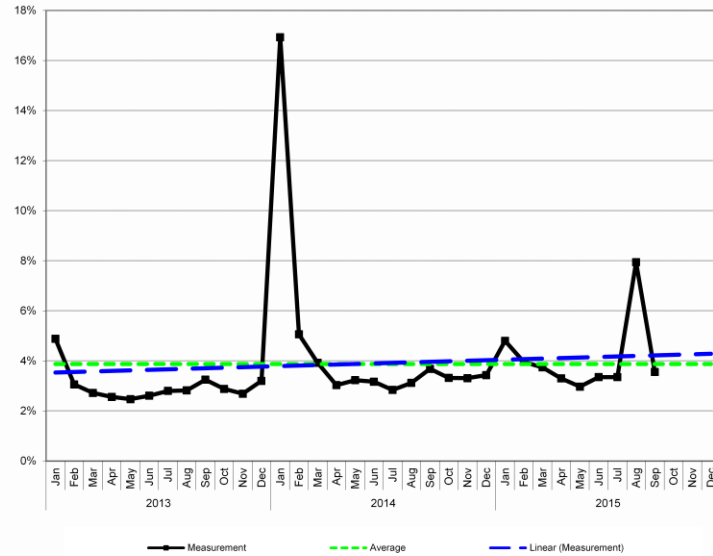


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Bills estimated as a percentage of total bills

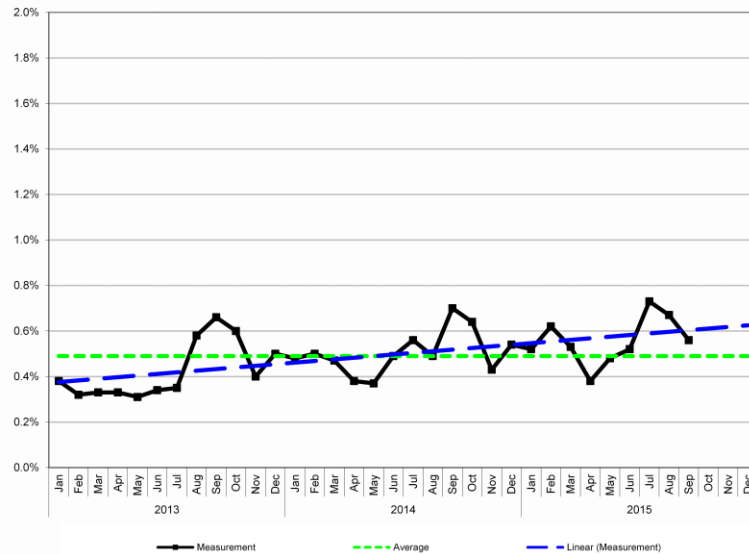


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Investigations from high bill complaints as a percentage of total bills

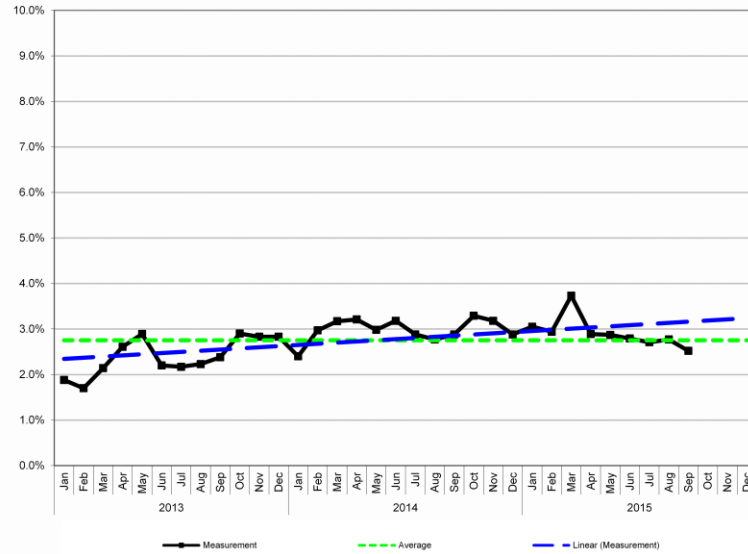


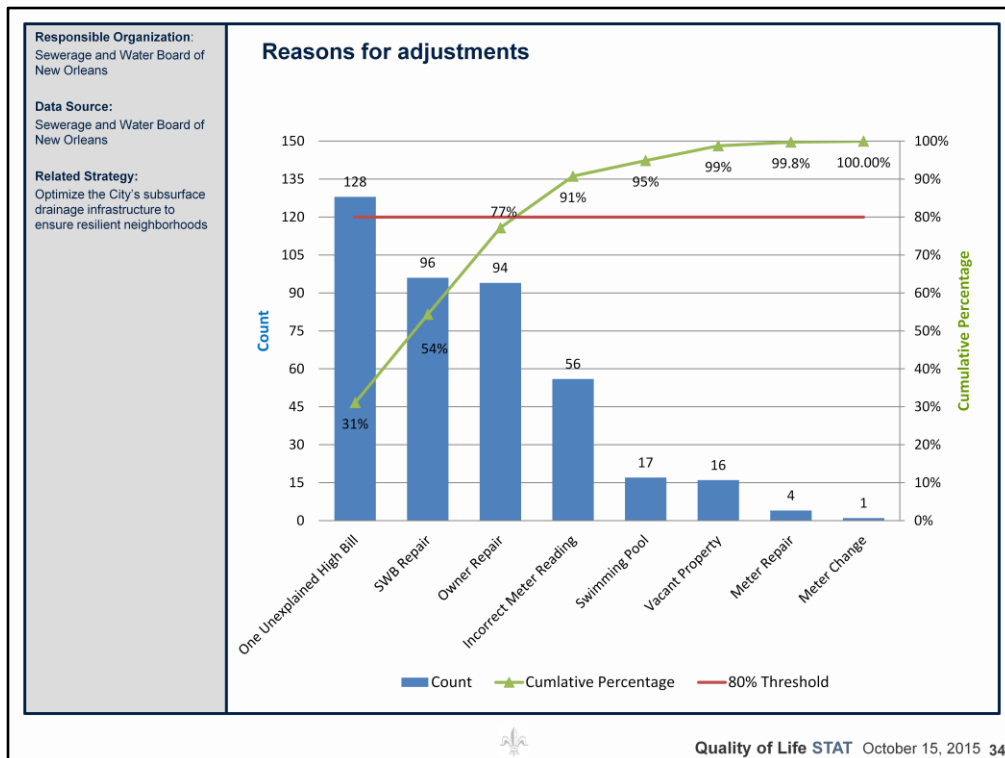
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Related Strategy:
Optimize the City's subsurface
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Bills adjusted as a percentage of total bills computed





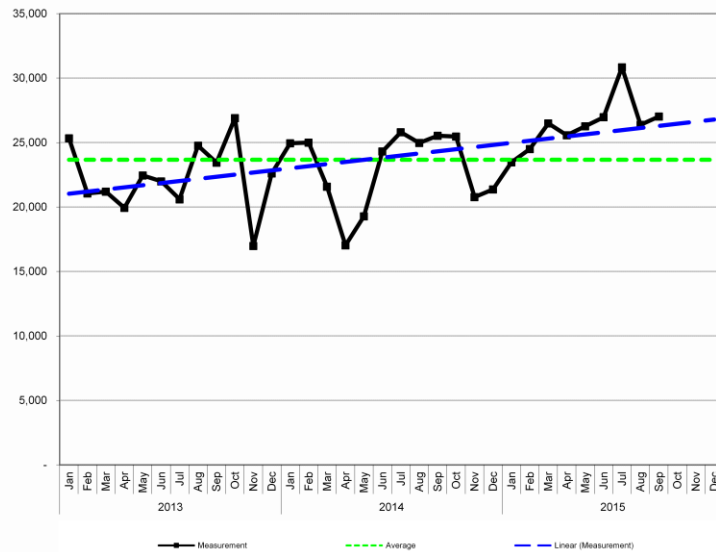
Once installed, electric meters should resolve unexplained high bill issues.

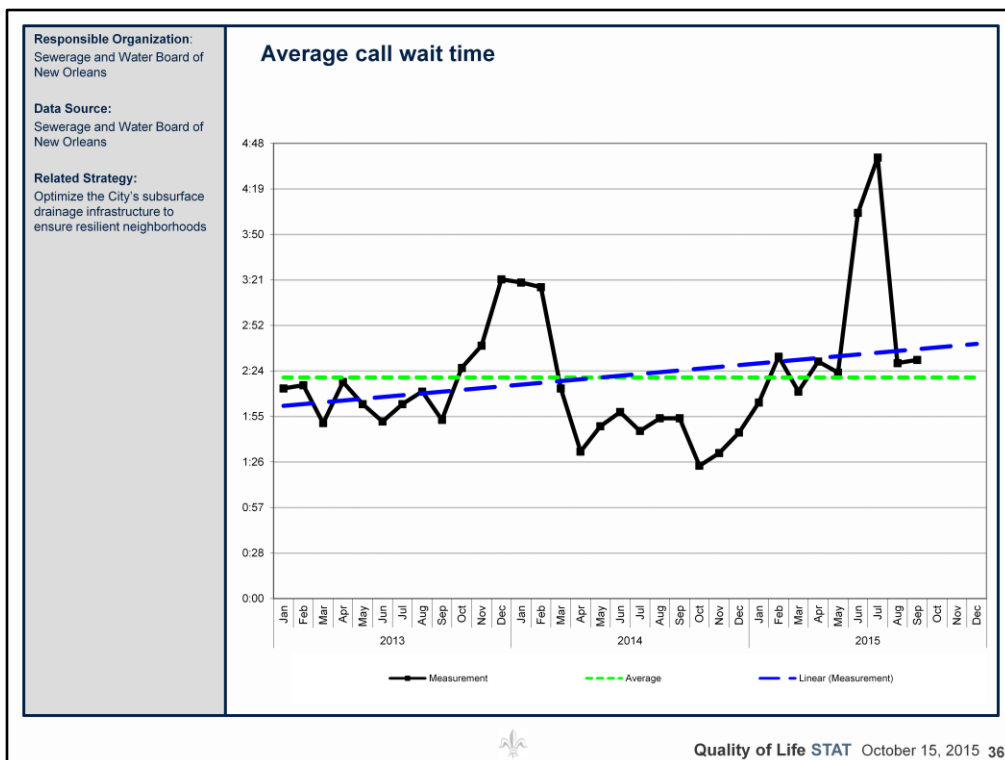
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Sewerage and Water Board of
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Related Strategy:
Optimize the City's subsurface
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ensure resilient neighborhoods

Total inbound customer contacts





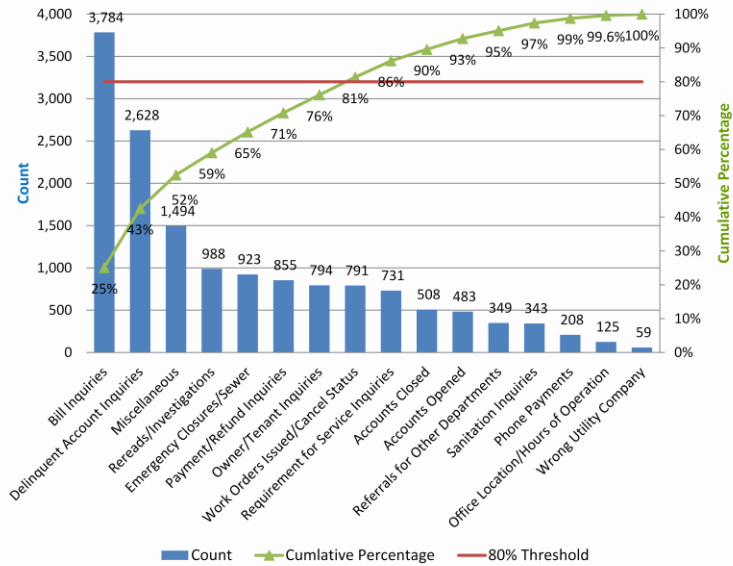
Boil-water advisory may have contributed to recent spike in wait times.

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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
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Types of customer calls

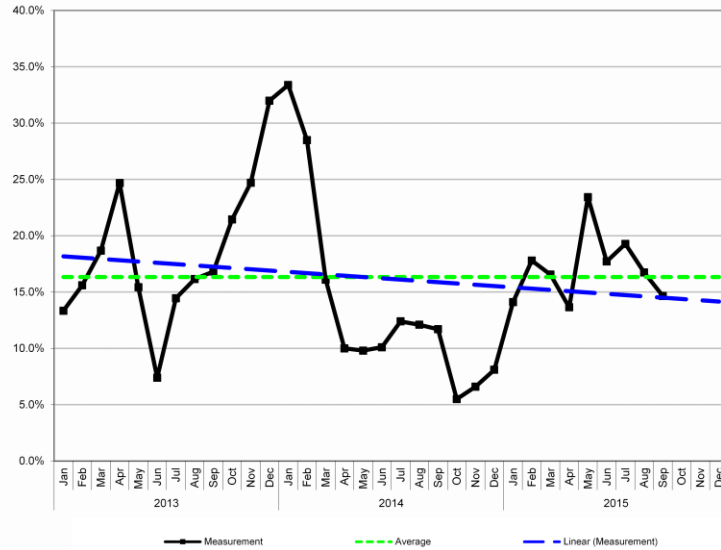


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Related Strategy:
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Calls abandoned by customers as a percentage of total

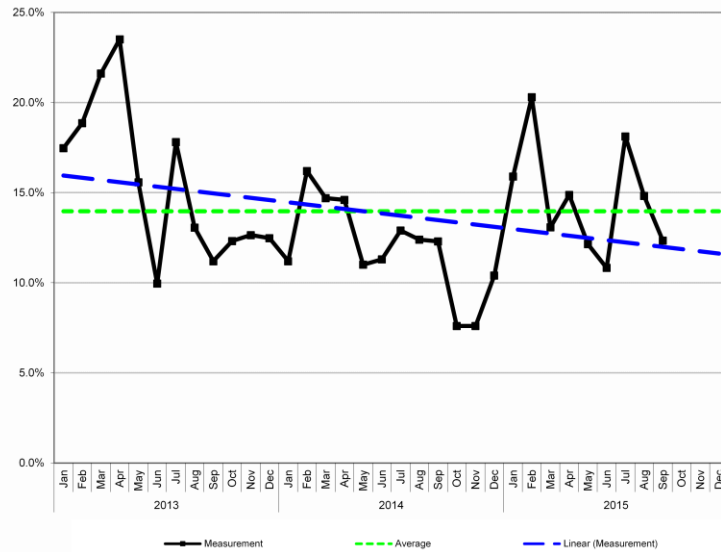


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Related Strategy:
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Emergency calls abandoned by customers as a percentage of total emergency calls

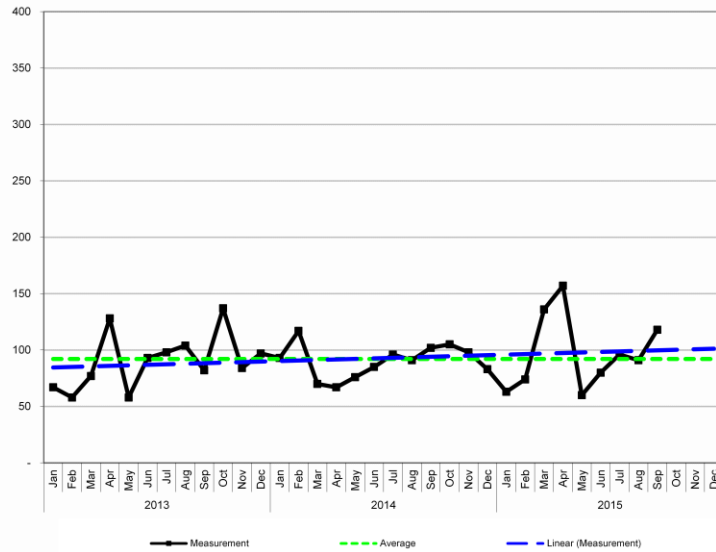


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Data Source:
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New Orleans

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

Total service requests about low water pressure

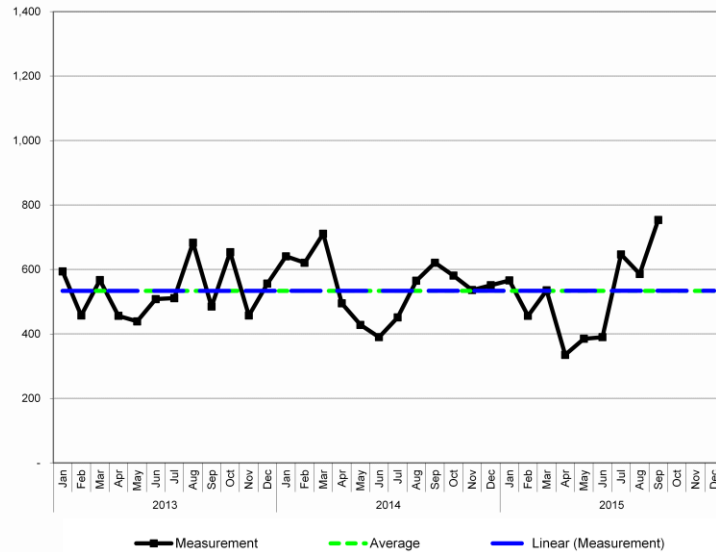


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Data Source:
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Related Strategy:
Optimize the City's subsurface
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Total service requests for water system leaks

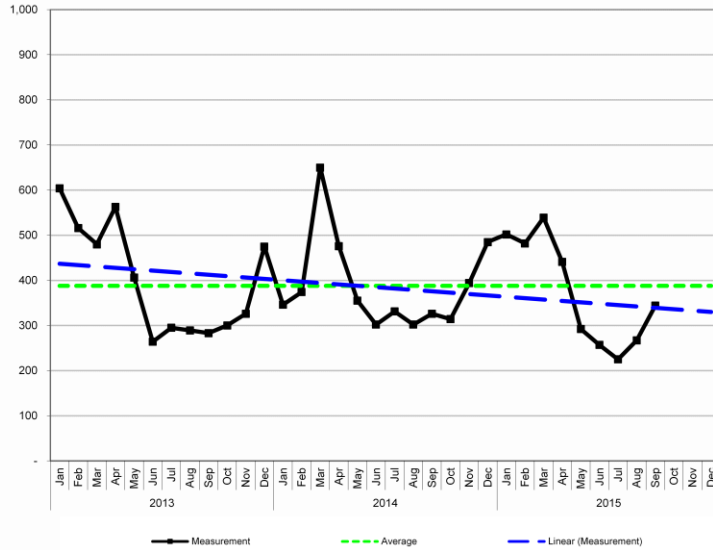


Responsible Organization:
Sewerage and Water Board of
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Data Source:
Sewerage and Water Board of
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Related Strategy:
Optimize the City's subsurface
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Total service requests for sewer system leaks

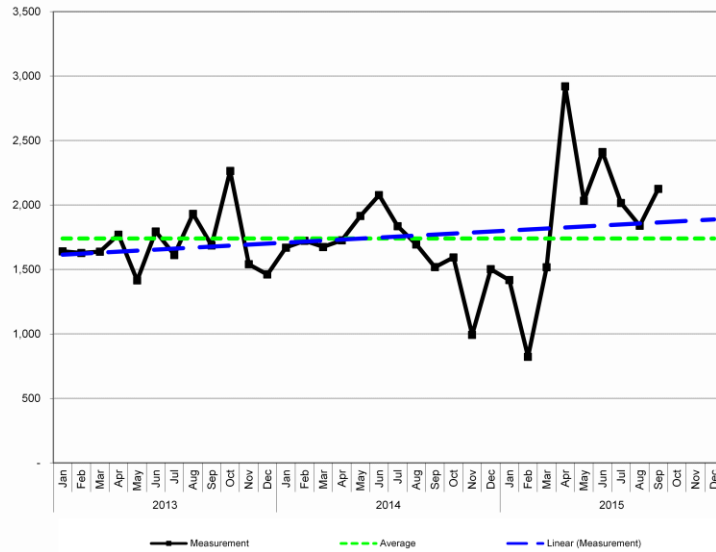


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Sewerage and Water Board of
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Related Strategy:
Optimize the City's subsurface
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Total accounts turned off for non-payment

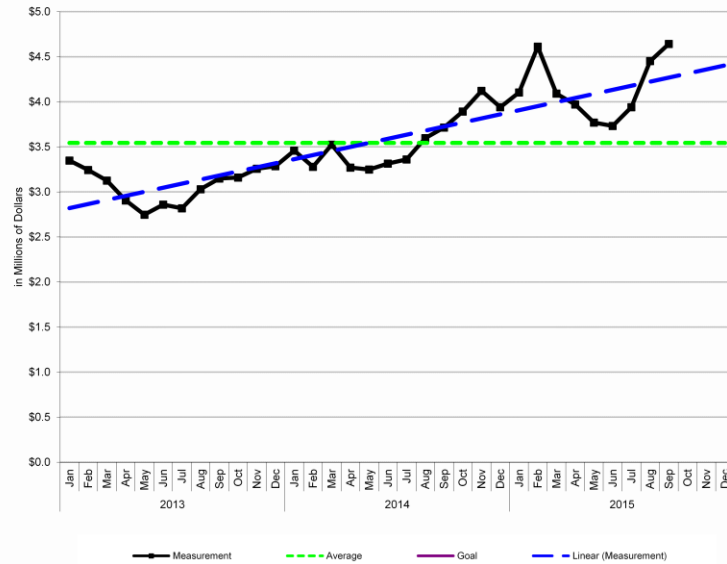


Responsible Organization:
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Data Source:
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New Orleans

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

Water and sewer receivables 30 to 120 days old

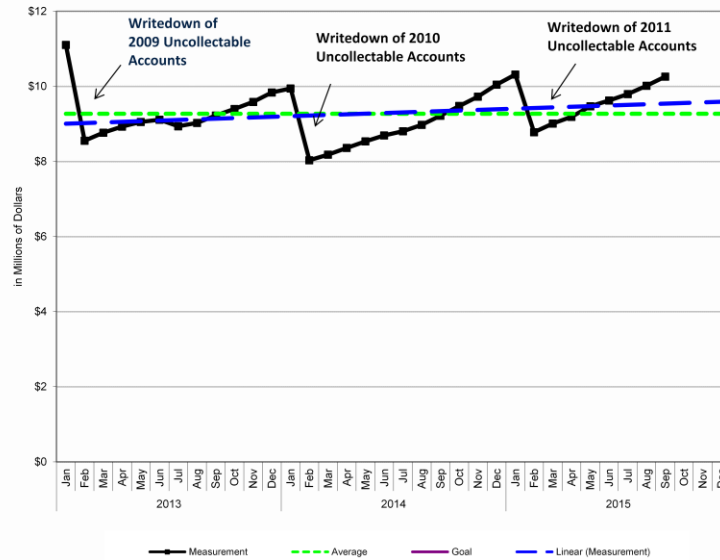


Responsible Organization:
Sewerage and Water Board of
New Orleans

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



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Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

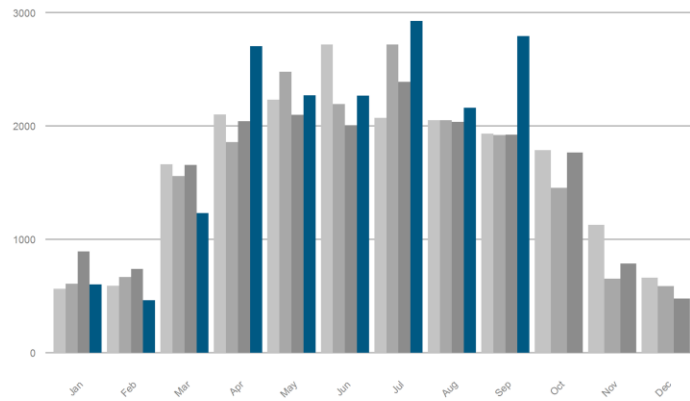
Related Strategy:
Protect and preserve parks and
other green spaces

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

Acres mowed are significantly higher than during September 2014

Acres mowed

■ 2012 ■ 2013 ■ 2014 ■ 2015



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

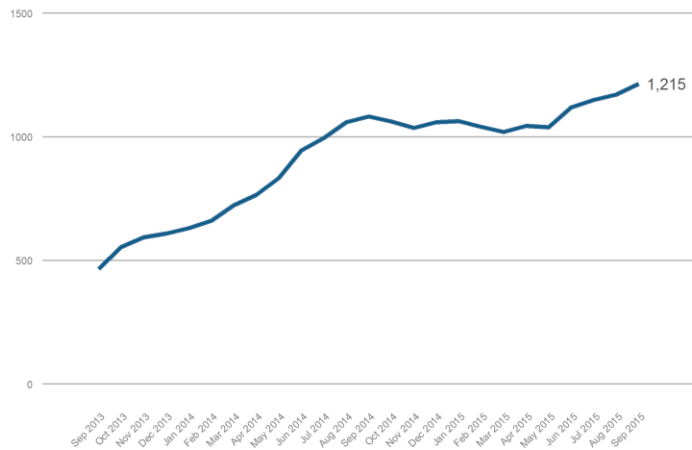
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

The backlog of tree service requests has been increasing since May

Tree Service service requests open at end of month



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

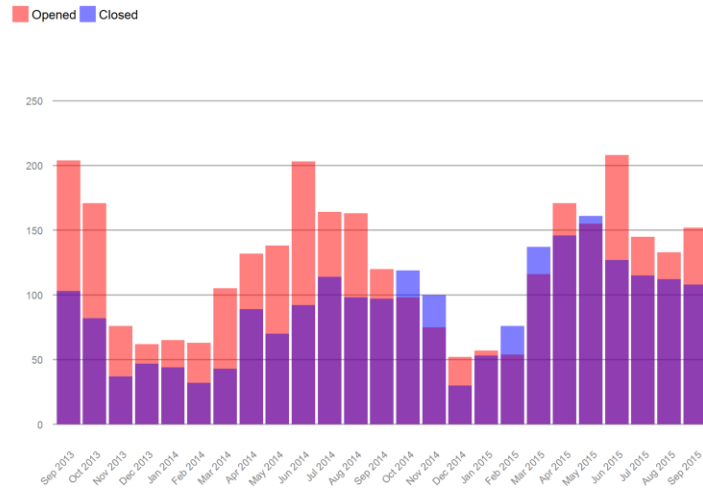
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

Trees service requests opened during September exceeded requests closed

Tree Service service requests net per month



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

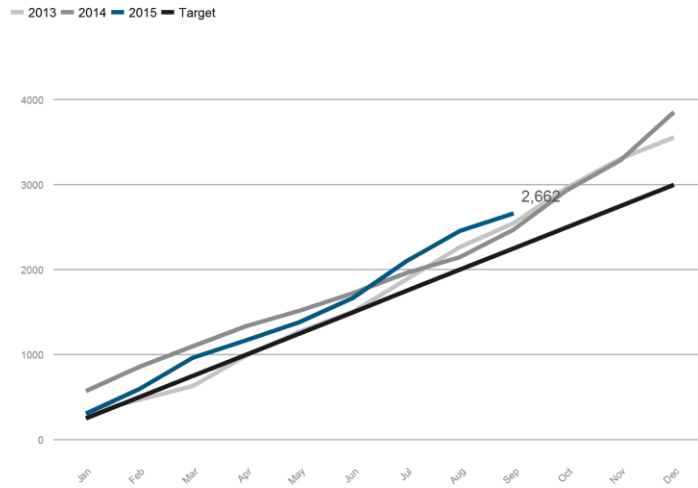
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

Cumulative tree trims and removals are slightly ahead of prior-year trends

Cumulative number of tree trims and removals



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

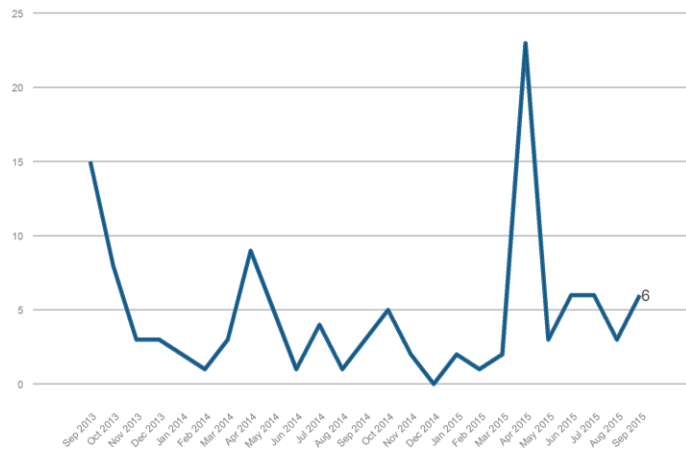
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

After spiking in April, the backlog of emergency tree service requests has been held to single digits

Tree Service Emergency service requests open at end of month



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

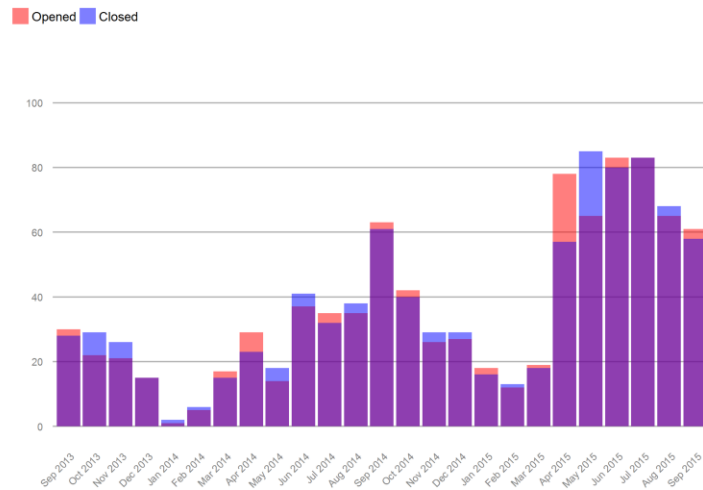
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

Slightly more emergency tree service requests were opened than closed during September

Tree Service Emergency service requests net per month



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

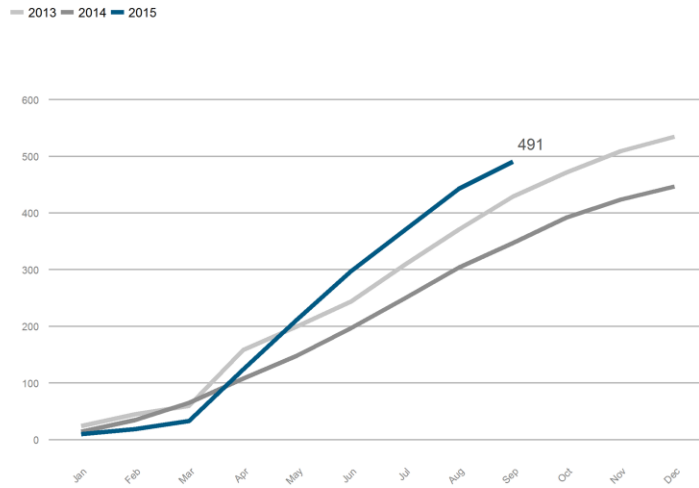
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

Emergency tree service requests are on pace to surpass prior year figures

Cumulative number of emergency tree requests



Responsible Organization:
Department of Sanitation
Department of Parks and
Parkways

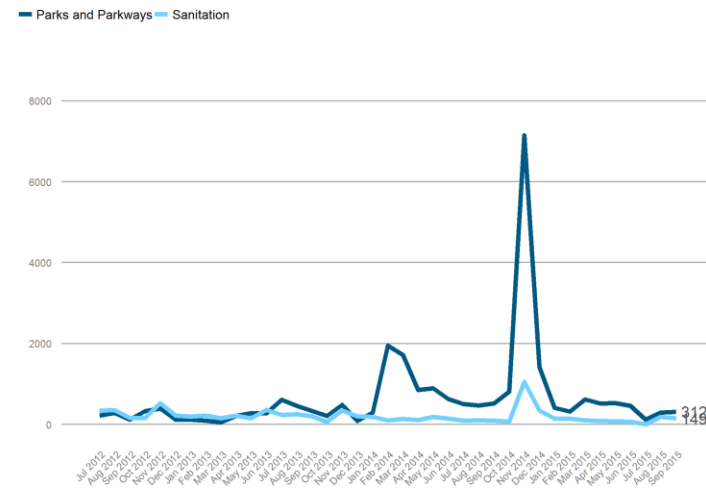
Data Source:
Department of Sanitation
Department of Parks and
Parkways

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 removal has been relatively steady around the low- to mid- hundreds during 2015




Bandit signs removed



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Operations making effort to record more sign pickups. Numbers may increase during election season.

Key Performance Indicators

KPI	2014		2015		Status
	Actual	Target Met?	Actual	Target	
Number of acres mowed	18,801		17,409	19,000	
Number of tree trims and removals	NA		2,662	3,000	



SANITATION



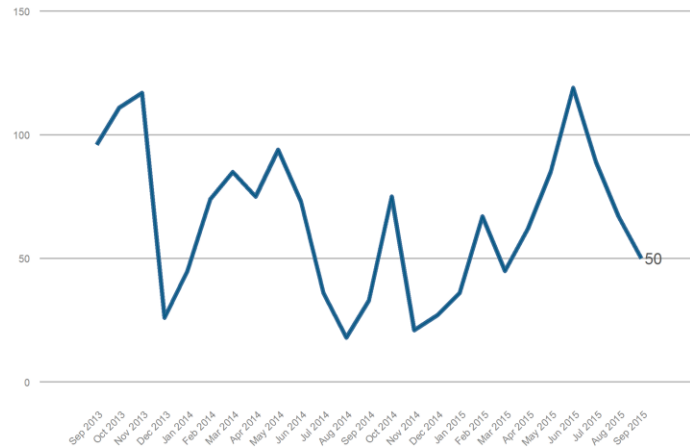
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

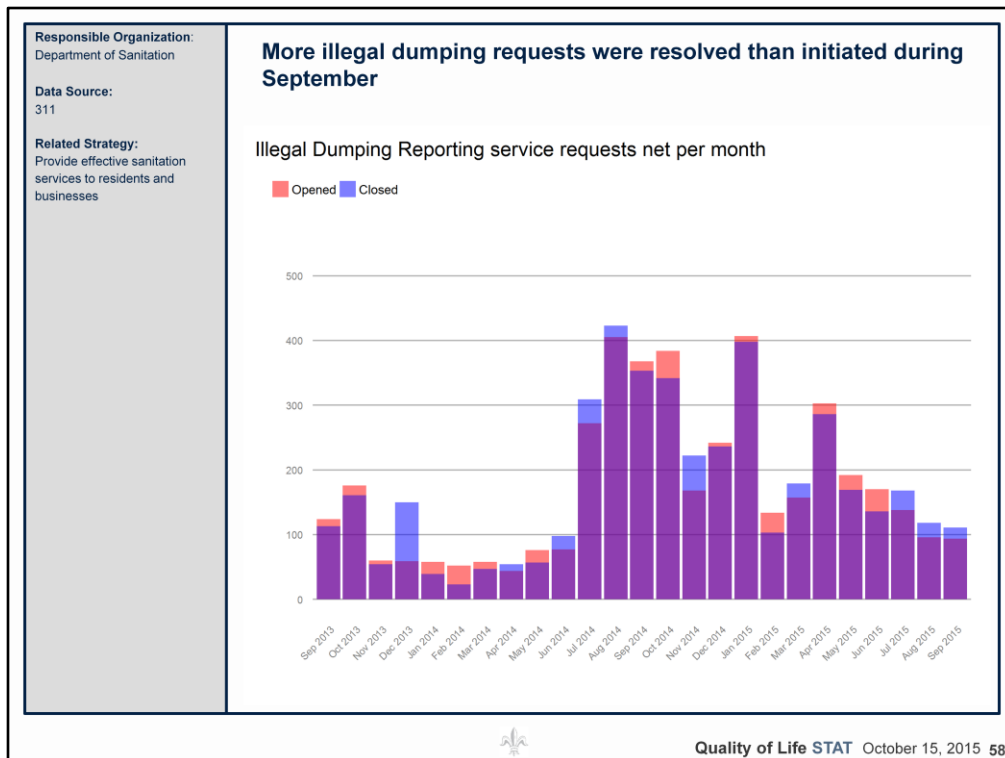
Sanitation's illegal dumping backlog has continued to decrease since June

Illegal Dumping Reporting service requests open at end of month



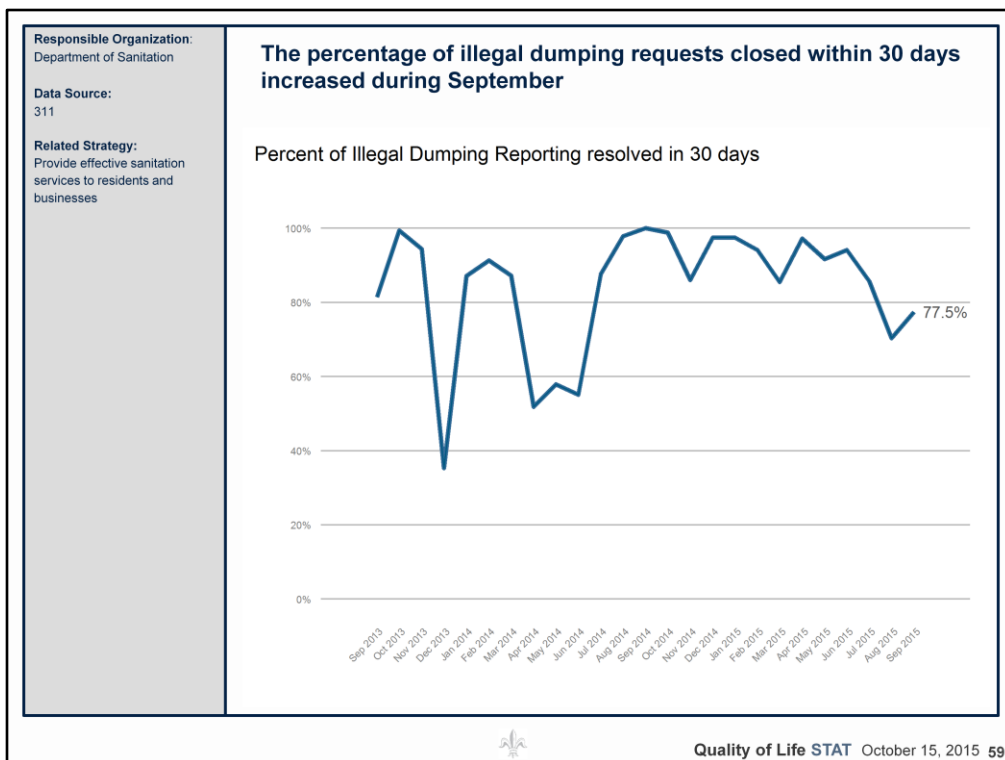
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Current performance reporting framework does not include amount collected. 194 tons of debris collected during September.



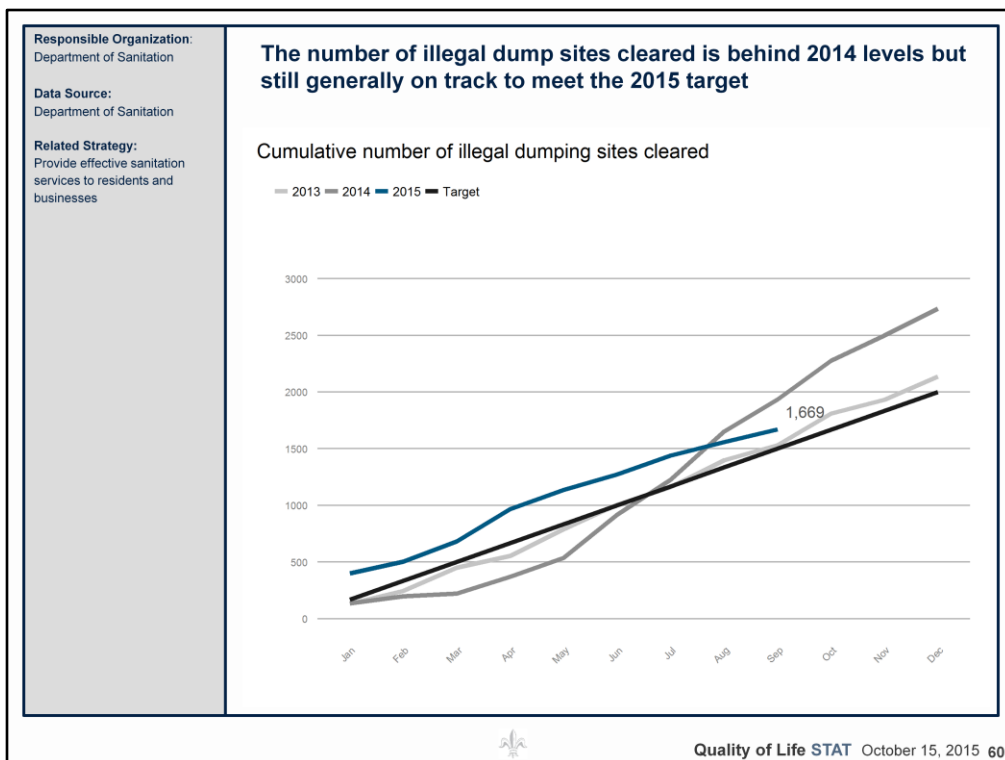
Does not reflect amounts collected by volunteers.

Discussed fact that citizens in depressed areas may not be aware of 311 services. As a result, Sanitation now proactively sending crews out each week to different areas on rotating basis.



Due to work associated with K-10 volunteer cleanup, Sanitation was unable to close all 311 requests as quickly as possible during August and early September.

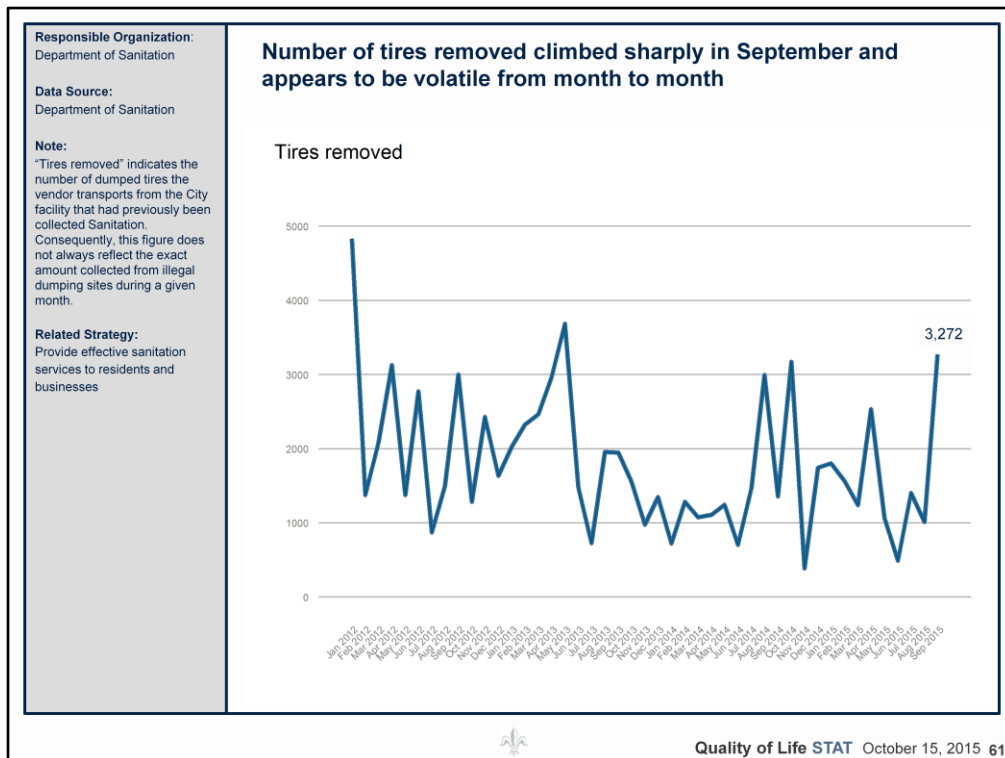
More than 60 tons collected in Holly Grove.



Several K-10 debris removal projects were completed; however, all data was not captured and entered into 311.

Neighborhood groups combined debris from various sites.

Staff have been reallocated to manage illegal dumping.



Spike during September reflects volume of tires collected during K-10 cleanup events, as well as DPW's cleanup of ditches in New Orleans East.

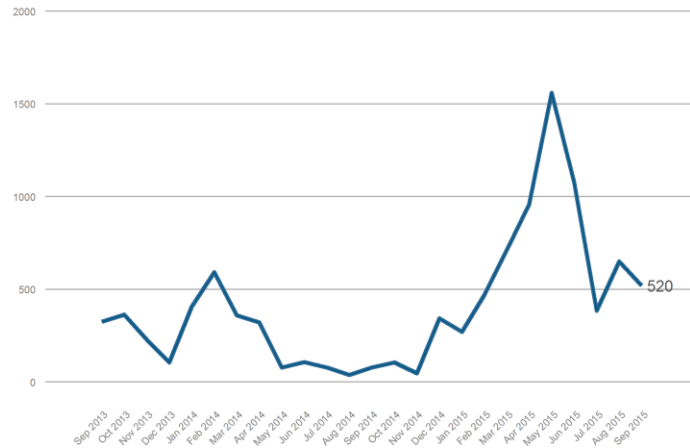
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

After spiking in May, the number of open recycling requests has been pulled down to just above 500

Residential Recycling Programs service requests open at end of month



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585 recycling carts remaining in stock.

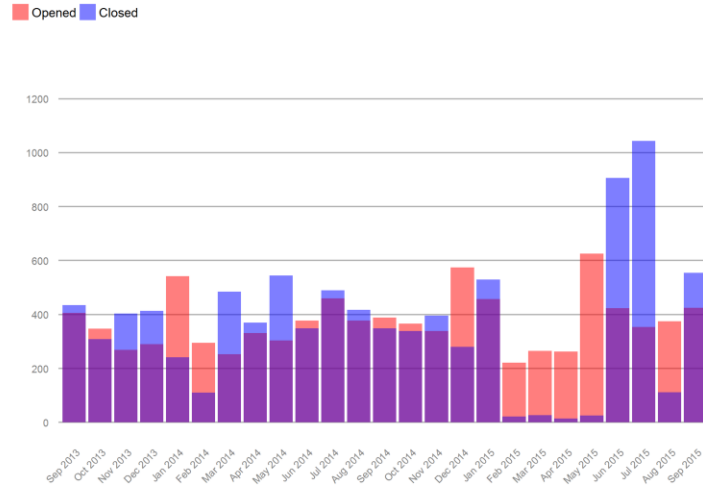
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

More recycling requests were closed than opened during September

Residential Recycling Programs service requests net per month



Responsible Organization:
Department of Sanitation
vendors

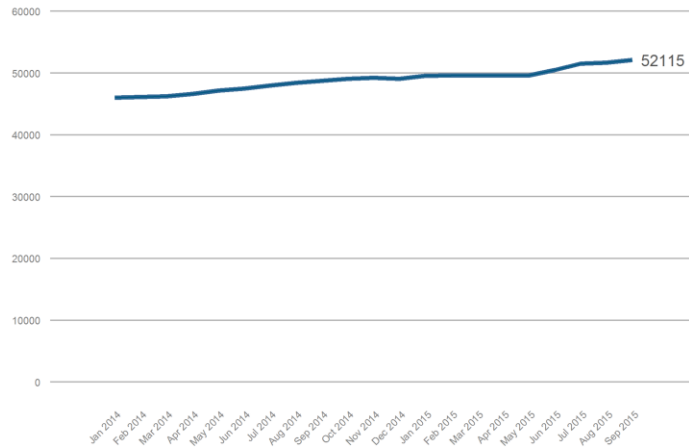
Data Source:
Sanitation Department

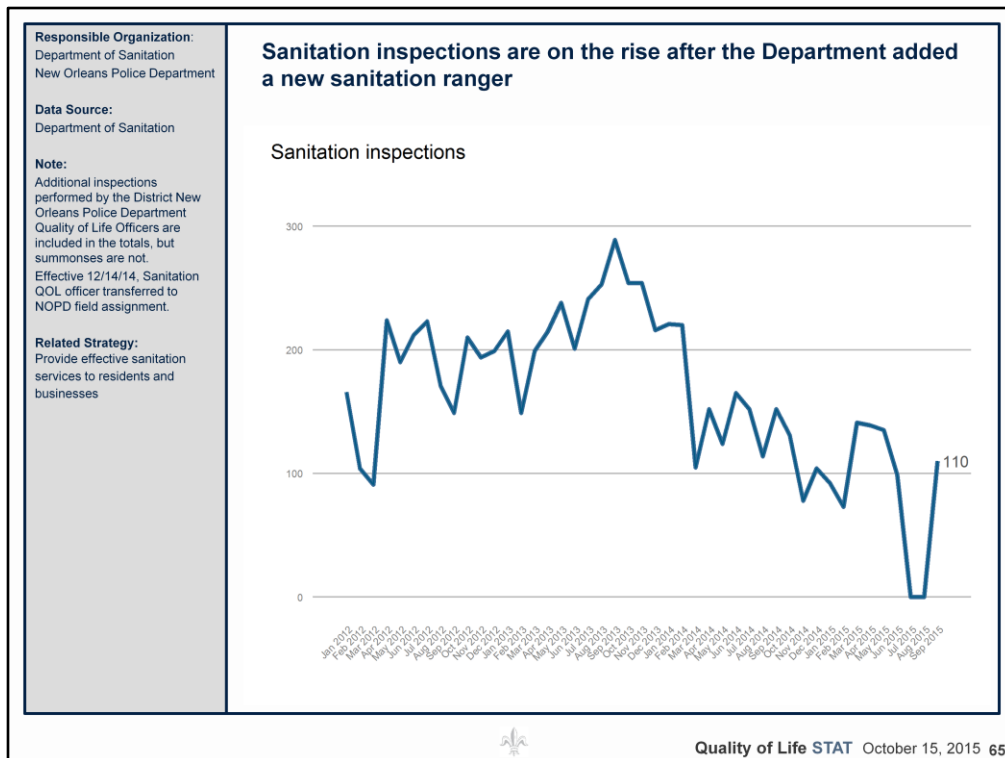
Related Strategy:
Provide effective sanitation
services to residents and
businesses

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 ticked up after leveling off in January







Houses registered for recycling





Ranger delivering pictures to NOPD for enforcement. Planning to add another ranger.

Key Performance Indicators

KPI	2014		2015		
	Actual	Target Met?	Actual	Target	Status
Number of Illegal Dumping Sites Cleared	2,735		1,669	2,000	
Percent of 311 Illegal Dumping Service Requests Closed within 30 Days	91%		91%	80%	
Percent of Households Registered for Recycling	37%		38%	40%	



LAW



Responsible Organization:
Law Department

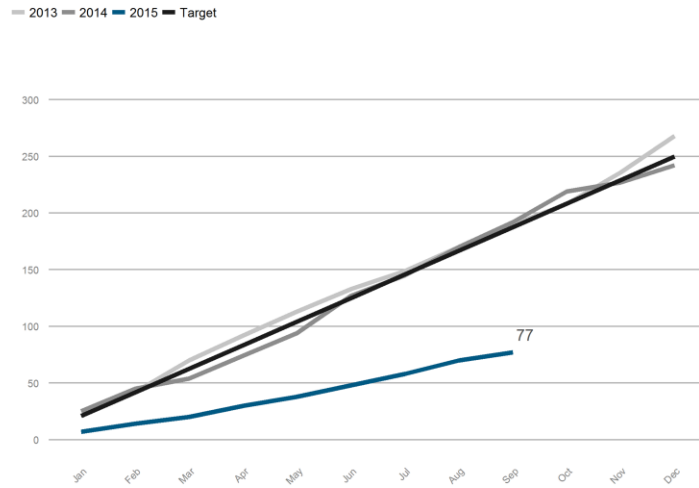
Data Source:
Law Department

Related Strategy:
Effectively and fairly administer justice

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

ABO filings appear to be falling short of the 2015 target

Cumulative number of ABO filings



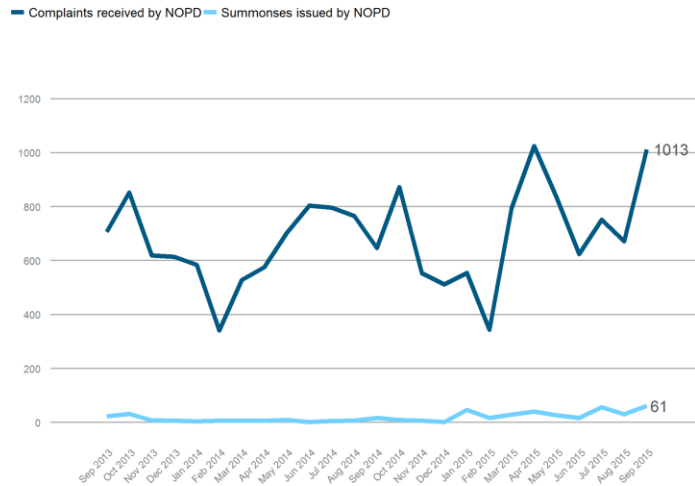
Responsible Organization:
New Orleans Police Department

Data Source:
New Orleans Police Department

Related Strategy:
Effectively and fairly administer justice

Summons issued ticked up slightly in September, both month-over-month and year-over-year

Complaints received and summonses issued by NOPD quality of life officers



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		77	250	



MOSQUITO AND TERMITE CONTROL



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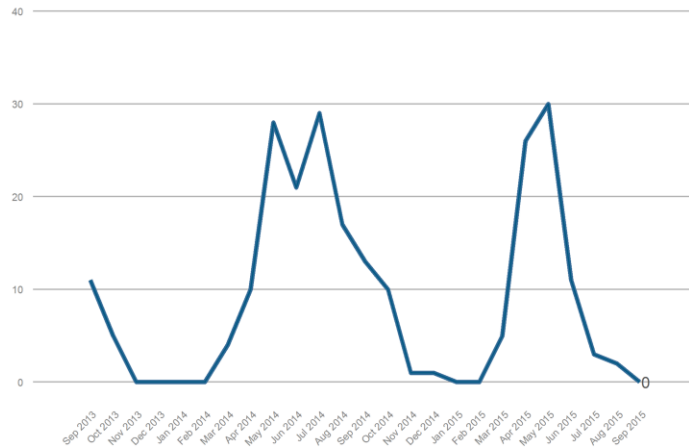
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

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

The backlog of mosquito requests has been pushed down to zero

Mosquito Control service requests open at end of month



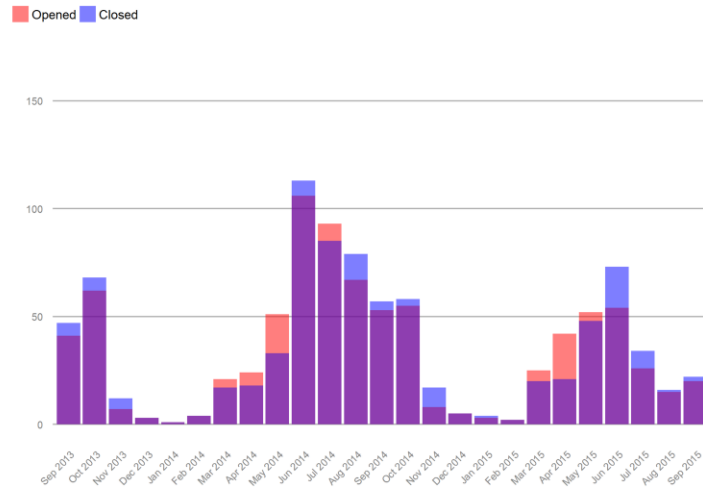
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

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

More mosquito requests were closed than opened in September

Mosquito Control service requests net per month



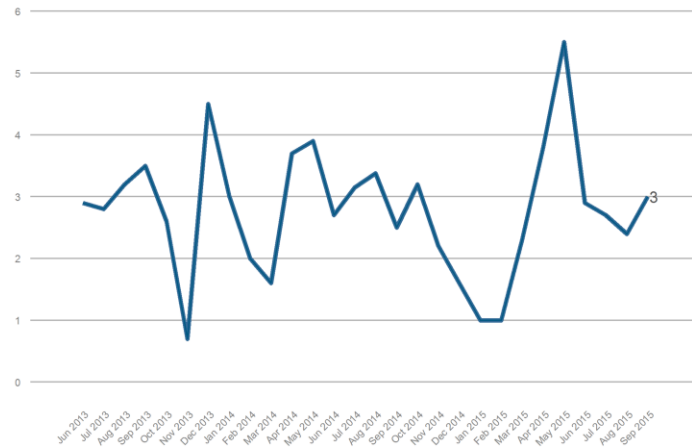
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

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



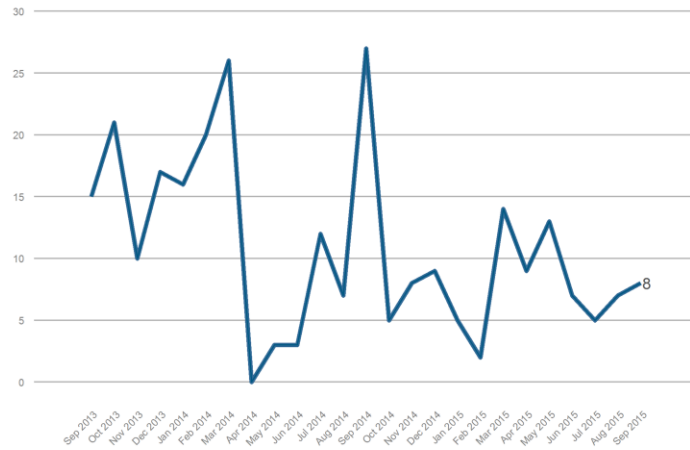
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

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 has decreased significantly year-over-year but ticked up in September

Rodent Complaint service requests open at end of month



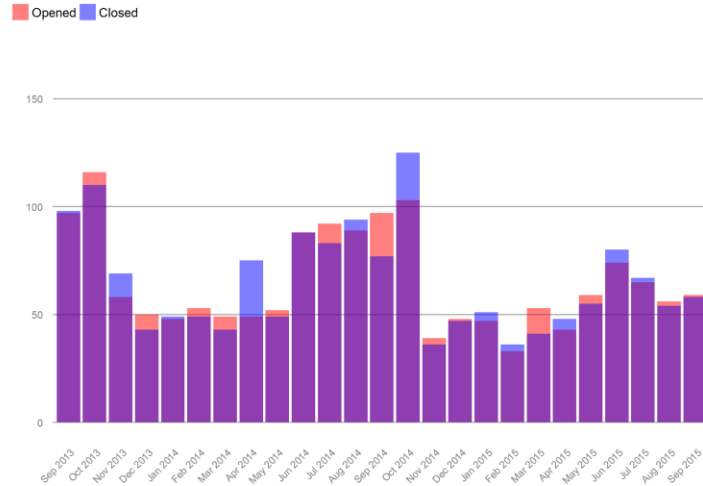
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

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

Nearly as many rodent service requests were closed as were opened during September

Rodent Complaint service requests net per month



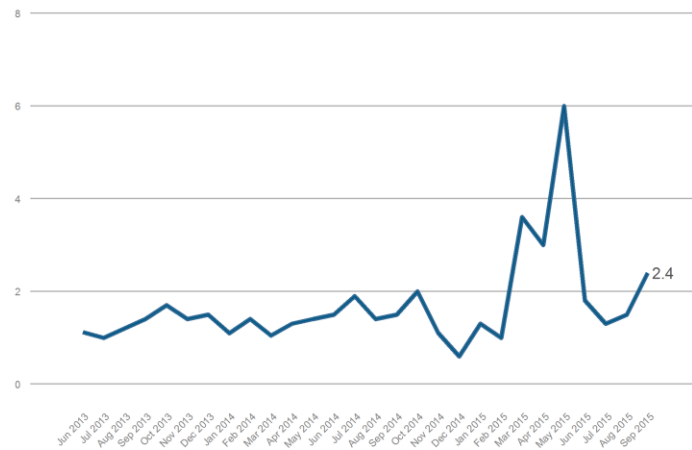
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311





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

After climbing above six days, the average time to close rodent requests has fallen to around two days

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	



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Department moving forward with biosafety laboratory.