



CITY OF NEW ORLEANS
Quality of Life STAT

May 21, 2015
(Reporting Period: April, 2015)

www.nola.gov/opa

Agenda

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



Purpose and Scope

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

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

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

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



Action Items

Assigned	Responsible Parties	Action Item	Notes
2/19/15	M. Jernigan; P. Sullivan	Hire needed staff and order the vehicles necessary to achieve 2015 targets.	DPW is making their needed hires. 9 maintenance vehicles have been ordered, with more bid specifications under way. Pothole killer expected to be operational by the summer.
2/19/15	M. Jernigan; K. Davis	Disaggregate more serious roadwork repairs where needed from the 311 pothole/roadway surface repair requests.	
2/19/15	K. Davis; L. Gardere; D. Galloway	Incorporate the City's street repair plans into the 311 knowledgebase to aid in prioritizing those not scheduled for repair.	311 added www.roadwork.nola.gov to its knowledge base and Quick Info guide for call reps.
3/19/15	O. Wise; V. Spencer; D. Knaggs; M. Jernigan	Conduct analytics on which intersections are the most prone to accidents to determine if work is needed to improve the safety of those intersections.	
3/14/2014	D. Macnamara	Research feasibility of utilizing cameras and electronic processing of citations	Once Sanitation Rangers are allowed to issue citations, (per the action item below), Law can move forward with this.
7/1/2014	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.	House Bill 940 was approved. Sanitation is working with the Law Department to develop an implementation plan.
3/20/2014	C. Sylvain-Lear; L. Gardere; D. MacNamara	Place cameras in spots with frequent illegal dumping	Sanitation partnered with the MTCB to place cameras at two illegal dumping hot spots. They have identified additional illegal dumping hot spots to install more cameras.



New action items from this meeting are:

* DPW will revisit annual targets for the following measures and possibly increases them: number of traffic signs installed, number of street name signs installed, and number of catch basins cleaned.

Additionally, as relates to the existing action items in the slide, DPW is staffing up, street repairs and roadwork.nola.gov is in the 311 knowledge base, and the OPA analytics project is ready to be presented to DPW.

311 and EMD



Responsible Organization:
311

Data Source:
311 performance reporting

311 department adoption rate strong for all departments reported. DPW Traffic, MTCB, and Taxi departments show poor timeliness metrics

311 Dashboard

Existing Onboarded Departments										
Onboarding Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	Sanitation	Taxi	EMS
Timeliness to Close Requests (Closed cases meeting target > 80%, 50-80%, <50%)	89%	96%	78%	96%	68%	27%	63%	95%	12%	100%
Request Closure Rate (Closed Cases >= New Cases Yes/No)	Y	N	N	Y	Y	N	N	N	Y	Y
Backlog to Closed Requests Ratio (<5, 5-7, >=8)	0.0	46.4	1.1	2.8	0.1	0.8	4.9	1.9	0.6	0.0
Notes	Note: Closures reflect Lapan, not LAMA.			Currently establishing new queues for SRs. Prepping for smoke-free ordinance		New cases created faster than to close	Well above avg time to close grass, park maint, and tree emergencies	Vendor has worked through backlog, recycling backlog is next	Result of working through backlog of I/F cases	

Department Adoption Rate										
Adoption Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	Sanitation	Taxi	EMS
Current Month	83.00%	82.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	82.00%	100.00%
90d Average	83.00%	82.00%	100.00%	100.00%	100.00%	100.00%	100.00%	94.00%	94.00%	100.00%
DAR Avg To-Date	83.00%	88.00%	97.00%	99.00%	92.00%	99.00%	95.00%	99.00%	91.00%	100.00%



Responsible Organization:

EMD

Data Source:

EMD internal report

72% of all EMD orders completed.

	1/15/2015	2/10/2015	2/23/2015	3/2/2015	3/11/2015	3/16/2015	3/17/2015	3/19/2015	3/24/2015	4/6/2015	5/12/2015
Orders Placed	13	14	15	32	32	36	40	43	43	54	57
Orders Remaining	57	56	55	38	38	34	31	31	31	19	22
% Complete	19%	20%	21%	46%	46%	51%	56%	58%	58%	74%	72%

Dept	Ordered	Total	% ordered
Capital Proj	1	1	100%
Coroner	2	2	100%
Dist Attny	3	3	100%
EMS	2	3	67%
Fire	2	3	67%
Health	1	2	50%
MTCB	1	1	100%
NOPD	6	7	86%
NORDC	6	6	100%
PKWY	7	10	70%
Prop Mgmt	4	7	57%
Public Works	10	15	67%
Sanitation	11	17	65%
YSC	1	2	50%

Quality of Life STAT

May 21, 2015

EMD has deadline of issuing all these orders by the end of May.

PUBLIC WORKS



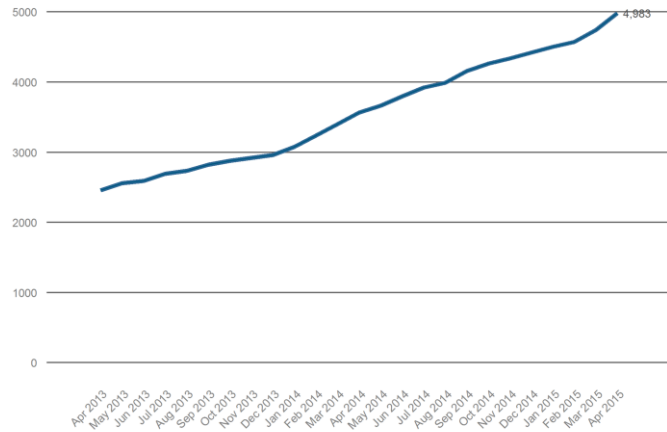
Responsible Organization:
Department of Public Works
(DPW)

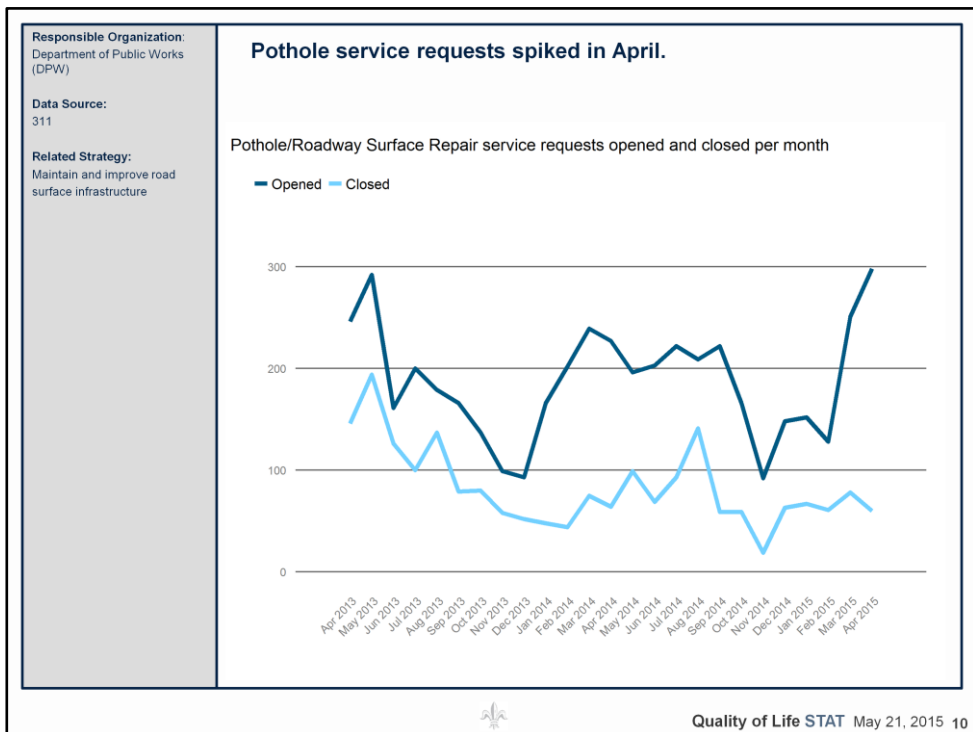
Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

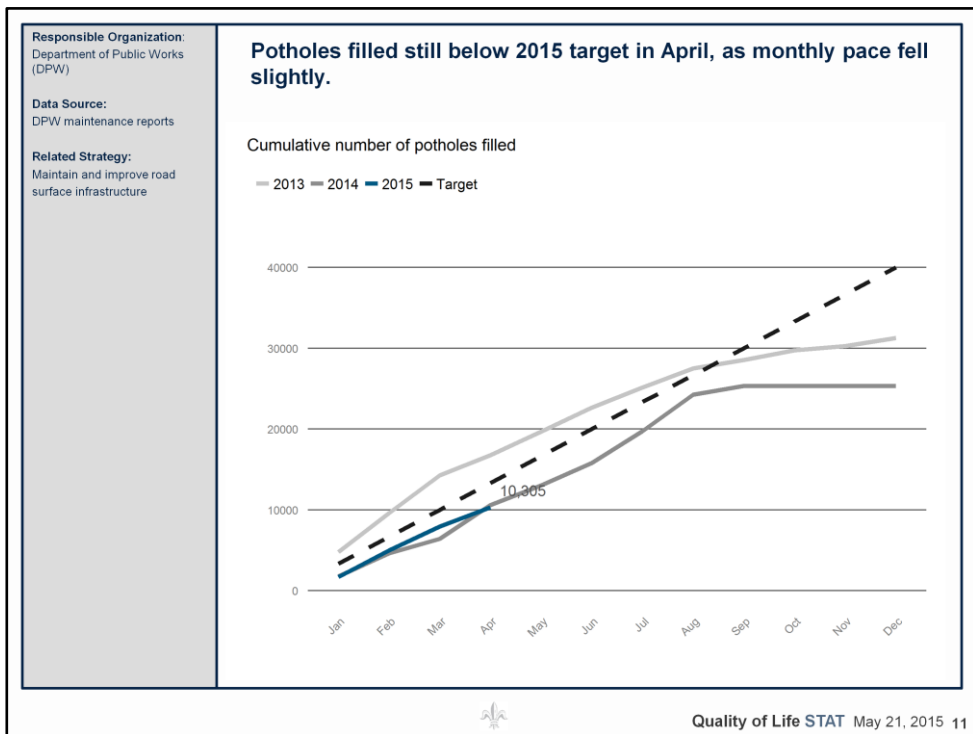
Pothole request backlog climbed to just under 5,000 by the end of April.

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





Service requests for potholes will spike in May due to National Pothole day.



DPW expects to have pothole filling trucks deployed later this summer which will increase productivity.

Responsible Organization:
Department of Public Works

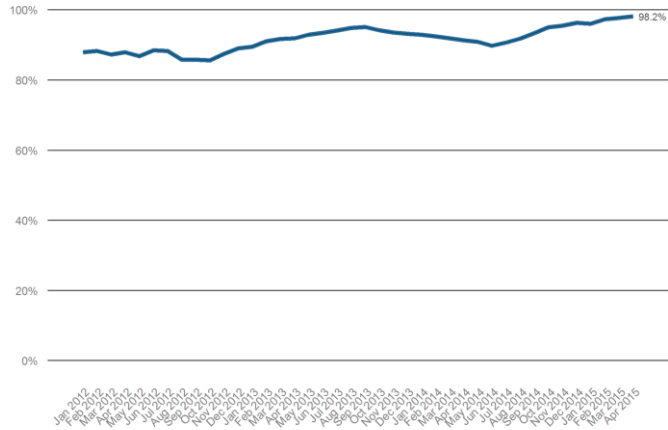
Data Source:
DPW Streetlights Monthly
Report

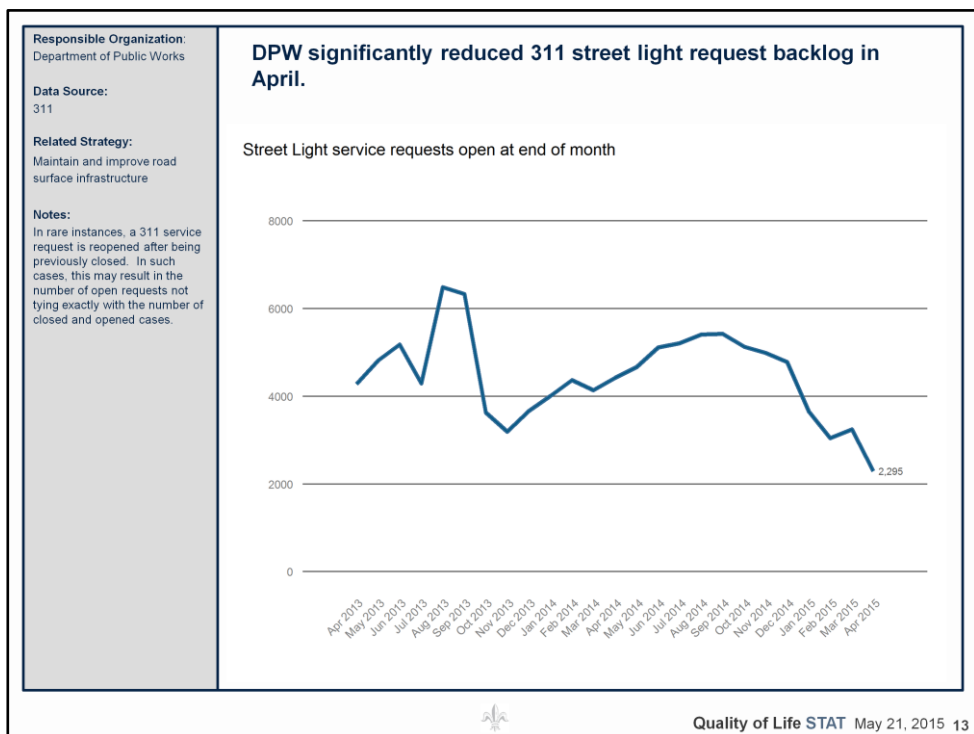
Related Strategy:
Maintain and improve road
surface infrastructure

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

Almost all street lights in New Orleans have been functioning in the first four months of 2015.

Percent of street lights functioning





This 311 data needs to be cleaned by contractor.

Responsible Organization:
Department of Public Works

Data Source:
311

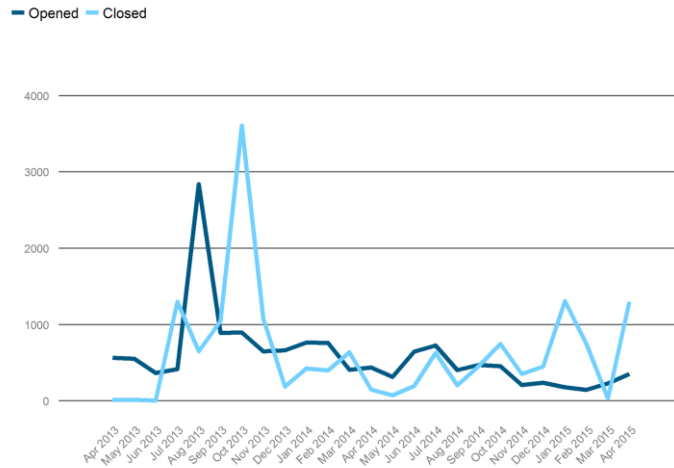
Related Strategy:
Maintain and improve road
surface infrastructure

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.

948 more street light requests closed out in April than came in.

Street Light service requests opened and closed per month



Responsible Organization:
Department of Public Works

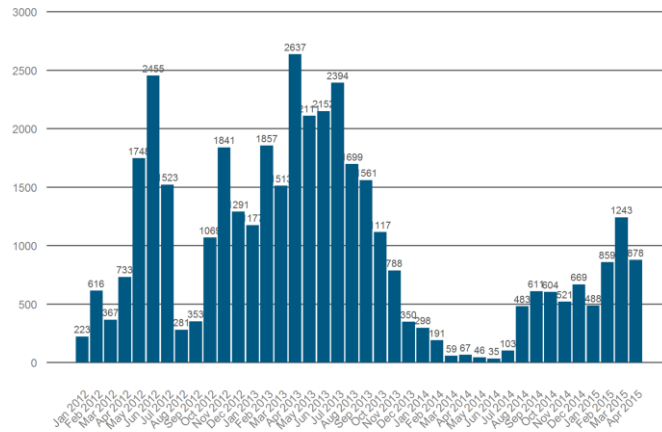
Data Source:
DPW Streetlights Monthly Report

Related Strategy:
Maintain and improve road surface infrastructure

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

878 street light outages restored in April.

Number of streetlight outages restored



Department of Public Works

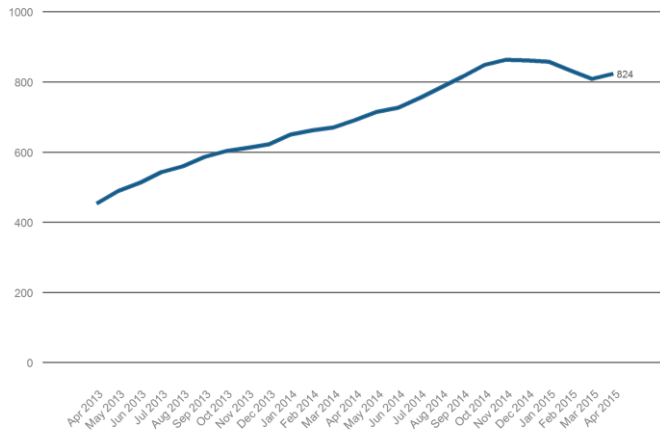
Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

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

Traffic sign service request backlog ticked up in April.

Traffic Sign service requests open at end of month



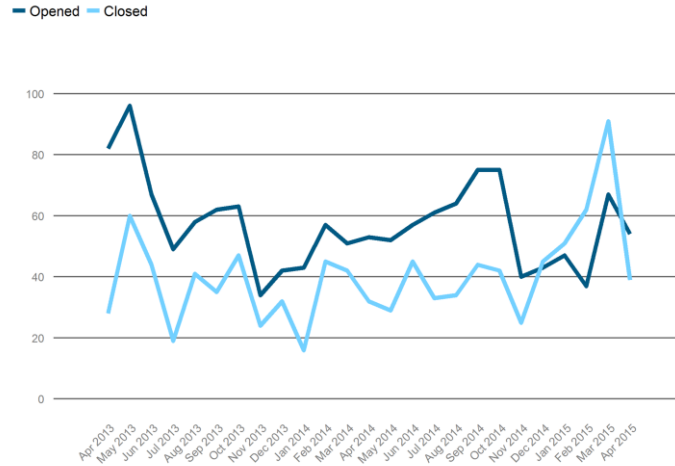
Data Source:
311

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.

After several months of reducing backlog, a net gain of 15 service requests for traffic signs in April.

Traffic Sign service requests opened and closed per month



Responsible Organization:
Department of Public Works

Data Source:
DPW Maintenance Reports

Related Strategy:
Maintain and improve road
surface infrastructure

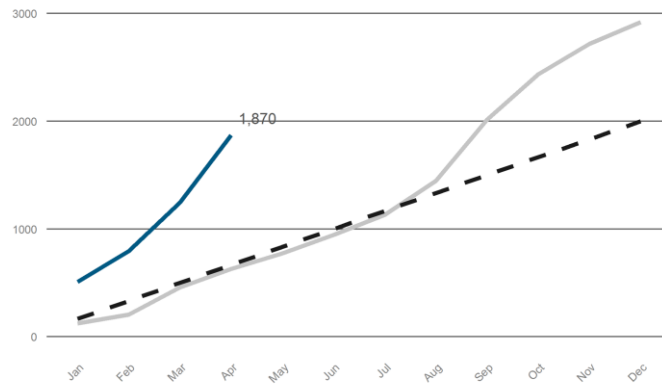
Notes:

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.

DPW almost reached annual target for traffic signs installed by end of April.

Cumulative number of traffic signs installed

— 2014 — 2015 — Target



Department of Public Works

Data Source:
311

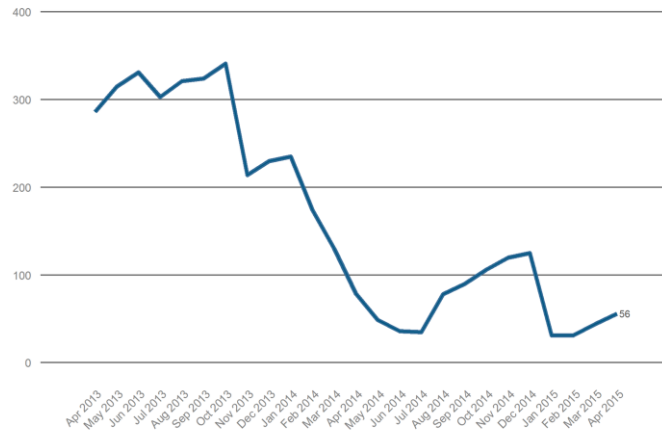
Related Strategy:
Maintain and improve road
surface infrastructure

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.

Backlog of open street name service requests increased, but still at historic two-year low.

Street Name Sign service requests open at end of month



Department of Public Works

Data Source:
311

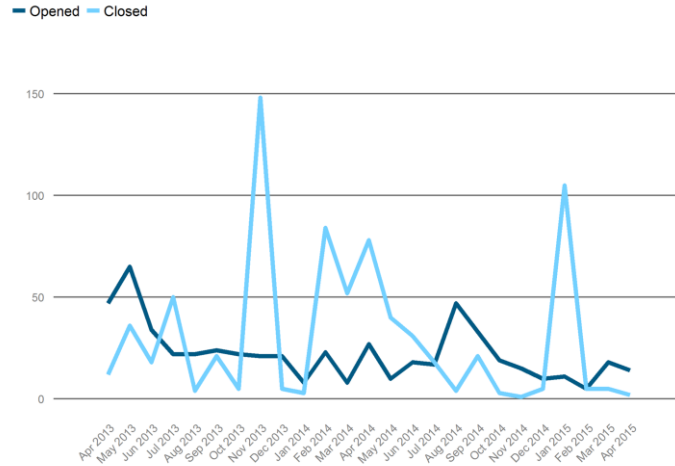
Related Strategy:
Maintain and improve road
surface infrastructure

Notes:

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

Net gain of 12 street name service requests in April.

Street Name Sign service requests opened and closed per month



Responsible Organization:
Department of Public Works

Data Source:
DPW Maintenance Reports

Related Strategy:
Maintain and improve road
surface infrastructure

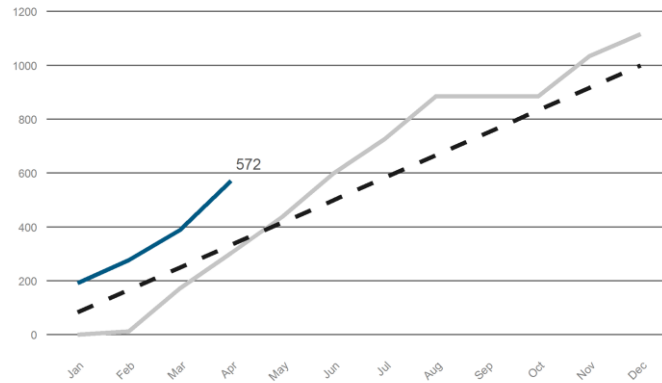
Notes:

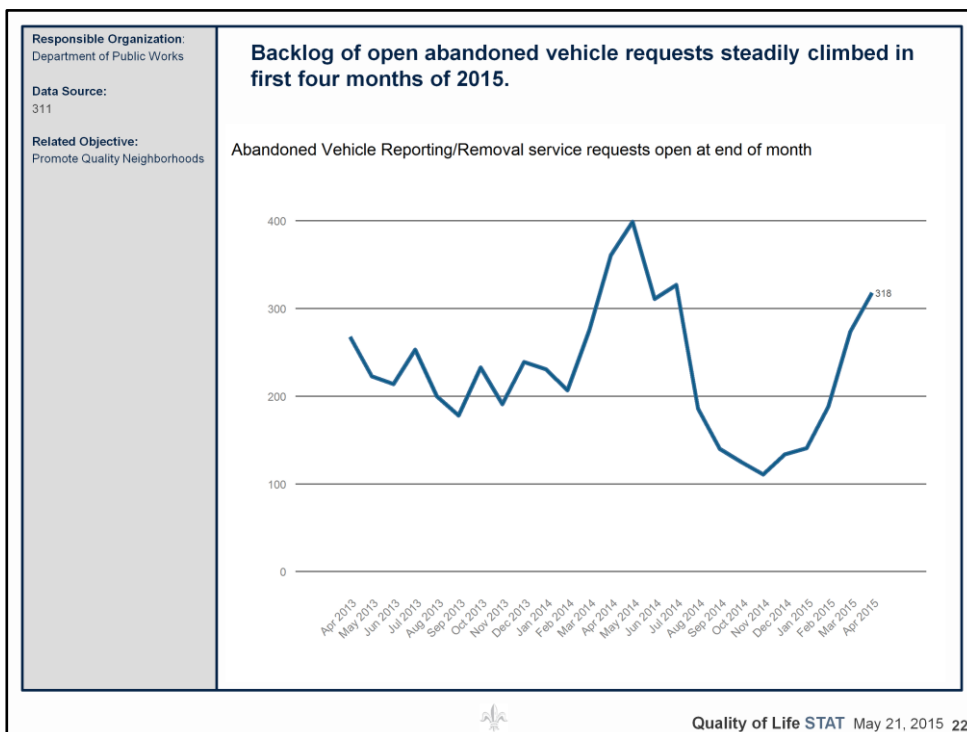
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

DPW well above target for number of street name signs installed.

Cumulative number of street name signs installed

— 2014 — 2015 — Target





Too soon to tell if this is a seasonal spike. DPW is down to 8 tow truck drivers, in the process of hiring 6 more – would like to maintain 10 and get up to 15. One more tow truck being ordered (in addition to the first two).

Responsible Organization:
Department of Public Works

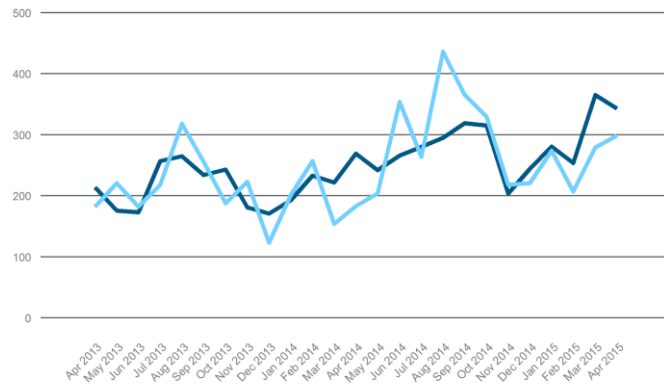
Data Source:
311

Related Objective:
Promote Quality Neighborhoods

Net gain of 44 abandoned vehicle requests in April.

Abandoned Vehicle Reporting/Removal service requests opened and closed per month

Opened Closed



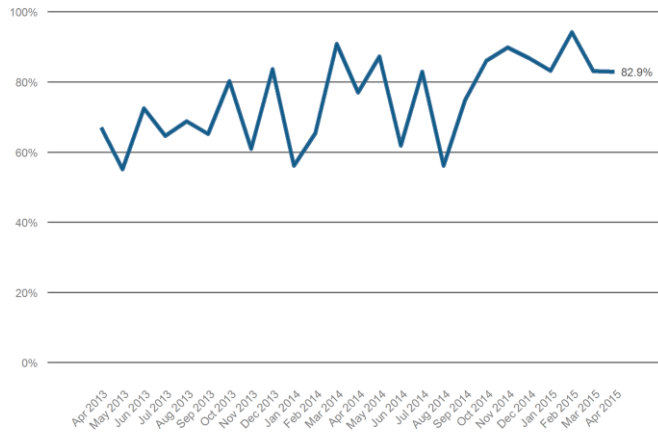
Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality Neighborhoods

Despite increase in backlog, 83% of abandoned vehicle service requests closed in April were closed within 30 days.

Percent of Abandoned Vehicle Reporting Removal resolved in 30 days



Responsible Organization:
Department of Public Works

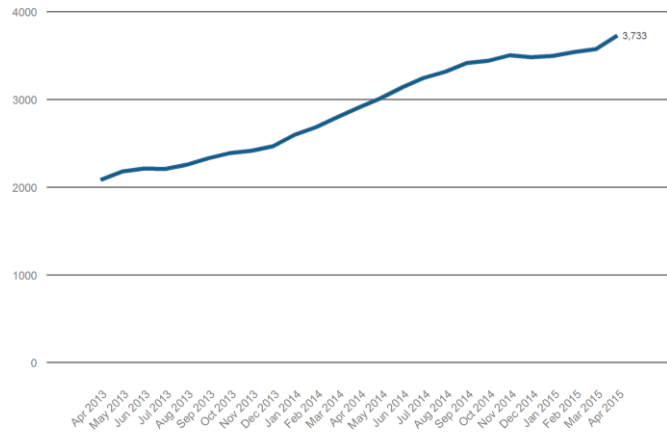
Data Source:
311

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.

Street flooding service request backlog sharply increased in April.

Street Flooding/Drainage service requests open at end of month



Responsible Organization:
Department of Public Works

Data Source:
311

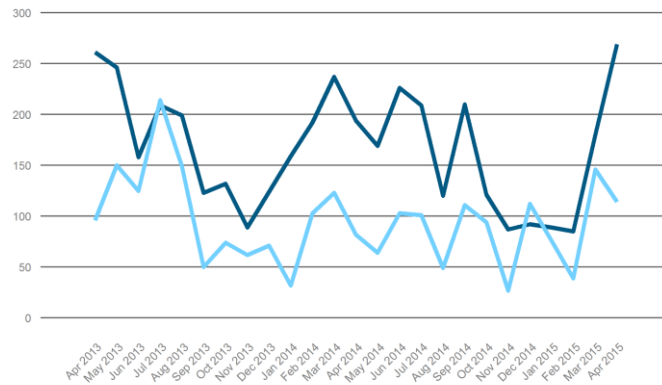
Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
ensure resilient neighborhoods

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

After months of relatively low net additions, a net gain of 155 street flooding service requests in April.

Street Flooding/Drainage service requests opened and closed per month

— Opened — Closed



Responsible Organization:
Department of Public Works

Data Source:
DPW maintenance reports

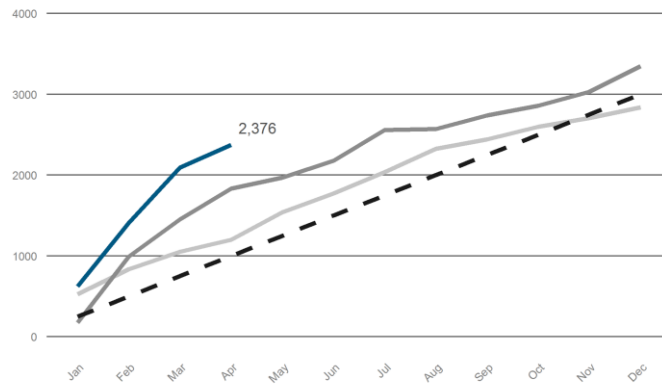
Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
ensure resilient neighborhoods

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

















DPW approaching annual target for number of catch basins cleaned by end of April.

Cumulative number of catch basins cleaned

— 2013 — 2014 — 2015 — Target



Key Performance Indicators

KPI	2014		2015		
	Actual	Target Met?	Actual	Target	Status
Number of Potholes Filled	25,348		10,305	40,000	
Percent of Streetlights Functioning	96%		97%	92%	
Number of Streetlight Outages Restored	3,018		3,468	5,000	
Percent of 311 Streetlight Service Requests Closed within 90 Days	27%	N/A	15%	75%	
Number of Permanent Traffic Signs Installed	2,921		1,870	2,000	
Number of Street Name Signs Installed	1,116		572	1,000	
Percent of 311 Abandoned Vehicle Requests Closed within 30 Days	73%		85%	80%	
Number of Catch Basins Cleaned	3,390		2,376	3,000	
Percent of Catch Basins Cleaned	5%	N/A	3.4%	5%	



SEWERAGE AND WATER BOARD



Quality of Life STAT May 21, 2015 29

Into the third year of the rate increases

Challenge 1: how much can we grow the capital program so that more waterlines, sewer lines, and streets can be replaced

Challenge 2: how much can you move forward your borrowing to meet challenge 1

They kicked off bond feasibility studies to see if timeline and financial aspects are realistic

Board meeting included community push back against disruptions. Construction disruptions are a major quality of life issue

Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Bills Estimated as a Percentage of Total Bills

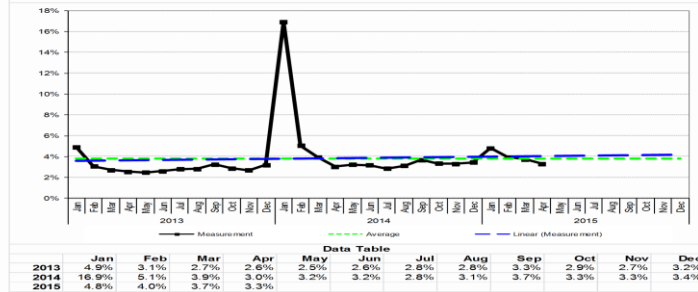
EUM Attribute: Customer Satisfaction		Description: Provides reliable, responsive, and affordable services in line with explicit, customer-accepted service levels. Receives timely customer feedback to maintain responsiveness to customer needs and emergencies.	
Constituency: Customer Ratepayers		Objective: Provide Accurate Bills	Goal: Bill Accounts With Less Than 2% Estimated
Currently Meeting Goal: Close		Process Operating Within Control Limits: Yes	Trend: Level

Analysis

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

Plans for Improvement

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

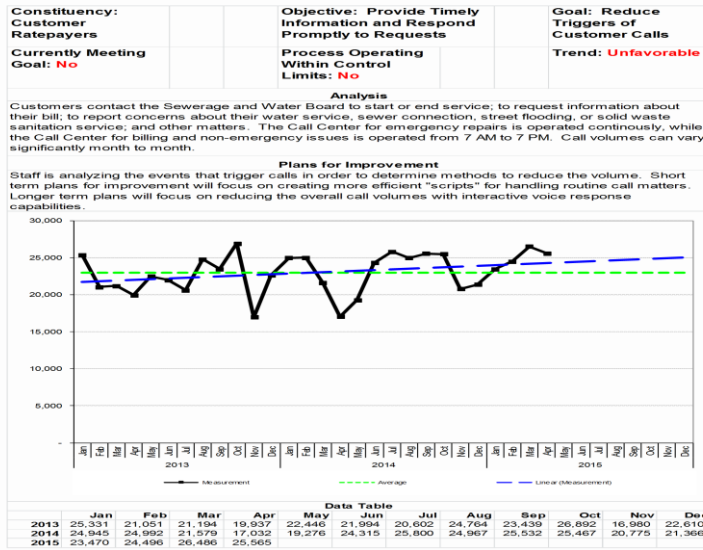


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Total Inbound Customer Contacts

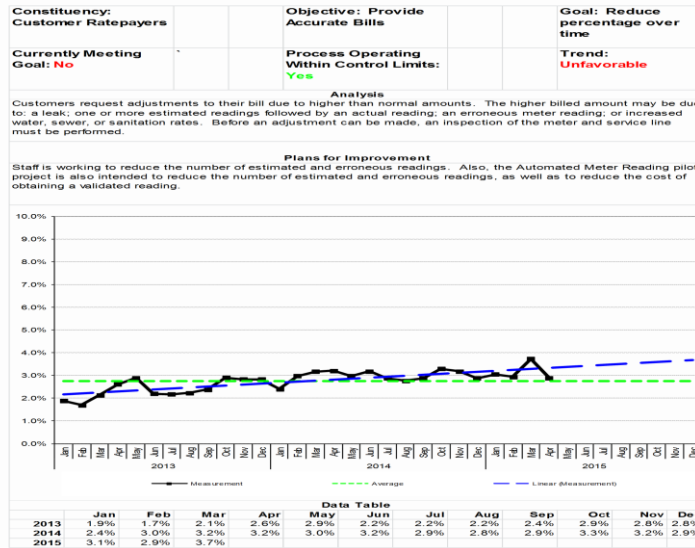


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Sewerage and Water Board of
New Orleans

Data Source:
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New Orleans

Related Strategy:
Optimize the City's subsurface
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Bills Adjusted as a Percentage of Total Bills Computed



Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

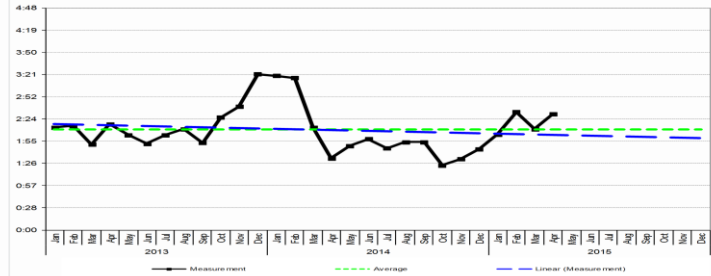
Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
ensure resilient neighborhoods

Average Call Wait Time

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



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2013	2:13	2:15	1:51	2:17	2:03	1:52	2:03	2:11	1:53	2:26	2:40	3:22
2014	3:20	3:17	2:13	1:33	1:49	1:56	1:46	1:54	1:54	1:24	1:32	1:45
2015	2:04	2:33	2:11	2:30								



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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Total Service Requests for Water System Leaks

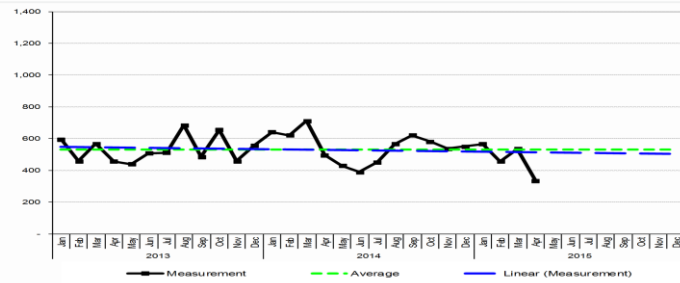
Constituency: Customer Ratepayers		Objective: Provide Timely Information and Respond Promptly to Requests		Goal: Reduce Number of Service Requests
Currently Meeting Goal: Yes		Process Operating Within Control Limits: Yes		Trend: Favorable

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
2013	594	457	567	498	439	508	511	683	485	654	457
2014	641	621	711	495	428	390	451	565	621	581	536
2015	566	456	535	335							551



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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Water and Sewer Receivables 30 to 120 Days Old

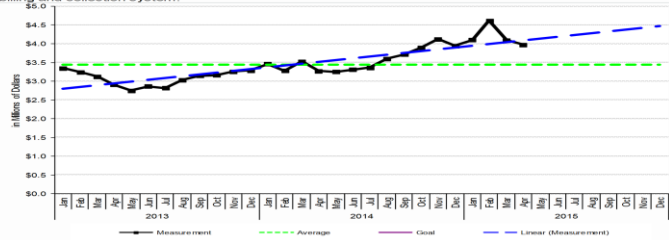
EUM Attribute: Financial Viability		Description: Establishes and maintains an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues	
Constituency: Customer Ratepayers		Objective: Efficient use of resources in providing services	Goal: None established
Currently Meeting Goal: Not Applicable		Process Operating Within Control Limits: Yes	Trend: Level, when adjusted for rate increases.

Analysis

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

Plans for Improvement

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



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2013	\$3.348	\$3.243	\$3.127	\$2.907	\$2.748	\$2.860	\$2.819	\$3.031	\$3.149	\$3.161	\$3.258	\$3.287
2014	\$3.458	\$3.280	\$3.524	\$3.271	\$3.249	\$3.314	\$3.361	\$3.598	\$3.715	\$3.893	\$4.122	\$3.941
2015	\$4.104	\$4.612	\$4.091	\$3.971								



Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

Related Strategy:
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Water and Sewer Receivables 120 Days and Older

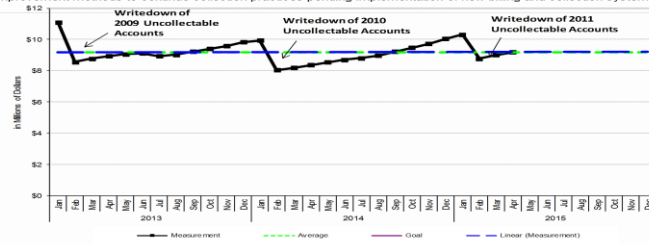
EUM Attribute: Financial Viability		Description: Establishes and maintains an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues	
Constituency: Customer Ratepayers		Objective: Efficient use of resources in providing services	Goal: None established
Currently Meeting Goal: Not Applicable		Process Operating Within Control Limits: Yes	Trend: Level

Analysis

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

Plans for Improvement

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



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2013	\$ 11.104	\$ 8.552	\$ 8.766	\$ 8.928	\$ 9.055	\$ 9.113	\$ 8.935	\$ 9.029	\$ 9.224	\$ 9.398	\$ 9.585
2014	\$ 9.946	\$ 8.032	\$ 8.185	\$ 8.360	\$ 8.536	\$ 8.694	\$ 8.807	\$ 8.977	\$ 9.218	\$ 9.478	\$ 9.728
2015	\$ 10.317	\$ 8.781	\$ 9.012	\$ 9.188							



Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Total Service Requests for Sewer System Leaks

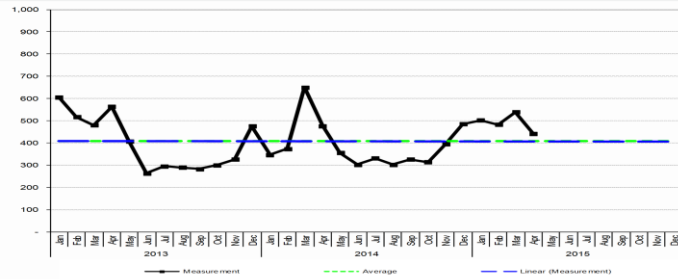
Constituency: Customer Ratepayers		Objective: Provide Timely Information and Respond Promptly to Requests		Goal: Reduce Number of Service Requests
Currently Meeting Goal: Close		Process Operating Within Control Limits: Yes		Trend: Level

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
2013	604	516	480	563	405	264	295	289	283	300	326
2014	346	374	650	476	355	302	331	302	326	314	394
2015	502	482	539	441							465

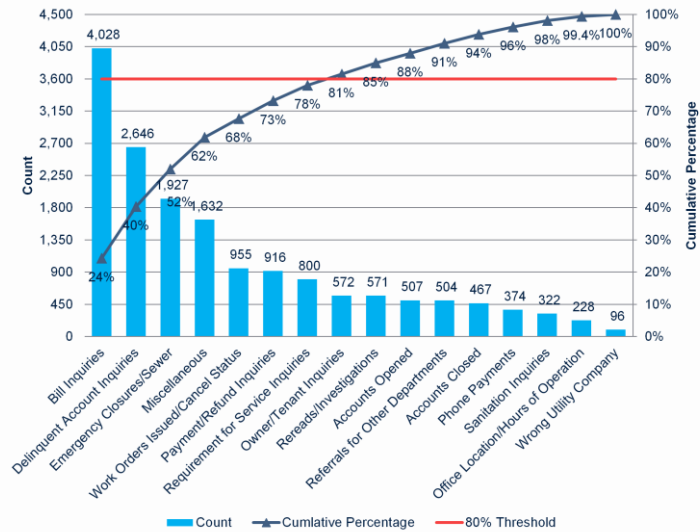


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Types of calls

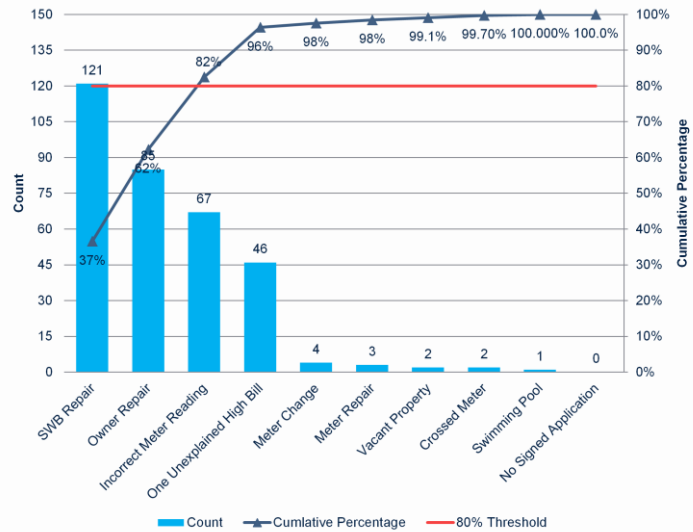


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Reasons for adjustments



Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Total Accounts Turned Off for Non-Payment

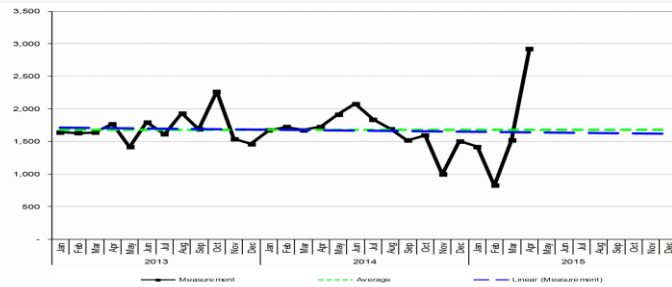
Constituency: Customer Ratepayers		Objective: Ensure Collection of Payments for Services Provided		Goal: None Established
Currently Meeting Goal: Not Applicable		Process Operating Within Control Limits: Close		Trend: Level

Analysis

Customers accounts are turned-off for non-payment for balances more than \$50 and over sixty days past due. Frequency of turn-offs increased sharply in April 2015 to reduce backlog accumulated in prior months.

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.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2013	1,641	1,628	1,638	1,770	1,415	1,795	1,613	1,922	1,687	2,265	1,540	1,461
2014	1,670	1,723	1,675	1,727	1,915	2,077	1,836	1,694	1,518	1,594	993	1,502
2015	1,417	823	1,517	2,920								



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

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

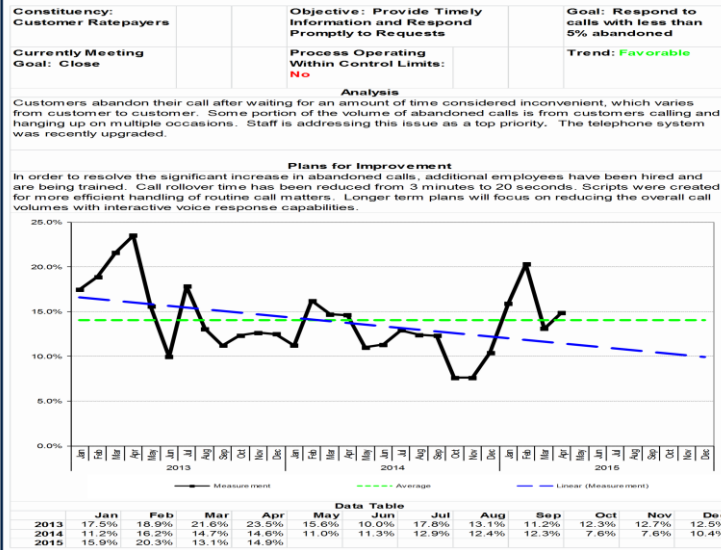


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Emergency Calls Abandoned by Customers as a Percentage of Total Emergency Calls

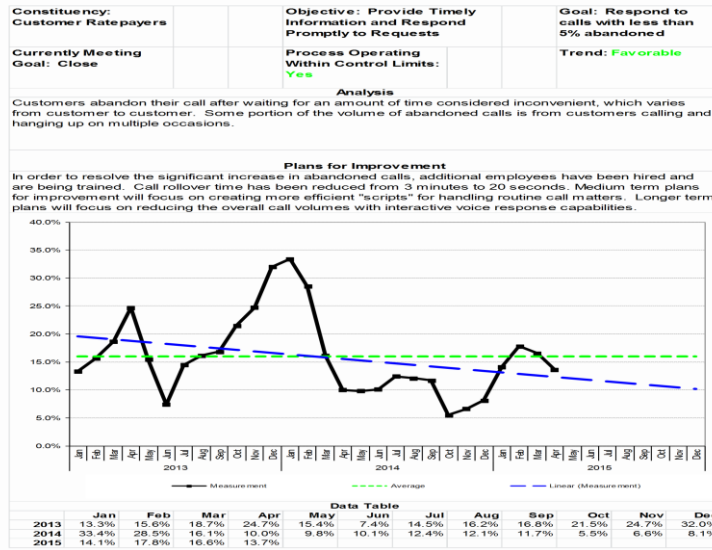


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Calls Abandoned by Customers as a Percentage of Total

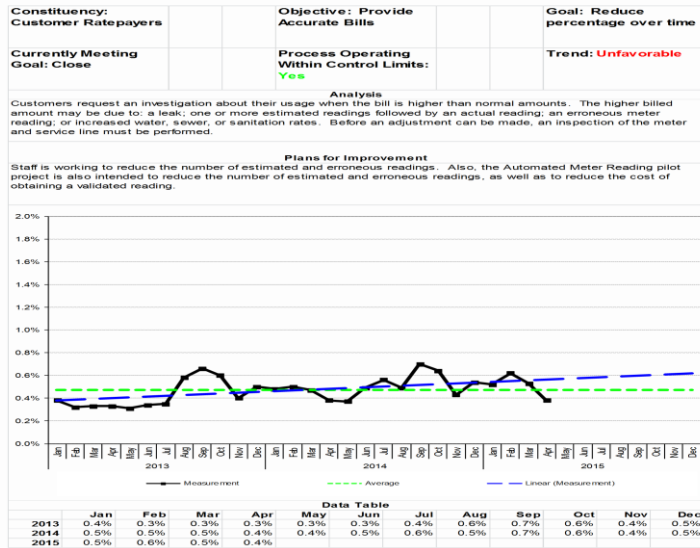


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Investigations from High Bill Complaints as a Percentage of Total Bills



Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Total Service Requests about Low Water Pressure

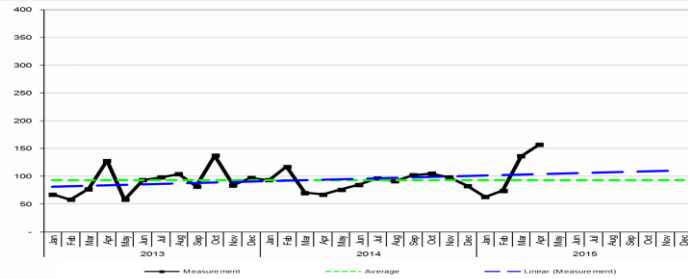
Constituency: Customer Ratepayers		Objective: Provide Timely Information and Respond Promptly to Requests		Goal: Reduce Number of Service Requests
Currently Meeting Goal: No		Process Operating Within Control Limits: No		Trend: Unfavorable

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
2013	67	56	77	126	58	93	96	104	82	137	84
2014	93	117	70	67	76	85	96	91	102	105	98
2015	63	74	136	157							83

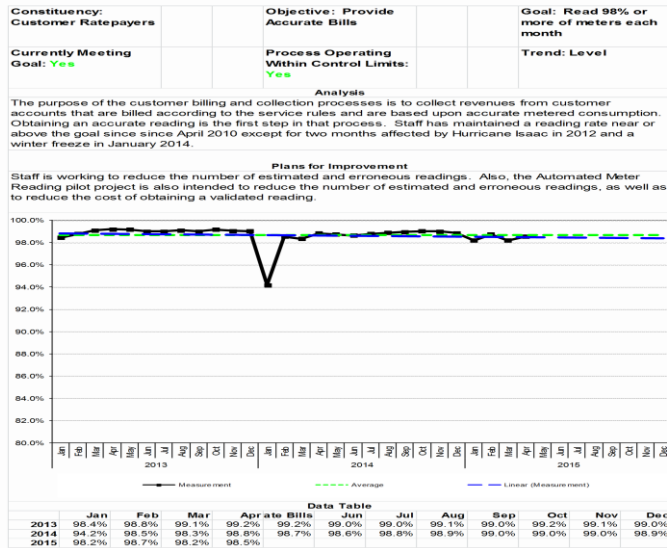


Responsible Organization:
Sewerage and Water Board of
New Orleans

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



PARKS AND PARKWAYS



Quality of Life STAT May 21, 2015 47

Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

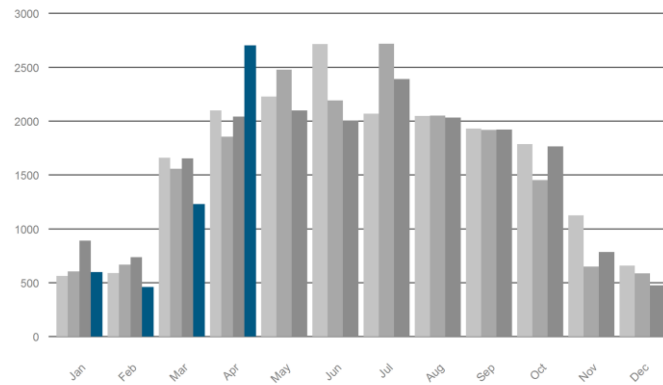
Related Strategy:
Protect and preserve parks and
other green spaces

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

Parks and Parkways significantly surpassed previous years for number of acres mowed in April 2015.

Acres mowed

■ 2012 ■ 2013 ■ 2014 ■ 2015



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

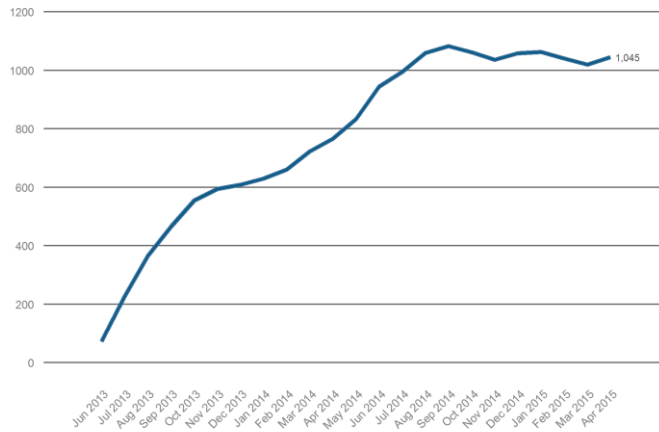
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

Tree service request backlog being held steady at around 1,000 since July 2014.

Tree Service service requests open at end of month



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

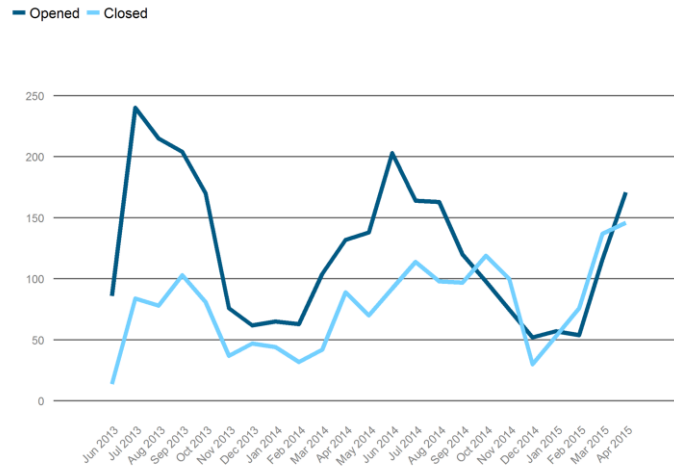
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

Net addition of 25 service requests to tree service backlog in April.

Tree Service service requests opened and closed per month



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

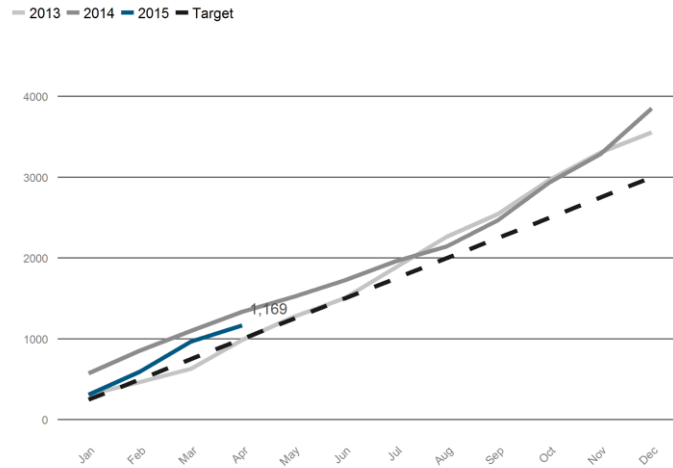
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

Parks and Parkway on track to be exceed 2015 target for non-emergency tree trims and removals.

Cumulative number of tree trims and removals



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

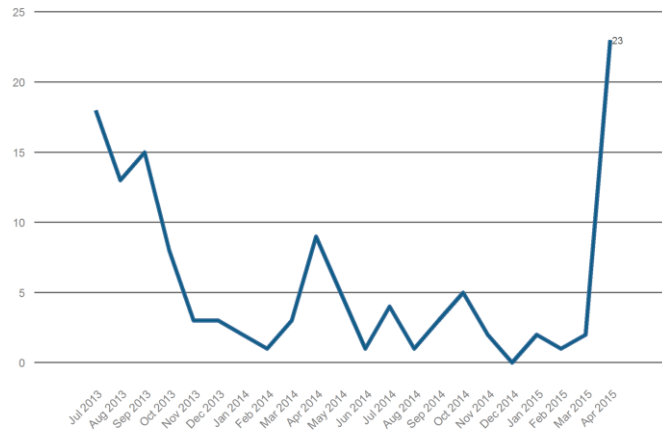
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

Violent storm at end of April left Parks and Parkways with 23 outstanding emergency tree service requests at end of month.

Tree Service Emergency service requests open at end of month



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

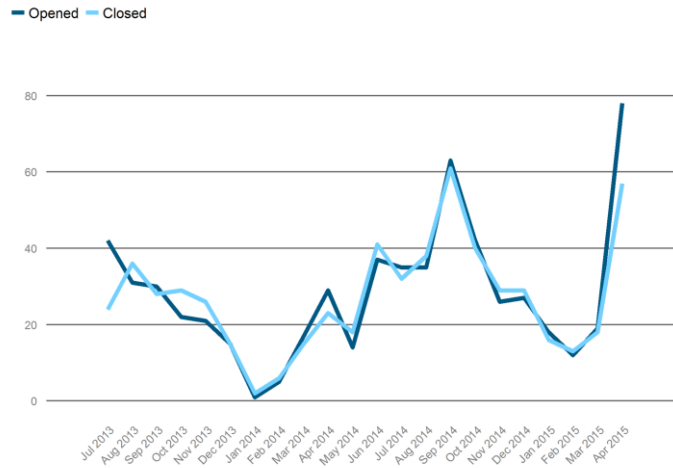
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

Atypical net addition of 21 emergency tree requests to 311 queue in April.

Tree Service Emergency service requests opened and closed per month



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

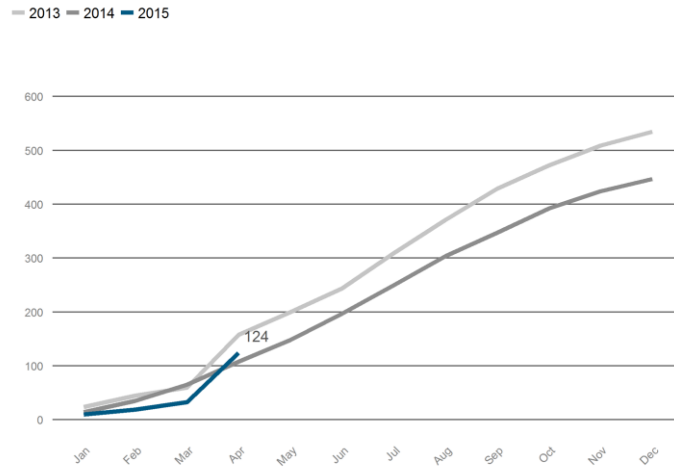
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

Number of emergency tree removals jumped up significantly in April, but trend is comparable to years previous.

Cumulative number of emergency tree removals



Responsible Organization:
Department of Sanitation
Department of Parks and
Parkways

Data Source:
Department of Sanitation
Department of Parks and
Parkways

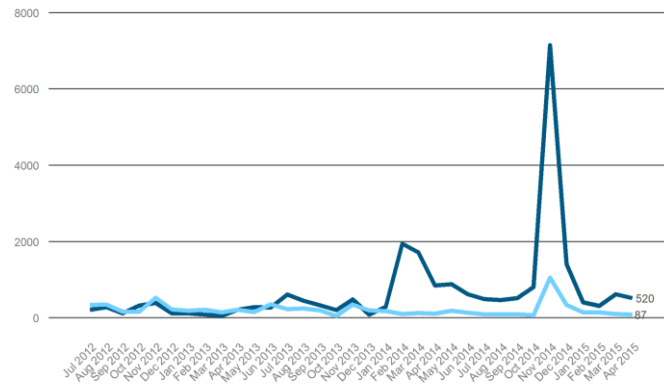
Definition:
Bandit sign: A flyer or
advertisement posted on a
public row in an unauthorized
location.

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

607 bandit signs removed by Parks and Parkway and Sanitation departments in April.

Bandit signs removed

— Parks and Parkway — Sanitation



Key Performance Indicators

KPI	2014		2015		Status
	Actual	Target Met?	Actual	Target	
Number of acres mowed	18,801		4997	19,000	
Number of tree trims and removals	NA		1169	3,000	



SANITATION



Quality of Life STAT May 21, 2015 57

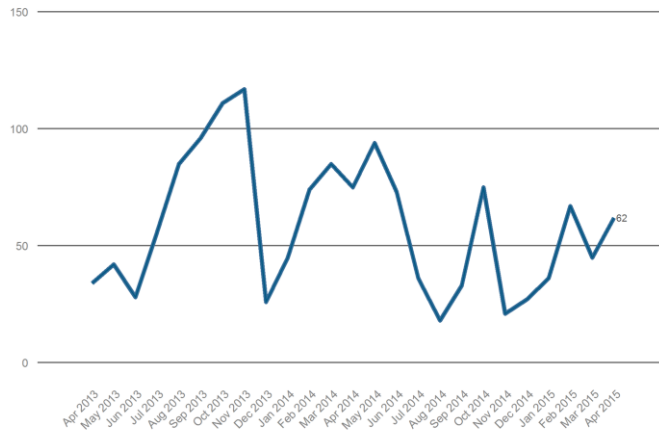
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

Backlog of open illegal dumping requests climbed up to 62 in April after brief decline in March.

Illegal Dumping Reporting service requests open at end of month



Responsible Organization:
Department of Sanitation

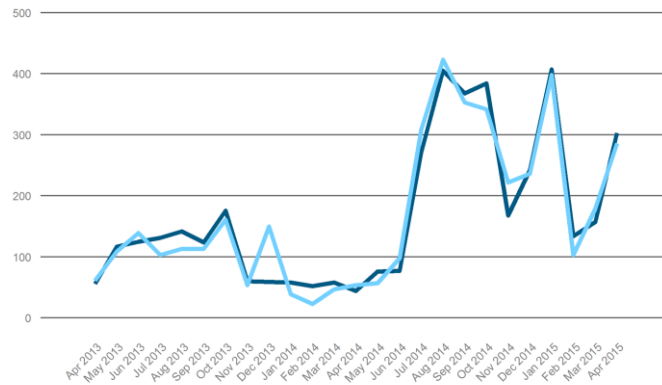
Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

Net addition of 17 service requests to illegal dumping 311 queue.

Illegal Dumping Reporting service requests opened and closed per month

Opened Closed



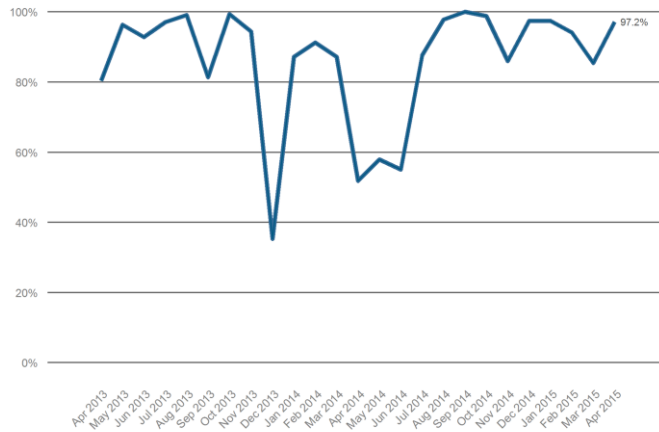
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

However, almost all illegal dumping calls handled in April were resolved in 30 days.

Percent of Illegal Dumping Reporting resolved in 30 days



Responsible Organization:
Department of Sanitation

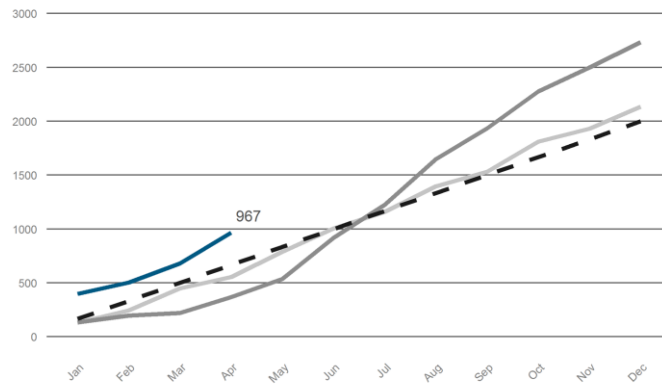
Data Source:
Department of Sanitation

Related Strategy:
Provide effective sanitation
services to residents and
businesses

Sanitation on track to exceed 2015 target for clearing illegal dumping sites.

Cumulative number of illegal dumping sites cleared

— 2013 — 2014 — 2015 — Target



Responsible Organization:
Department of Sanitation

Data Source:
Department of Sanitation

Note:

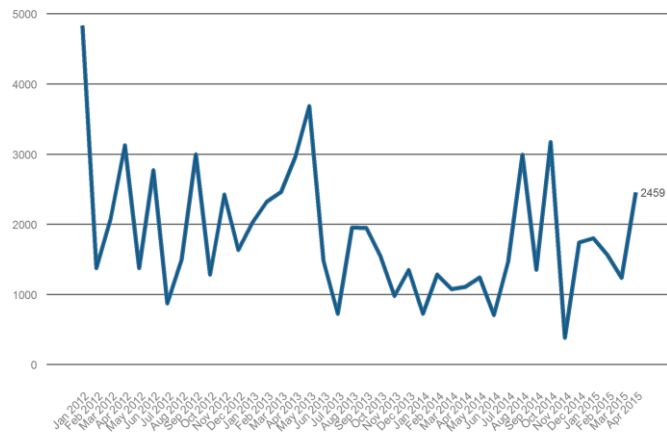
"Tires removed" indicates the number of dumped tires the vendor transports from the City facility that had previously been collected Sanitation. Consequently, this figure does not always reflect the exact amount collected from illegal dumping sites during a given month.

Related Strategy:

Provide effective sanitation services to residents and businesses

Significant increase in number of tires removed in April.

Tires removed



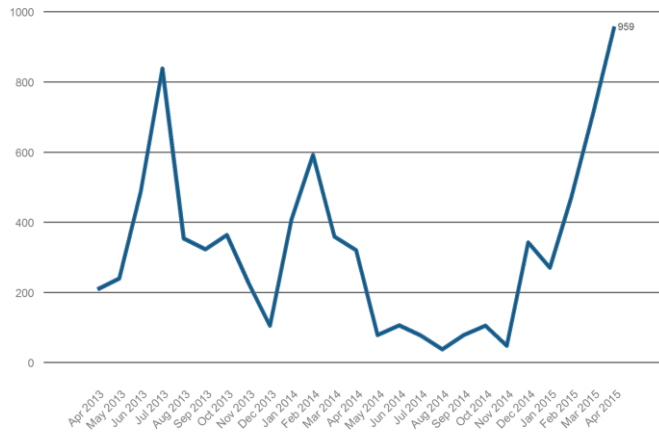
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

Backlog of open service requests for residential recycling reached highest point in two years in April.

Residential Recycling Programs service requests open at end of month



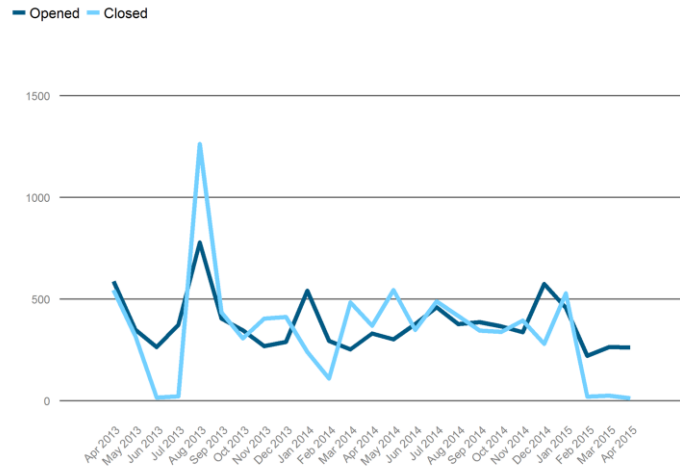
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

Steady net addition to service request queue for residential recycling in first third of 2015.

Residential Recycling Programs service requests opened and closed per month



Responsible Organization:
Department of Sanitation
vendors

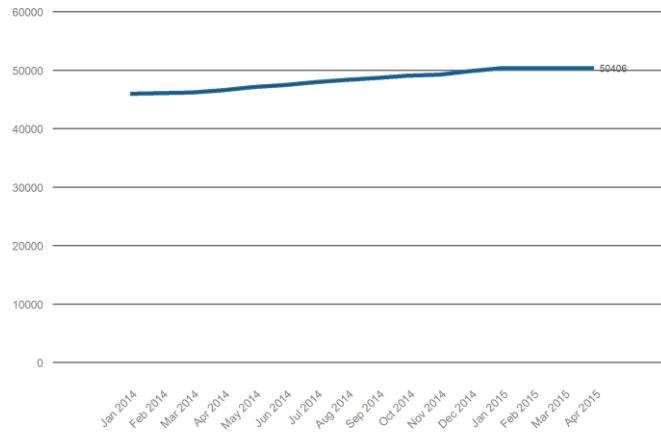
Data Source:
Sanitation Department

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.

**Number of houses registered for recycling around 50,400 in April.
Target is 55,700.**

Houses registered for recycling



Responsible Organization:
Department of Sanitation
New Orleans Police Department

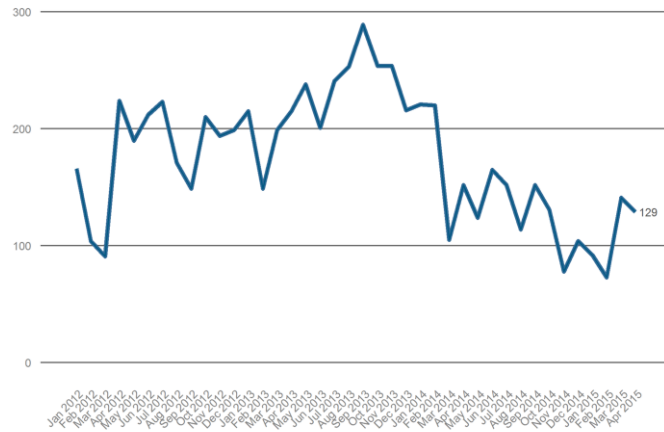
Data Source:
Department of Sanitation

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

Related Strategy:
Provide effective sanitation services to residents and businesses

129 sanitation inspections performed in April.

Sanitation inspections



Key Performance Indicators

KPI	2014		2015		
	Actual	Target Met?	Actual	Target	Status
Number of Illegal Dumping Sites Cleared	2,735	●	967	1,000	●
Percent of 311 Illegal Dumping Service Requests Closed within 30 Days	91%	●	95%	80%	●
Percent of Households Registered for Recycling	37%	●	37%	40%	▲



LAW



Responsible Organization:
Law Department

Data Source:
Law Department

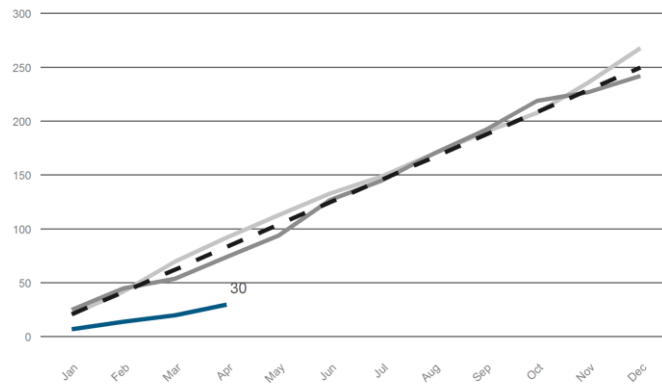
Related Strategy:
Effectively and fairly administer justice

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

Law significantly off target for number ABO filings.

Cumulative number of ABO filings

— 2013 — 2014 — 2015 — Target



Responsible Organization:
New Orleans Police Department

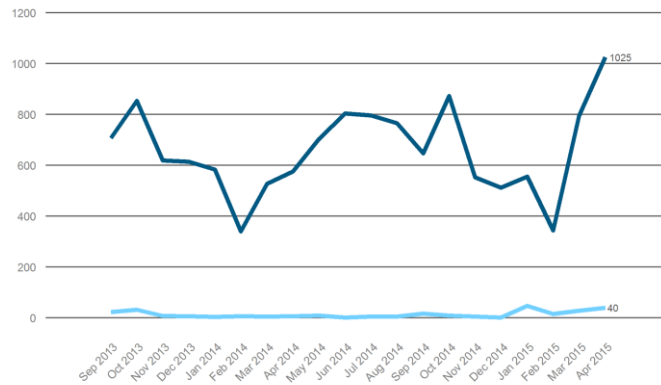
Data Source:
New Orleans Police Department

Related Strategy:
Effectively and fairly administer justice

Number of quality of life complaints received by NOPD climbed steadily since February 2015 to reach max of 1,025 in April.

Complaints received and summonses issued by NOPD quality of life officers

— Complaints received by NOPD — Summonses issued by NOPD



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		30	250	



MOSQUITO AND TERMITE CONTROL



Quality of Life STAT May 21, 2015 72

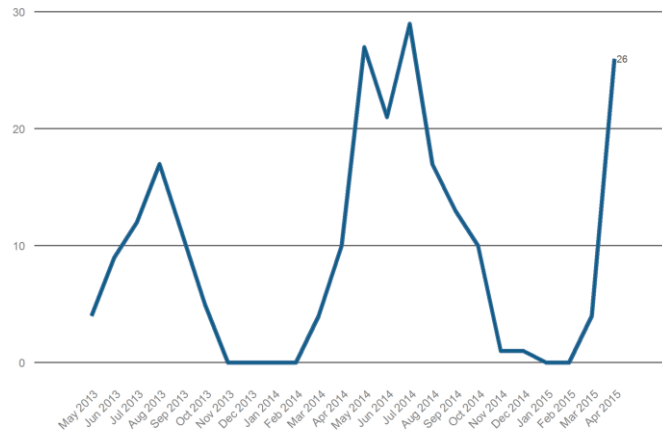
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

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

Backlog of mosquito control service requests jumped from near 0 to 26 in March and April 2015.

Mosquito Control service requests open at end of month



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

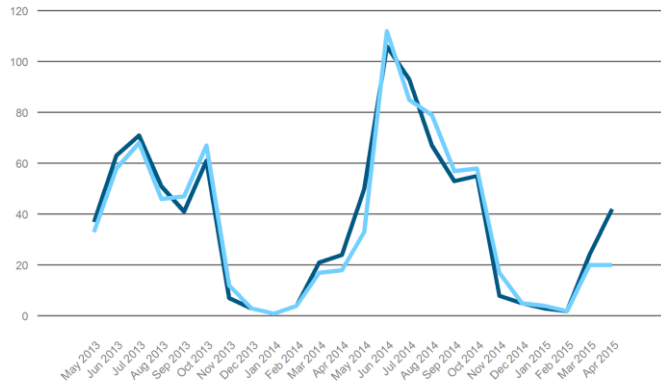
Data Sources:
311

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

Highest net addition to mosquito control service requests in April 2015.

Mosquito Control service requests opened and closed per month

— Opened — Closed



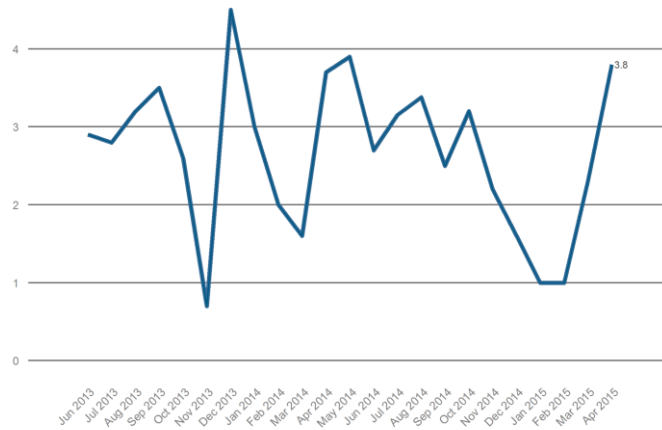
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
MTRCB

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

4 day average to close mosquito control requests in April.

Average days to close mosquito request



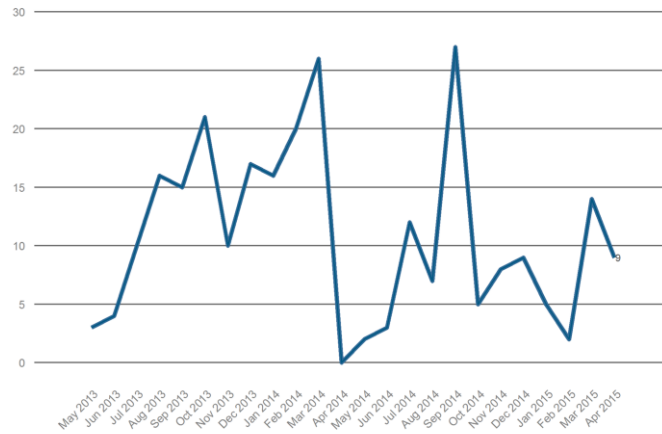
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

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

Rodent service request backlog at 9 at end of April.

Rodent Complaint service requests open at end of month



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

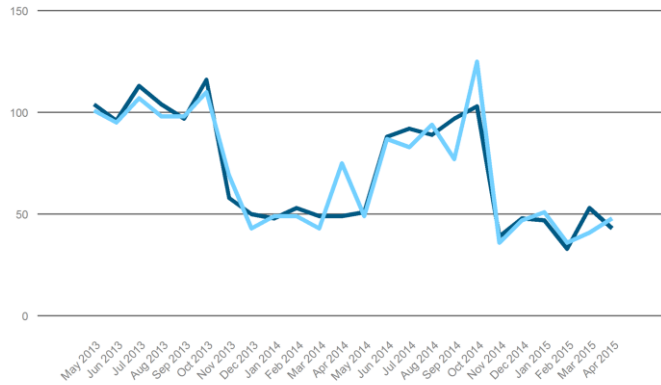
Data Sources:
311

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

Net reduction to rodent service request backlog in April.

Rodent Complaint service requests opened and closed per month

— Opened — Closed



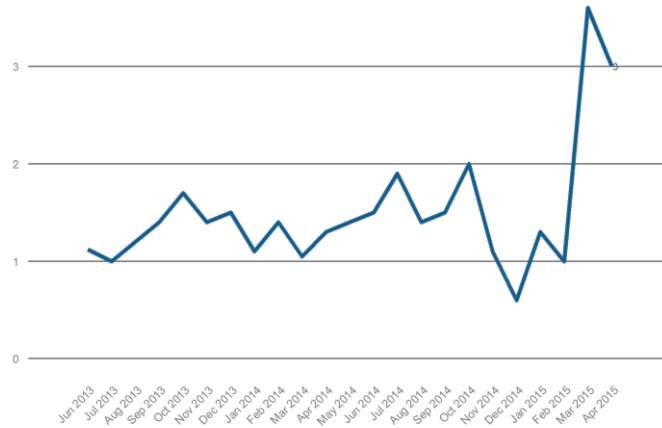
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
MTRCB

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

Average days to close rodent requests down slightly from two-year peak in April.

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	3	●
Average Business Days to Complete Rodent Service Requests	1.5	●	2.3	3	●



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?

