



CITY OF NEW ORLEANS

QualityofLifeSTAT

December 18th, 2014

(Reporting Period: November 2014)

www.nola.gov/opa



QualityofLifeSTAT December 18, 2014

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.



City Strategic Framework

Mission

The City of New Orleans delivers excellent service to its citizens with courage, competence and compassion.

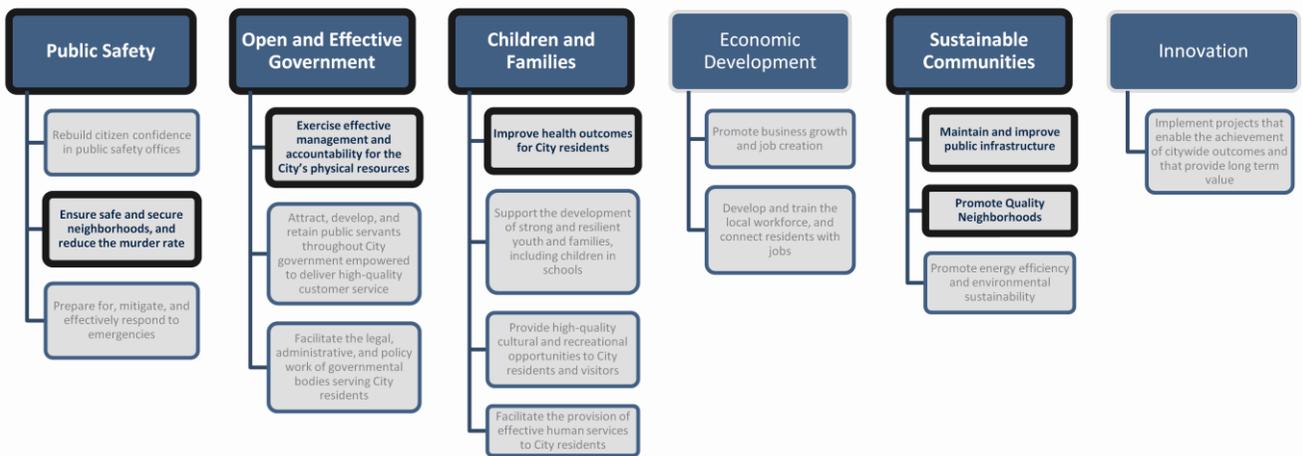
Values

Integrity, Excellence, Transparency, Teamwork, Responsiveness, Innovation, Diversity and Inclusion

Vision

New Orleans is a model city. We are a unified city. We are a creative city.

Result Area Goals and Objectives



311 Dashboard -

Request Closure Rates Still Biggest Challenge

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%)	92%	94%	83%	29%	88%	53%	46%	89%	4%	63%
Request Closure Rate (Closed Cases >= New Cases Yes/No)	Y	N	Y	Y	Y	Y	Y	Y	Y	Y
Backlog to Closed Requests Ratio (<5, 5-7, >=8)	0.0	149.4	0.5	16.2	0.0	0.5	7.7	0.3	1.0	0.0
Notes	Note: Closures reflect Lagan, not LAMA.		Backlog has trended down for the month	Biggest movement was streetlight closures.	Currently establishing new queues for SR's	Non-rodent cases are being worked through	Backlog of closed requests improved slightly	Sanitation continues to monitor vendor backlog	Closure requests and backlog showing improvement	Minimal cases reported

Department Adoption Rate

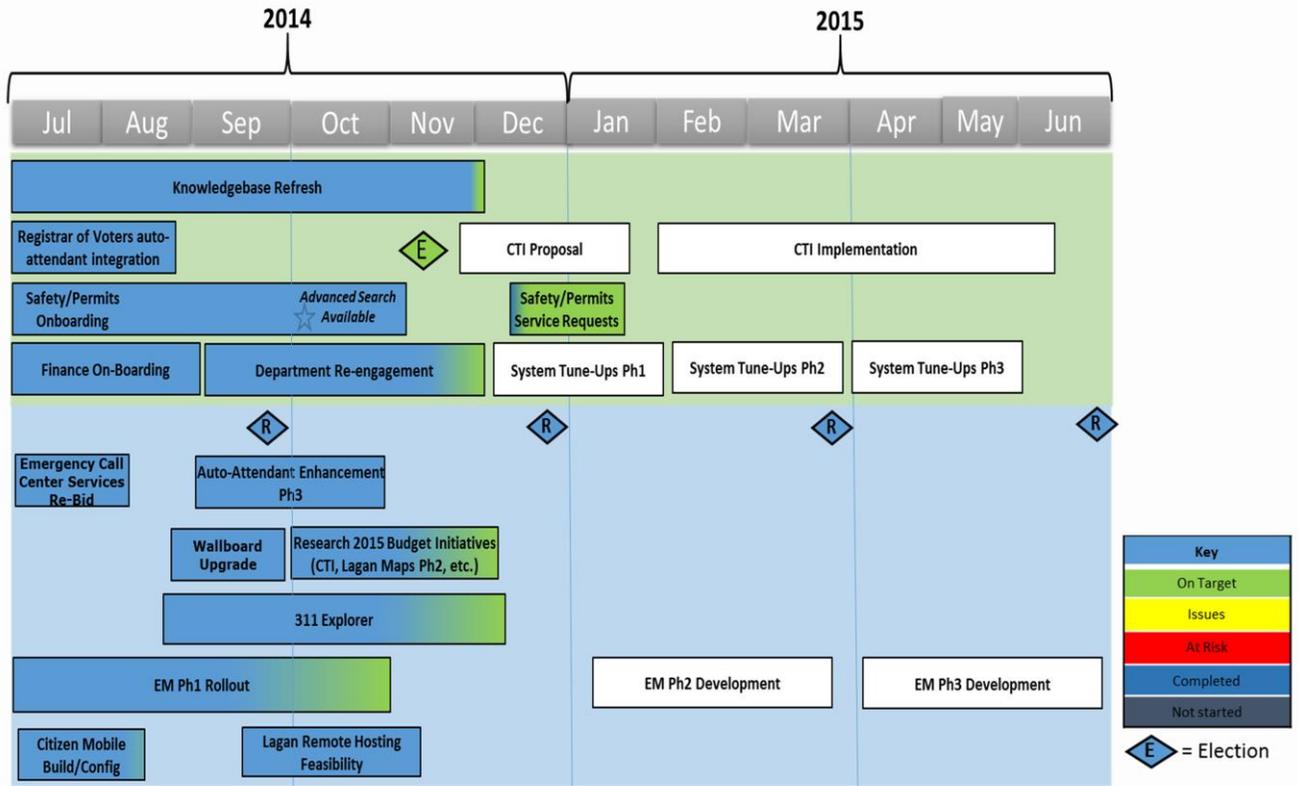
Adoption Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	Sanitation	Taxi	EMS
Current Month	68.00%	100.00%	100.00%	96.00%	100.00%	100.00%	100.00%	100.00%	77.00%	100.00%
90d Average	71.00%	97.00%	100.00%	99.00%	100.00%	100.00%	100.00%	100.00%	89.00%	100.00%
DAR Avg To-Date	85.00%	88.00%	96.00%	99.00%	89.00%	99.00%	98.00%	100.00%	92.00%	100.00%

Action Item:

Date	Responsible Party	Action Item	Status
8/21/14	A. Rogers	Ensure that Code Enforcement and the Taxicab Bureau establishes new point people to interface with the 311 team moving forward	The Taxicab Bureau established a new 311 point-of-contact, while Code Enforcement has not yet identified someone.



311 Roadmap



Responsible Organization:
Department of Public Works (DPW)

Data Source:
DPW Weekly Maintenance Reports

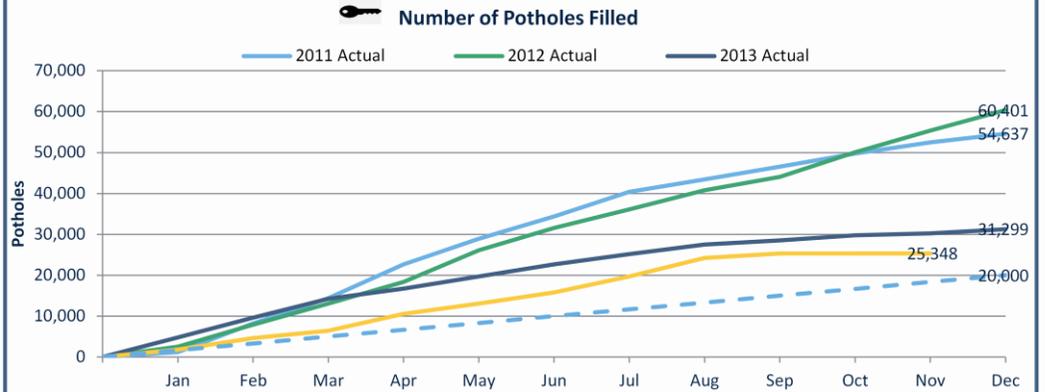
Related Strategy:
Maintain and improve road surface infrastructure

Legend:

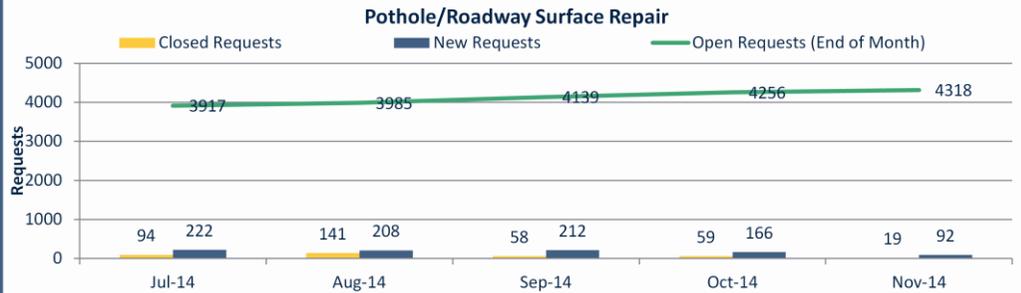
- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

DPW exceeded its annual goal of potholes filled.



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
54,637	●	60,401	●	31,299	●	25,348	20,000	●



Responsible Organization:
Department of Public Works

Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure

Note:
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.

All other DPW maintenance 311 service requests backlogs increased.

Service Request (SR)	Open SRs (11/1)	New SRs	Closed SRs	Open SRs (11/30)	Δ from Prior Period	Avg. Age of Open SR	Avg. Days to Close
Manhole Cover Maintenance	208	9	2	214	<u>6</u>	561	243
Road Shoulder Repair	138	5	0	143	<u>5</u>	387	0
Sidewalk Repair	853	21	6	868	<u>15</u>	601	4
Subsidence	481	23	8	496	<u>15</u>	264	91

311 Issues

Responsible Parties	Issue/Status	Due
M. Jernigan	Identify Interim case status for service requests that have up to 365 day turn-around time. A 311 team member can help with this task if necessary.	Q4 2014



Responsible Organization:
Department of Public Works

Data Source:
DPW Streetlights Monthly Report

Note:
Restored outage totals do not include 313 Hurricane Isaac-related repairs in Q4 2012.

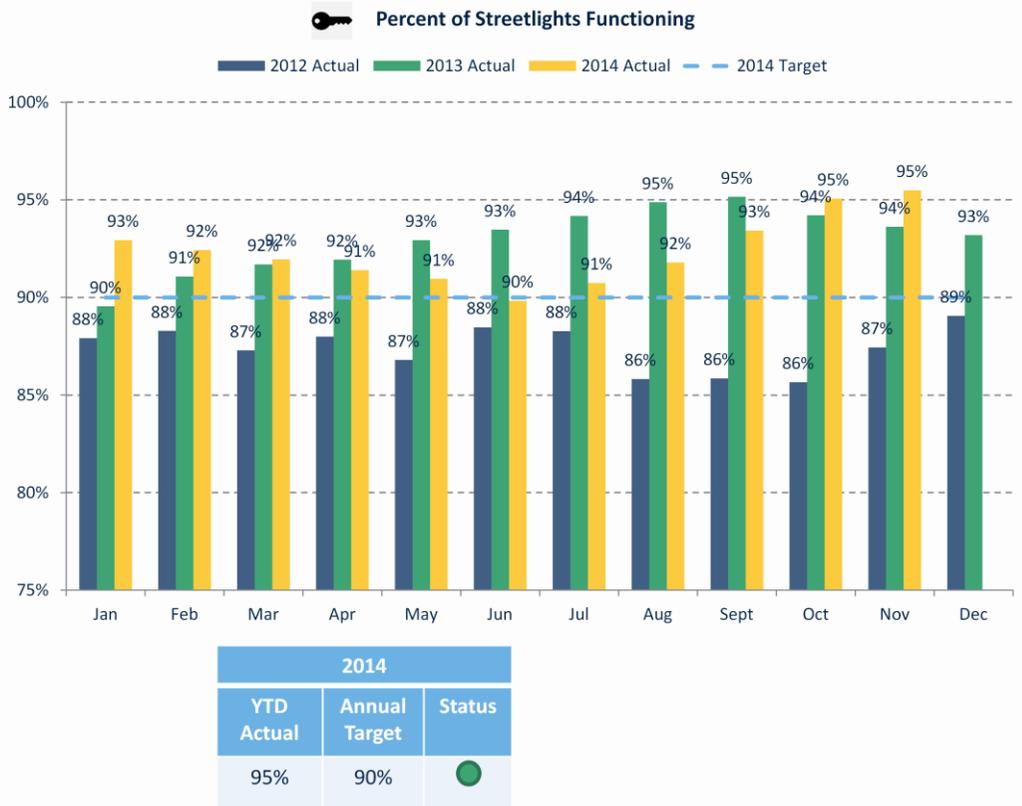
Related Strategy:
Maintain and improve road surface infrastructure

Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

95% of the streetlights in New Orleans were functional at the end of the month, with the lowest number of outages since Hurricane Katrina.



Responsible Organization:
Department of Public Works

Data Source:
DPW Streetlights Monthly Report

Note:
Restored outage totals do not include 313 Hurricane Isaac-related repairs in Q4 2012.

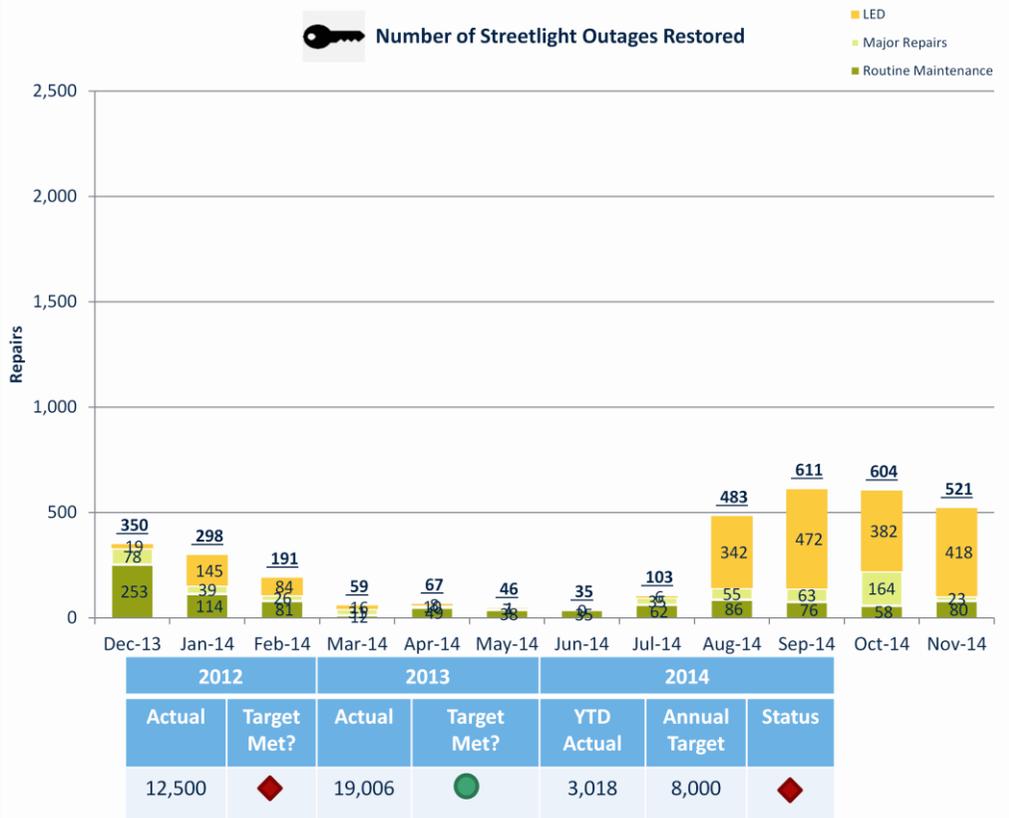
Related Strategy:
Maintain and improve road surface infrastructure

Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

The number of outages restored was the fourth highest month since November 2013.



Responsible Organization:
Department of Public Works

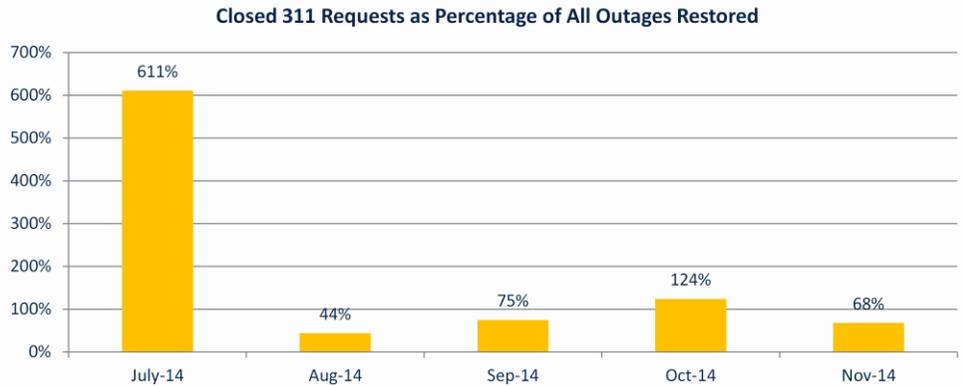
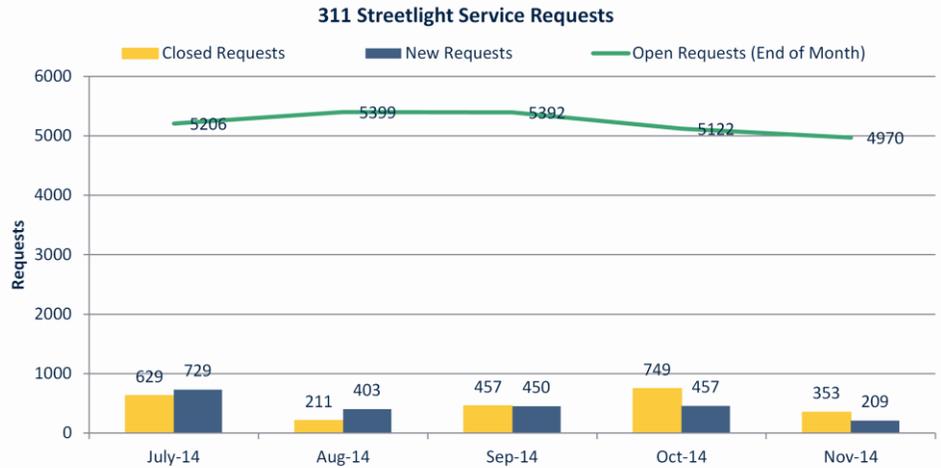
Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure

Notes:
Expected days to close, developed in 2012: 30-180 days.

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

The backlog of 311 streetlight requests decreased during the month.



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Responsible Organization:
Department of Public Works

Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure

Notes:
Expected days to close, developed in 2012: 30-180 days.

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.

Target previously reported as 80%, rather than "establishing baseline," as reported in the budget.

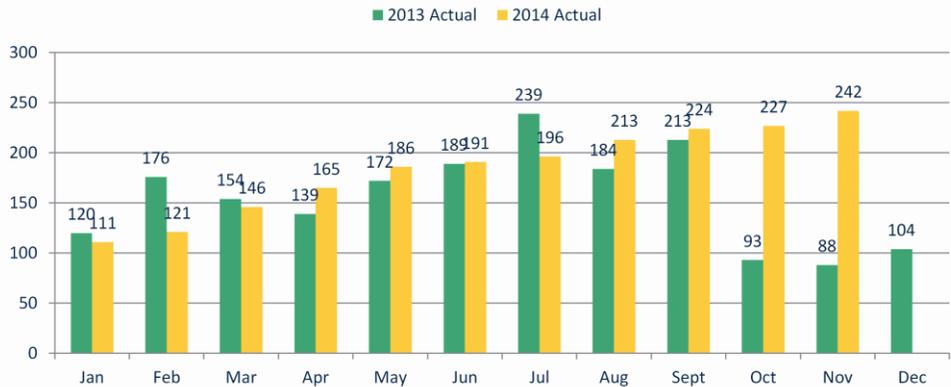
Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

YTD, DPW closed 28% of its 311 streetlight service requests within 90 days.

Average Days to Close 311 Streetlight Service Requests



Percent of 311 Streetlight Service Requests Closed within 90 Days

2013		2014		
Actual	Target Met?	YTD Actual	Annual Target	Status
45%	-	28%	-	Establishing Baseline



Responsible Organization:
Department of Public Works

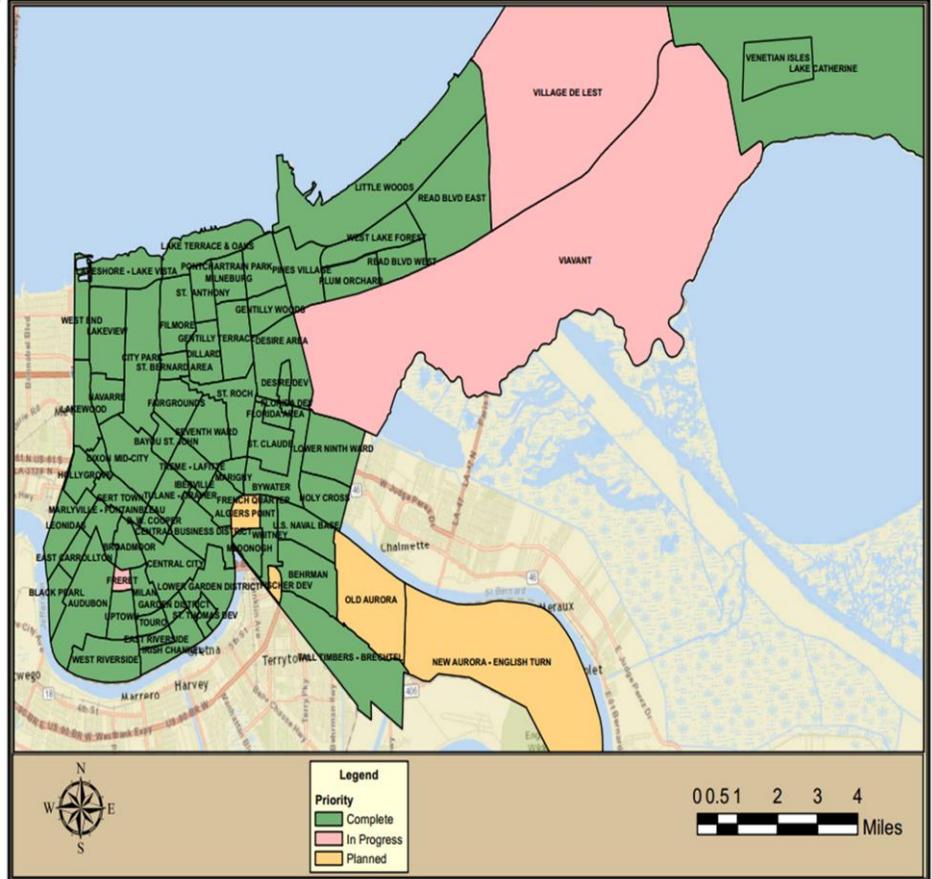
Data Source:
Department of Public Works

Related Strategy:
Maintain and improve road surface infrastructure

Notes:
Map obtained from DPW on 12/16.



City of New Orleans Streetlight Conversions By Neighborhood



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The City plans to sell \$10M in bonds in Q1 2015 that will be used in part to fund LED's in the West Bank, which had not been covered in the Energy Smart LED conversion program.

Responsible Organization:
Department of Public Works

Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure

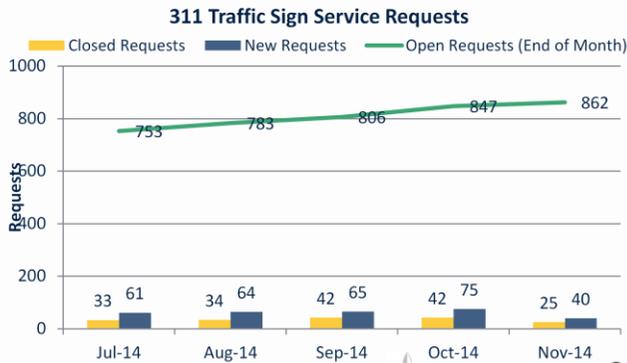
Notes:
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

DPW exceeded its annual target of traffic signs installed.



 **Number of Permanent Traffic Signs Installed**

2014		
YTD Actual	Annual Target	Status
2,720	1,500	●

Responsible Organization:
Department of Public Works

Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure

Notes:
Expected days to close, developed in 2012: 30-180 days.

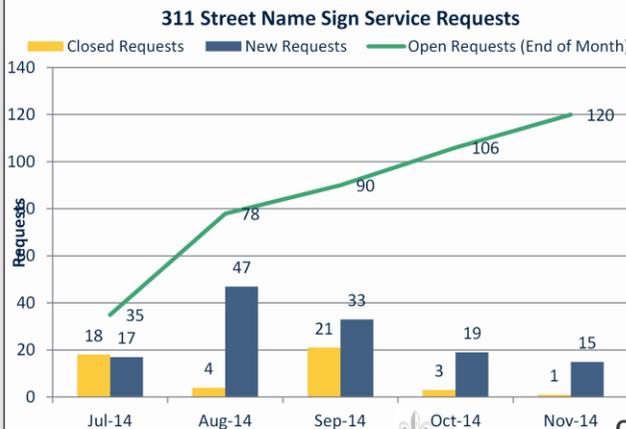
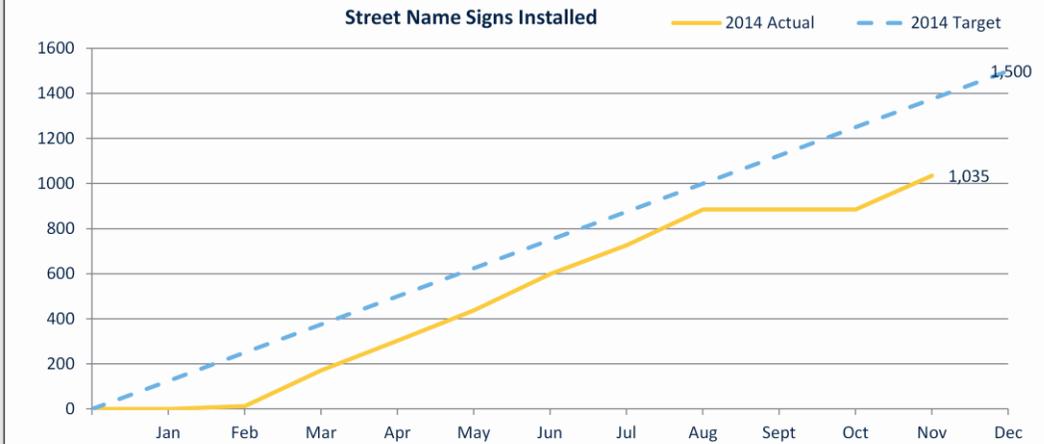
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

DPW continued to trend below its street name sign installation target.



 Number of Street Name Signs Installed

2014		
YTD Actual	Annual Target	Status
1,035	1,500	◆

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DPW observed that they were unable to meet their annual street name sign target due to those crews being needed to install other signs pertaining to some new state and local ordinances, most notably “no cell phones in school zone” signs.

Responsible Organization:
Department of Public Works

Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure

Note:
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.

Road surface marking and traffic signal 311 service request backlogs increased.

Service Request (SR)	Open SRs (11/1)	New SRs	Closed SRs	Open SRs (11/30)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Road Surface Marking	138	5	0	143	<u>5</u>	387	0
Traffic Signal	461	49	26	483	<u>22</u>	369	2

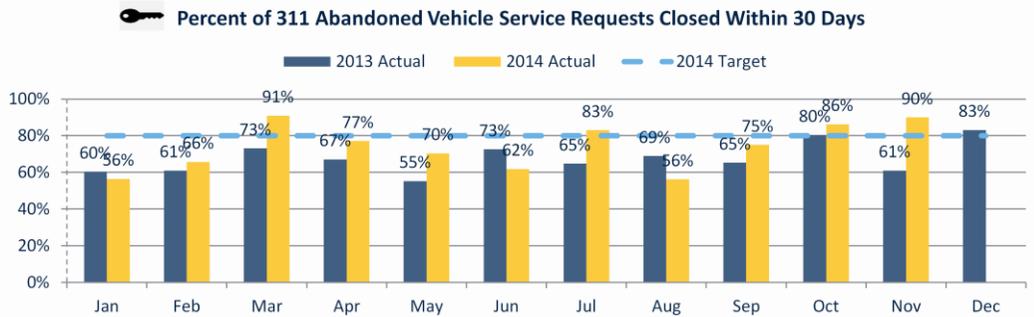
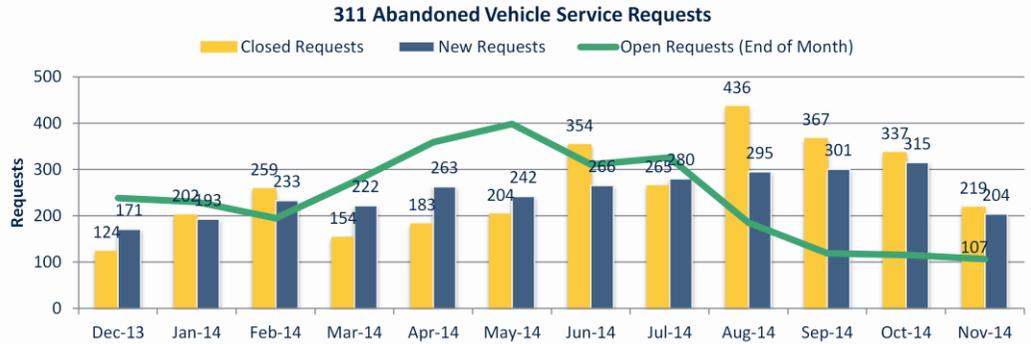


Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality
Neighborhoods

The backlog of 311 abandoned vehicle service requests continued downward to its lowest point since April 2012, the month after the 311 program began.



2013		2014		
Actual	Target Met?	YTD Actual	Annual Target	Status
67%	-	72%	≥ 80%	▲



Responsible Organization:
Department of Public Works (DPW)

Data Source:
DPW Weekly Maintenance Reports

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

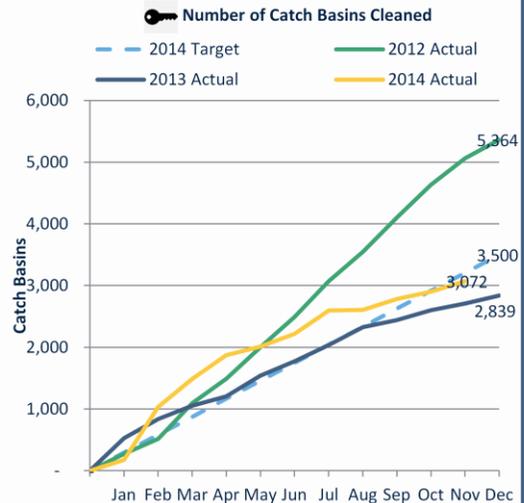
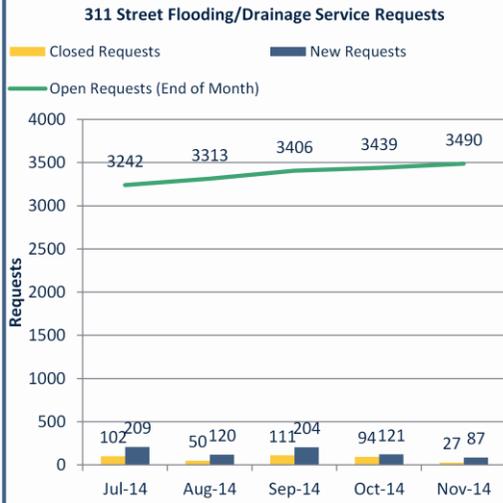
Note:
January and February data was adjusted in March to reflect catch basin data not previously included in data reports.

Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

Key measure that best indicates whether City activities are achieving the desired results

DPW was off track on its annual catch basin target.



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
3,339	◆	5,364	●	2,708	▲	3,072	3,500	◆



DPW noted that despite being off target on their catch basin target, this year, they doubled the number of drain line repairs they did in 2013. The CAO suggested that some more measures be added, where applicable, to give a more accurate depiction of work being done.

Sewerage and Water Board of New Orleans Customer Service Report Indicators of Metric Results November 2014

Responsible Organization:
Sewerage and Water Board of
New Orleans (SWB)

Data Source:
Sewerage and Water Board of
New Orleans

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

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

Green = Favorable Variance

Yellow = Minimal Variance / No Action Recommended

Red = Unfavorable Variance / Action Recommended

Action Item

Date	Responsible Party	Action Item	Due	Status
10/16/2014	B. Miller; O. Wise	Coordinate to send groups of City employees to take Six Sigma certification training provide through the Sewerage & Water Board's subcontractor	Ongoing	



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SWBNO has begun administering monthly customer surveys, the results of which they plan on including metrics for in future presentations. They also plan to enlist the Office of Performance & Accountability's aid in developing some new performance measures in 2015. Further, they plan to put together a long-term IT strategic plan to avoid poor IT implementations in the coming years.

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

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

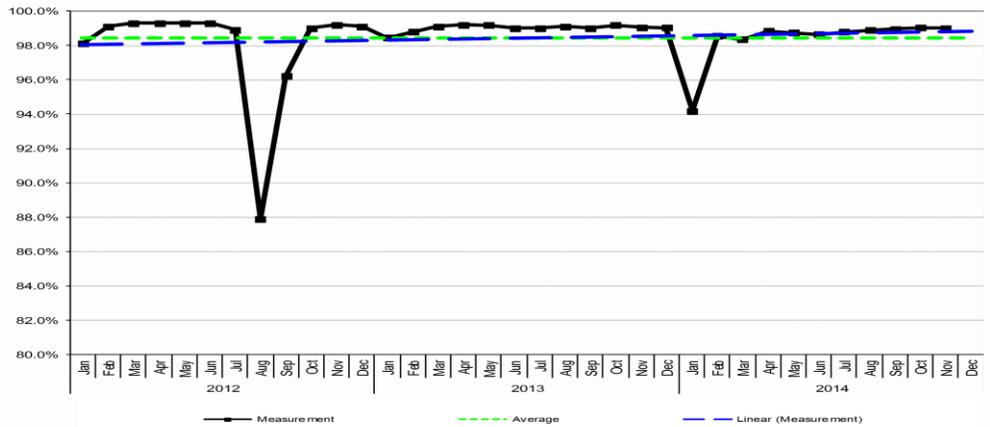
Trend: Favorable

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 has maintained a reading rate near or above the goal since since April 2010 except for two months affected by Hurricane Isaac in 2012 and a winter freeze in January 2014.

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.



	Jan	Feb	Mar	Apr ate Bills		Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	98.1%	99.1%	99.3%	99.3%	99.3%	99.3%	98.9%	87.9%	96.2%	99.0%	99.2%	99.1%
2013	98.4%	98.8%	99.1%	99.2%	99.2%	99.0%	99.0%	99.1%	99.0%	99.2%	99.1%	99.0%
2014	94.2%	98.5%	98.3%	98.8%	98.7%	98.6%	98.8%	98.9%	99.0%	99.0%	99.0%	99.0%



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

Sewerage and Water Board of New Orleans 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

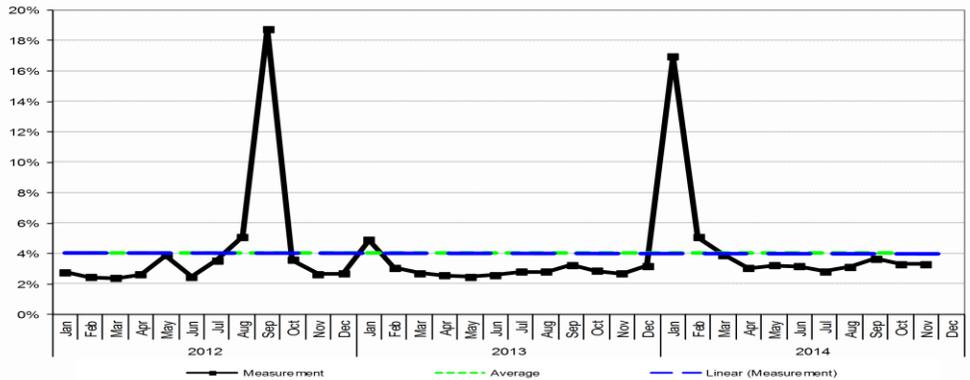
Trend: Level

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.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	2.8%	2.5%	2.4%	2.6%	3.9%	2.5%	3.6%	5.1%	18.8%	3.6%	2.7%	2.7%
2013	4.9%	3.1%	2.7%	2.6%	2.5%	2.6%	2.8%	2.8%	3.3%	2.9%	2.7%	3.2%
2014	16.9%	5.1%	3.9%	3.0%	3.2%	3.2%	2.8%	3.1%	3.7%	3.3%	3.3%	



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

Sewerage and Water Board of New Orleans Investigations from High Bill Complaints as a Percentage of Total Bills

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Reduce
percentage over time

**Currently Meeting
Goal:** No

**Process Operating
Within Control Limits:**
Yes

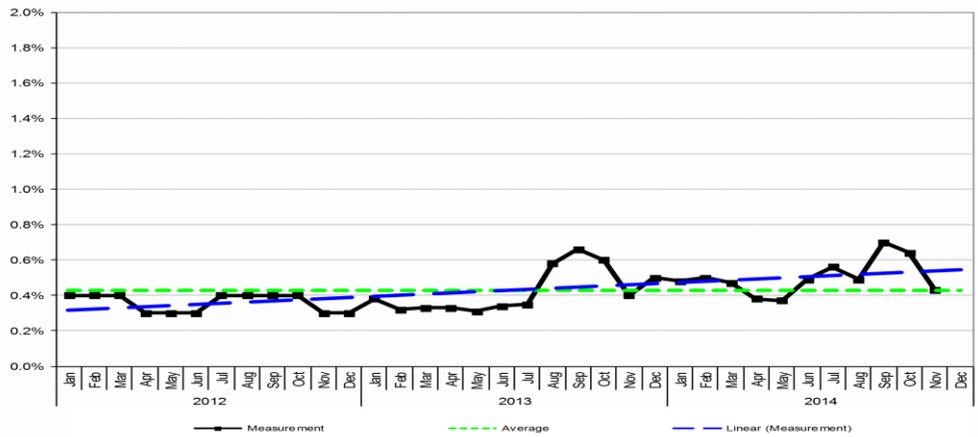
Trend: Unfavorable

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.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	0.4%	0.4%	0.4%	0.3%	0.3%	0.3%	0.4%	0.4%	0.4%	0.4%	0.3%	0.3%
2013	0.4%	0.3%	0.3%	0.3%	0.3%	0.3%	0.4%	0.6%	0.7%	0.6%	0.4%	0.5%
2014	0.5%	0.5%	0.5%	0.4%	0.4%	0.5%	0.6%	0.5%	0.7%	0.6%	0.4%	



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

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:** No

**Process Operating
Within Control Limits:**
No

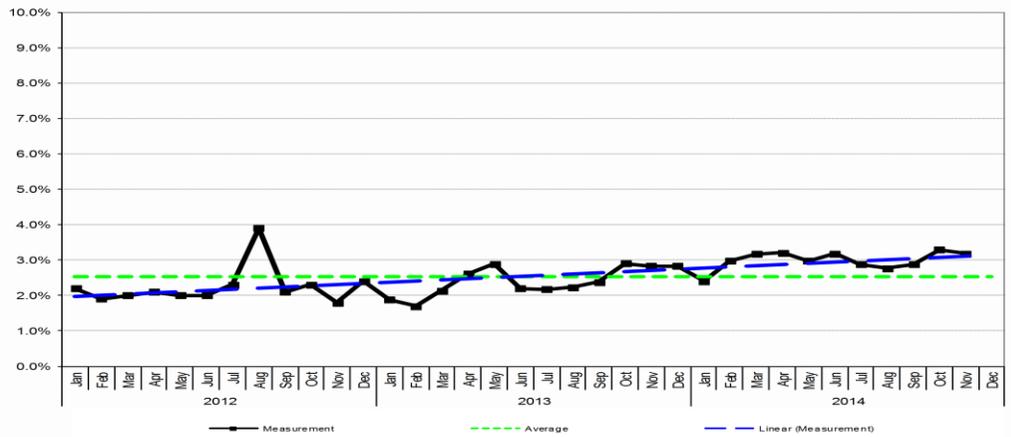
Trend: Unfavorable

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.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	2.2%	1.9%	2.0%	2.1%	2.0%	2.0%	2.3%	3.9%	2.1%	2.3%	1.8%	2.4%
2013	1.9%	1.7%	2.1%	2.6%	2.9%	2.2%	2.2%	2.2%	2.4%	2.9%	2.8%	2.8%
2014	2.4%	3.0%	3.2%	3.2%	3.0%	3.2%	2.9%	2.8%	2.9%	3.3%	3.2%	

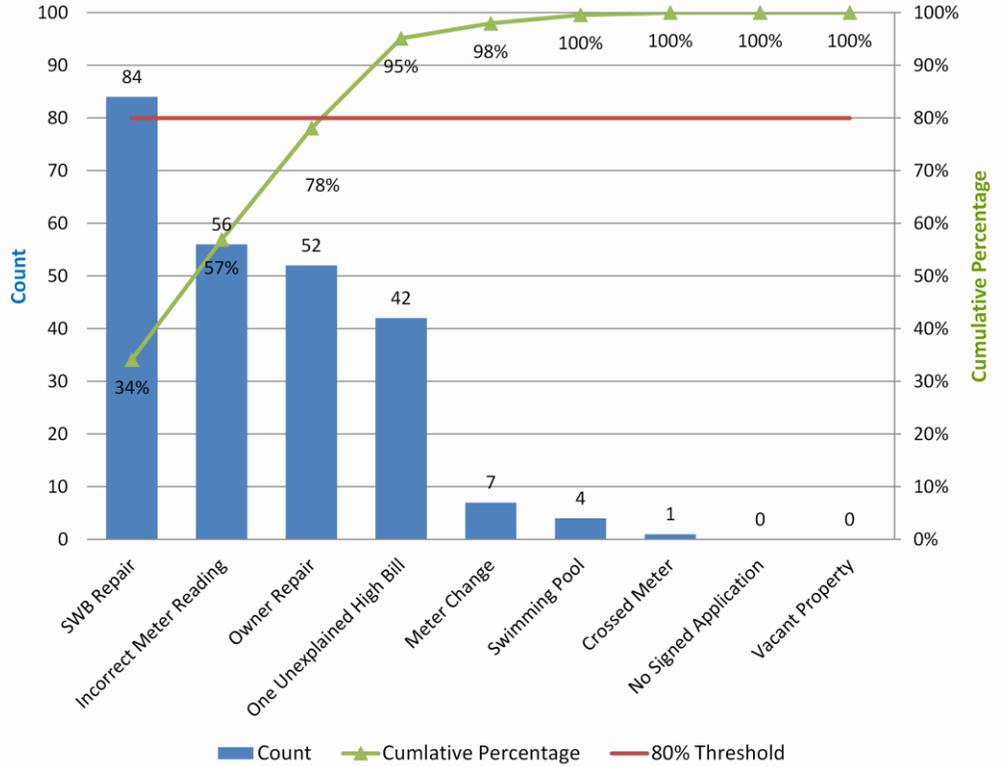


Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

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

Sewerage and Water Board of New Orleans Chart of Reasons for Adjustments November 2014



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

Sewerage and Water Board of New Orleans Total Inbound Customer Contacts

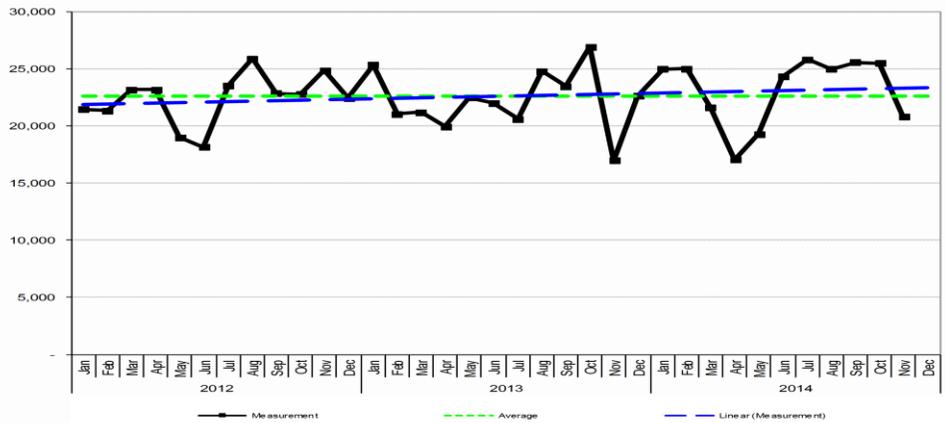
Constituency: Customer Ratepayers	Objective: Provide Timely Information and Respond Promptly to Requests	Goal: Reduce Triggers of Customer Calls
Currently Meeting Goal: Close	Process Operating Within Control Limits: Yes	Trend: Close

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
2012	21,447	21,313	23,164	23,164	18,977	18,149	23,545	25,870	22,818	22,773	24,842	22,438
2013	25,331	21,051	21,194	19,937	22,446	21,994	20,602	24,764	23,439	26,892	16,980	22,610
2014	24,945	24,992	21,579	17,032	19,276	24,315	25,800	24,967	25,532	25,467	20,775	

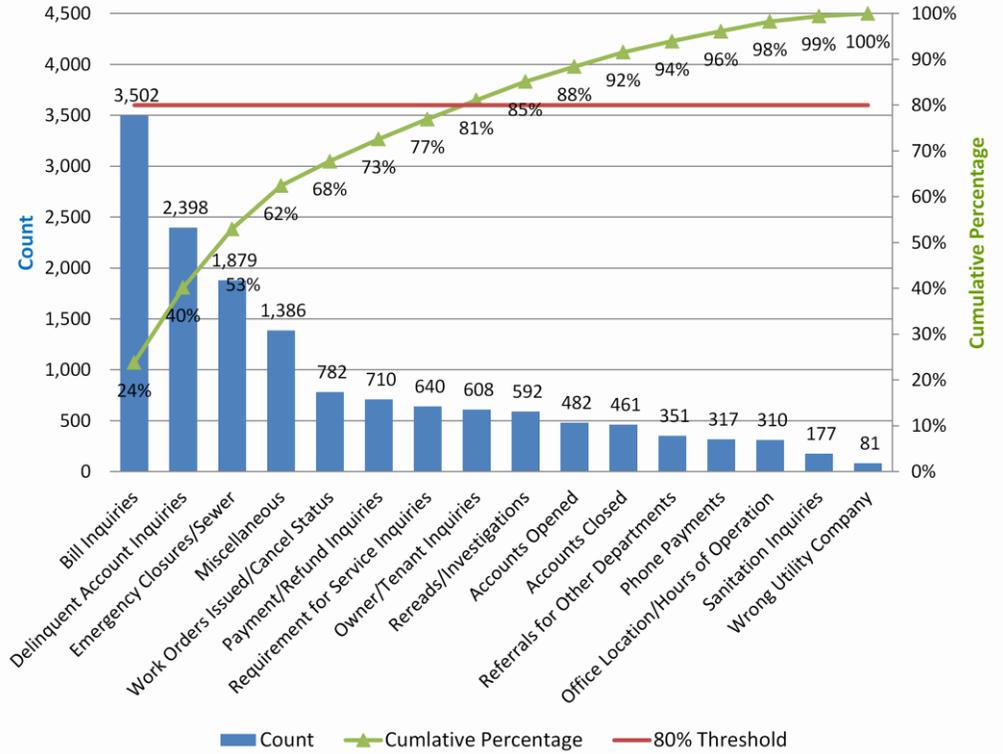


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Sewerage and Water Board of New Orleans Chart of Types of Customer Calls November 2014



QualityofLifeSTAT December 18, 2014

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

Sewerage and Water Board of New Orleans 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

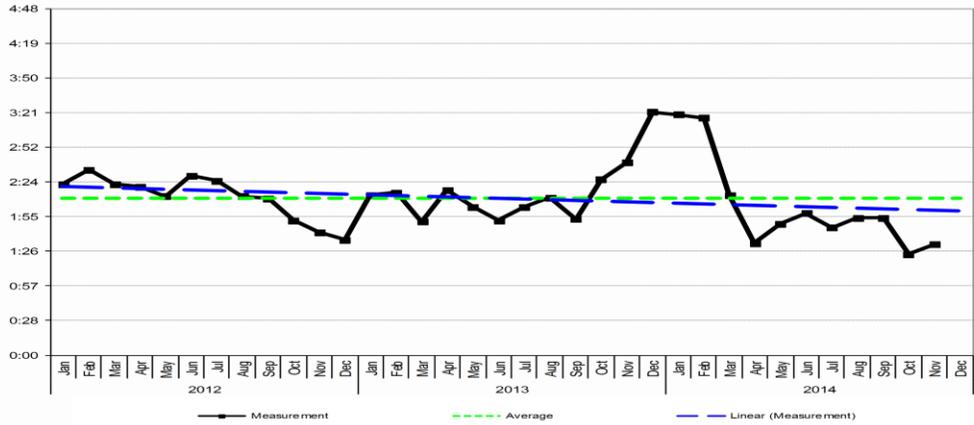
Trend: Favorable

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
2012	2:22	2:34	2:22	2:20	2:12	2:29	2:25	2:12	2:10	1:52	1:42	1:36
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	1:58	1:46	1:54	1:54	1:24	1:32	



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

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 10%
abandoned**

Currently Meeting Goal:
Yes

**Process Operating
Within Control Limits:**
Yes

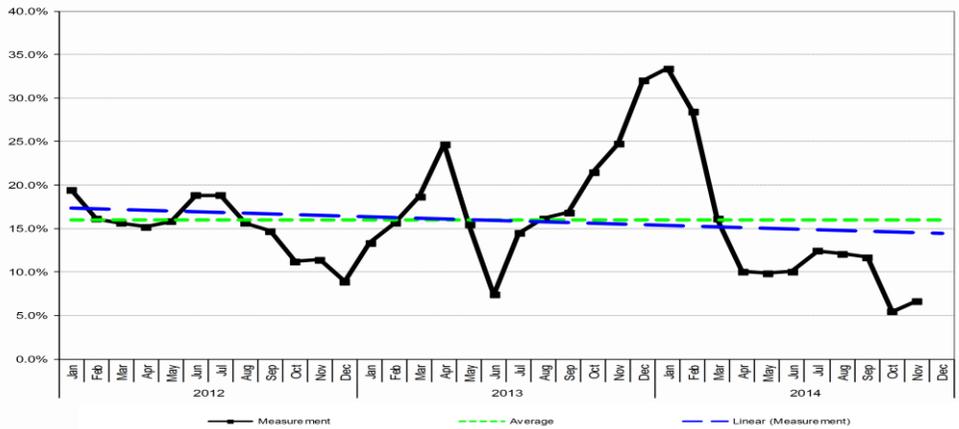
Trend: Yes

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.

Plans for Improvement

In order to resolve the significant increase in abandoned calls, additional employees have been hired and are being trained. Call rollover time has been reduced from 3 minutes to 20 seconds. 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.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	19.4%	16.1%	15.6%	15.2%	15.8%	18.8%	18.8%	15.6%	14.7%	11.2%	11.4%	8.9%
2013	13.3%	15.6%	18.7%	24.7%	15.4%	7.4%	14.5%	16.2%	16.8%	21.5%	24.7%	32.0%
2014	33.4%	28.5%	16.1%	10.0%	9.8%	10.1%	12.4%	12.1%	11.7%	5.5%	6.6%	



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

Sewerage and Water Board of New Orleans Emergency Calls Abandoned by Customers as a Percentage of Total Emergency Calls

Constituency:
Customer Ratepayers

Objective: Provide Timely
Information and Respond
Promptly to Requests

Goal: Respond to
calls with less than
10% abandoned

**Currently Meeting
Goal:** Yes

**Process Operating
Within Control Limits:**
Yes

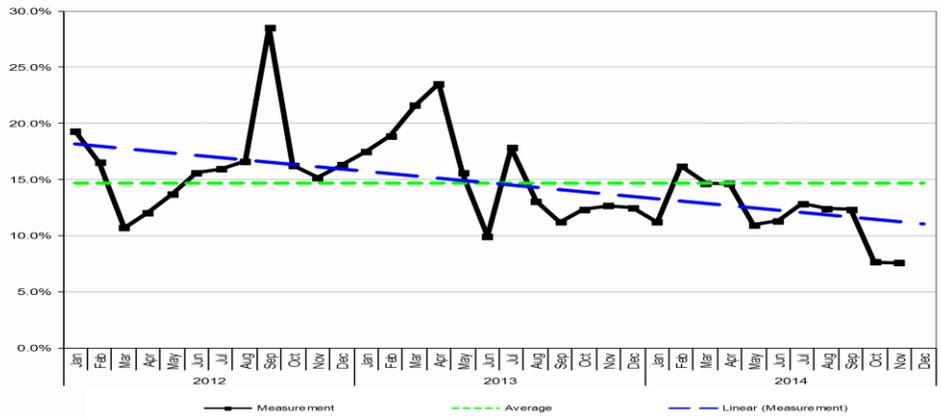
Trend: Favorable

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. The telephone system was recently upgraded.

Plans for Improvement

In order to resolve the significant increase in abandoned calls, additional employees were hired and trained. Call rollover time was reduced from 3 minutes to 20 seconds. Scripts were created for more efficient handling of 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
2012	19.3%	16.5%	10.7%	12.0%	13.7%	15.6%	15.9%	16.6%	28.5%	16.3%	15.2%	16.3%
2013	17.5%	18.9%	21.6%	23.5%	15.6%	10.0%	17.8%	13.1%	11.2%	12.3%	12.7%	12.5%
2014	11.2%	16.2%	14.7%	14.6%	11.0%	11.3%	12.9%	12.4%	12.3%	7.6%	7.6%	



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

Sewerage and Water Board of New Orleans Total Service Requests about Low Water Pressure

Constituency:
Customer
Ratepayers

Currently Meeting
Goal: Yes

Objective: Provide Timely
Information and Respond
Promptly to Requests

Process Operating
Within Control
Limits: Yes

Goal: Reduce
Number of Service
Requests

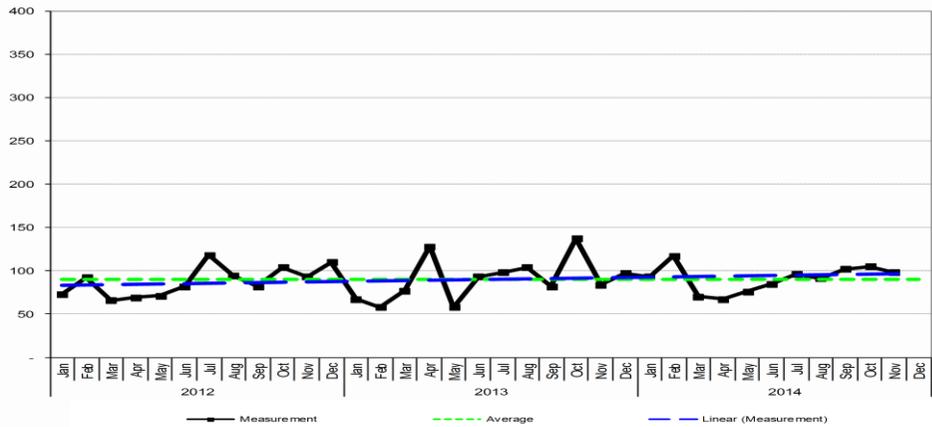
Trend: Level

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
2012		73	92	66	69	71	82	118	94	82	104	93	110
2013		67	58	77	128	58	93	98	104	82	137	84	97
2014		93	117	70	67	76	85	96	91	102	105	98	



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

Sewerage and Water Board of New Orleans Total Service Requests for Water System Leaks

Constituency:
**Customer
Ratepayers**

**Currently Meeting
Goal: Yes**

**Objective: Provide Timely
Information and Respond
Promptly to Requests**

**Process Operating
Within Control
Limits: Yes**

**Goal: Reduce
Number of Service
Requests**

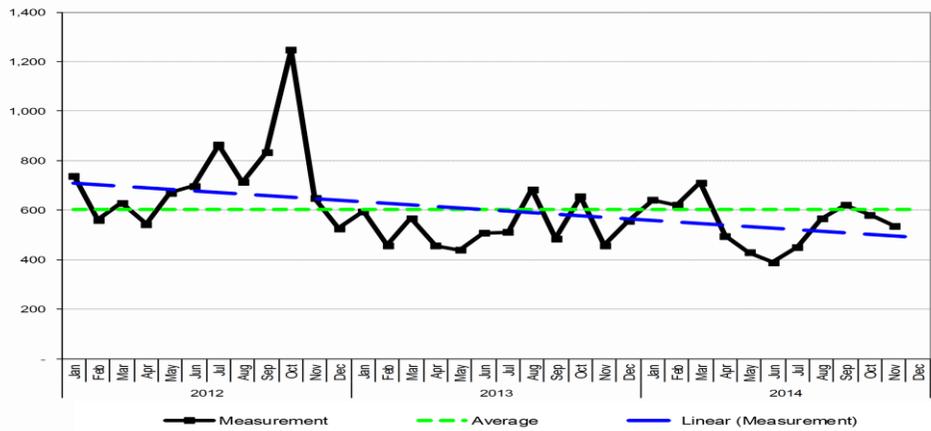
Trend: Favorable

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.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	739	560	629	543	670	697	863	713	833	1,246	648	526
2013	594	457	567	456	439	508	511	683	485	654	457	556
2014	641	621	711	495	428	390	451	565	621	581	536	



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

Sewerage and Water Board of New Orleans Total Service Requests for Sewer System Leaks

Constituency:
**Customer
Ratepayers**

**Currently Meeting
Goal: Yes**

**Objective: Provide Timely
Information and Respond
Promptly to Requests**

**Process Operating
Within Control
Limits: Yes**

**Goal: Reduce
Number of Service
Requests**

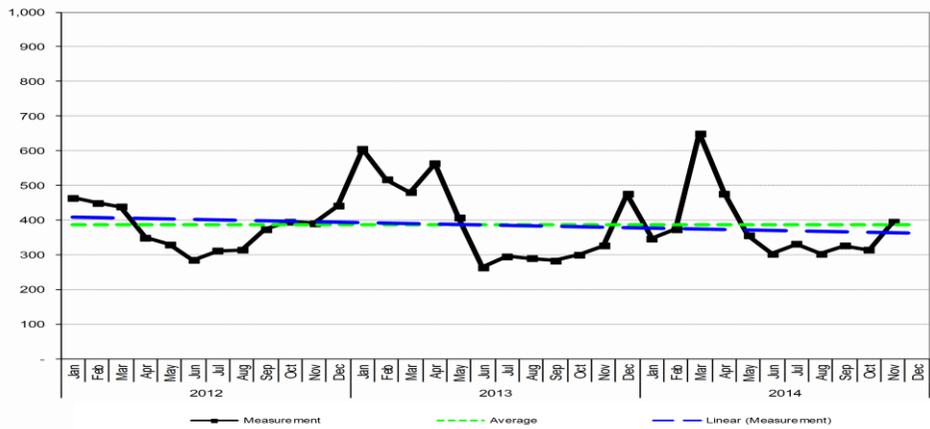
Trend: Favorable

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.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	464	449	438	349	329	284	311	313	374	396	391	441
2013	604	516	480	563	406	264	295	289	283	300	326	475
2014	346	374	650	476	355	302	331	302	326	314	394	



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

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

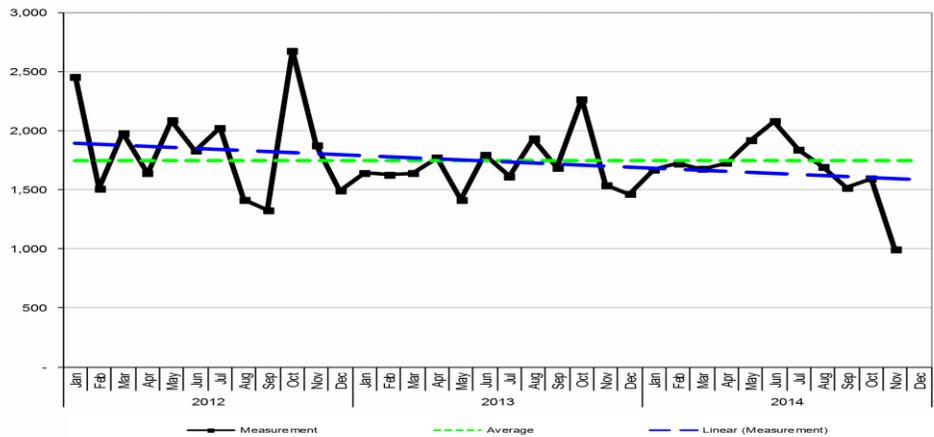
Trend: Favorable

Analysis

Customers accounts are turned-off for non-payment for balances more than \$50 and over sixty days past due.

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
2012	2,456	1,511	1,980	1,638	2,085	1,829	2,024	1,413	1,327	2,676	1,877	1,490
2013	1,641	1,628	1,638	1,770	1,415	1,795	1,613	1,932	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	



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

Sewerage and Water Board of New Orleans 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

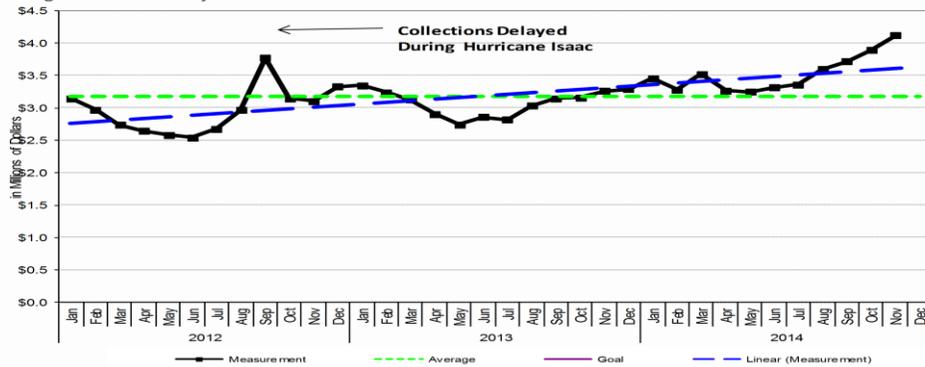
Trend: Level, when adjusted for rate increases.

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
2012	\$ 3.149	\$ 2.973	\$ 2.735	\$ 2.643	\$ 2.583	\$ 2.544	\$ 2.678	\$ 2.966	\$ 3.770	\$ 3.149	\$ 3.104	\$ 3.327
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	\$ 3.456	\$ 3.260	\$ 3.524	\$ 3.271	\$ 3.249	\$ 3.314	\$ 3.361	\$ 3.598	\$ 3.715	\$ 3.893	\$ 4.122	



Sewerage and Water Board of New Orleans Water and Sewer Receivables 120 Days and Older

Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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

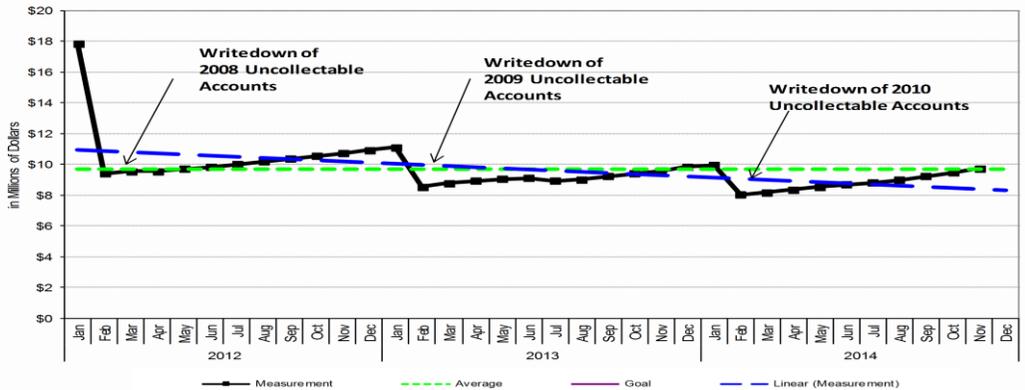
Trend: Favorable

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.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	\$ 17.811	\$ 9.400	\$ 9.558	\$ 9.557	\$ 9.710	\$ 9.818	\$ 9.995	\$ 10.176	\$ 10.360	\$ 10.553	\$ 10.724	\$ 10.931
2013	\$ 11.104	\$ 8.552	\$ 8.766	\$ 8.928	\$ 9.055	\$ 9.113	\$ 8.939	\$ 9.029	\$ 9.224	\$ 9.398	\$ 9.585	\$ 9.839
2014	\$ 9.946	\$ 8.032	\$ 8.185	\$ 8.360	\$ 8.536	\$ 8.694	\$ 8.807	\$ 8.977	\$ 9.218	\$ 9.478	\$ 9.728	



Responsible Organization:
Department of Parks and Parkways

Data Source:
Department of Parks and Parkways

Related Strategy:
Protect and preserve parks and other green spaces

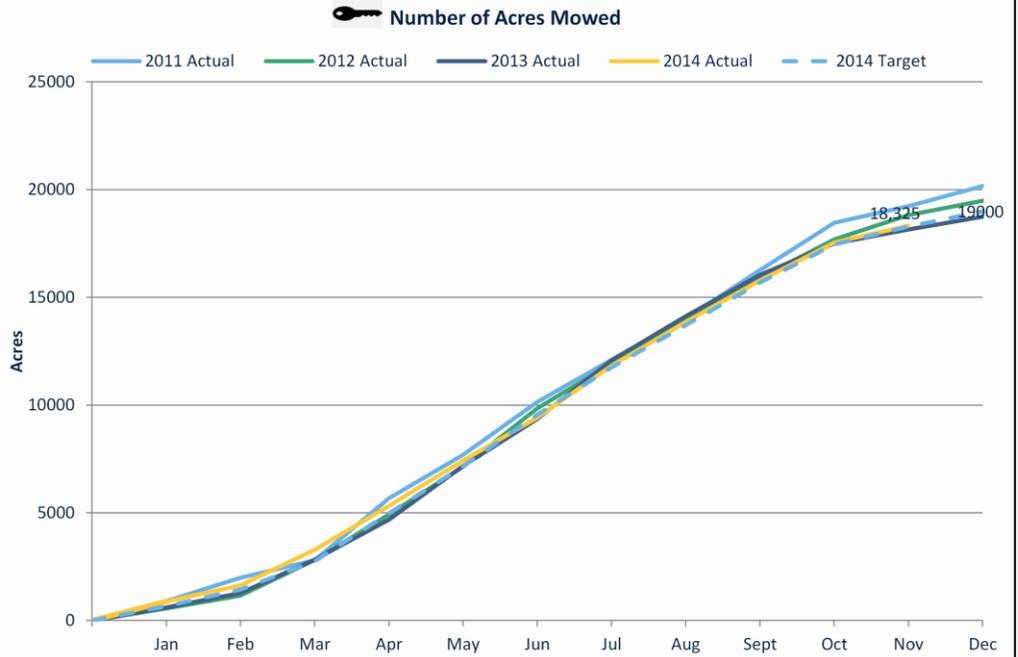
Notes:
This is a seasonal measure, as peak mowing season will begin in the summer.

Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

Parks and Parkways was on pace with its annual target of acres mowed.



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
20,172	●	19,485	●	18,153	●	18,325	19,000	●



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

Definition:
Emergency: Any tree work
order that is deemed a
threat to public safety,
and/or interferes with an
ongoing construction
project or special event, and
is completed within 7 days.
Non-Emergency: Any tree
work order that is not
deemed an emergency.

Related Strategy:
Protect and preserve parks
and other green spaces

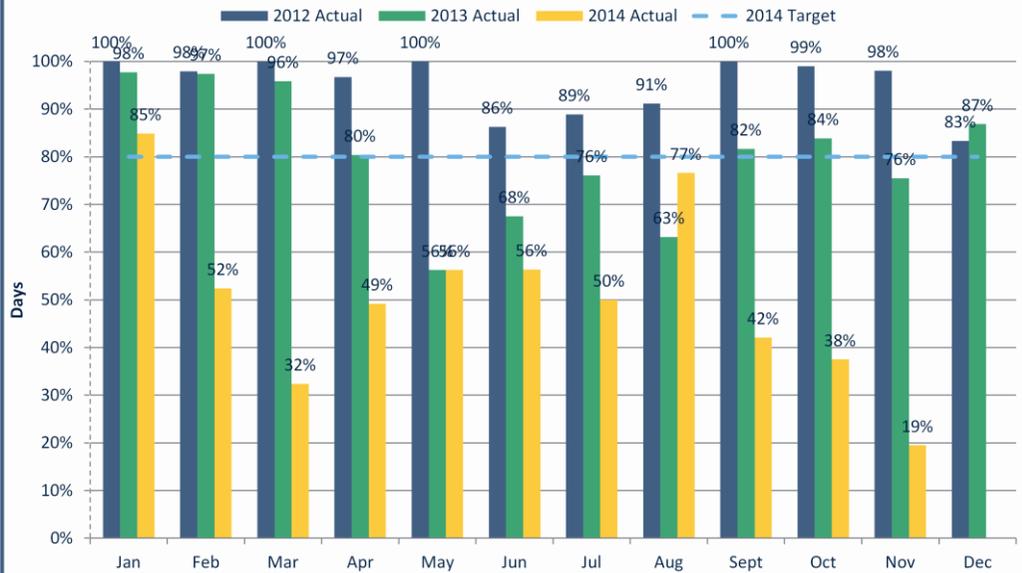
Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that
best indicates whether City
activities are achieving the
desired results

Non-Emergency tree service requests continued to lag behind target.

 Percent of Non-Emergency Tree Service Requests Completed Within 260 Days



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
98%	-	95%	-	79%	-	56%	≤ 80%	◆



Parks and Parkways noted that they will need to readjust some of their targets for 2015, as equipment constraints will make it difficult to reach some of their targets, particularly on trees maintenance.

Responsible Organization:
Department of Parks and Parkways

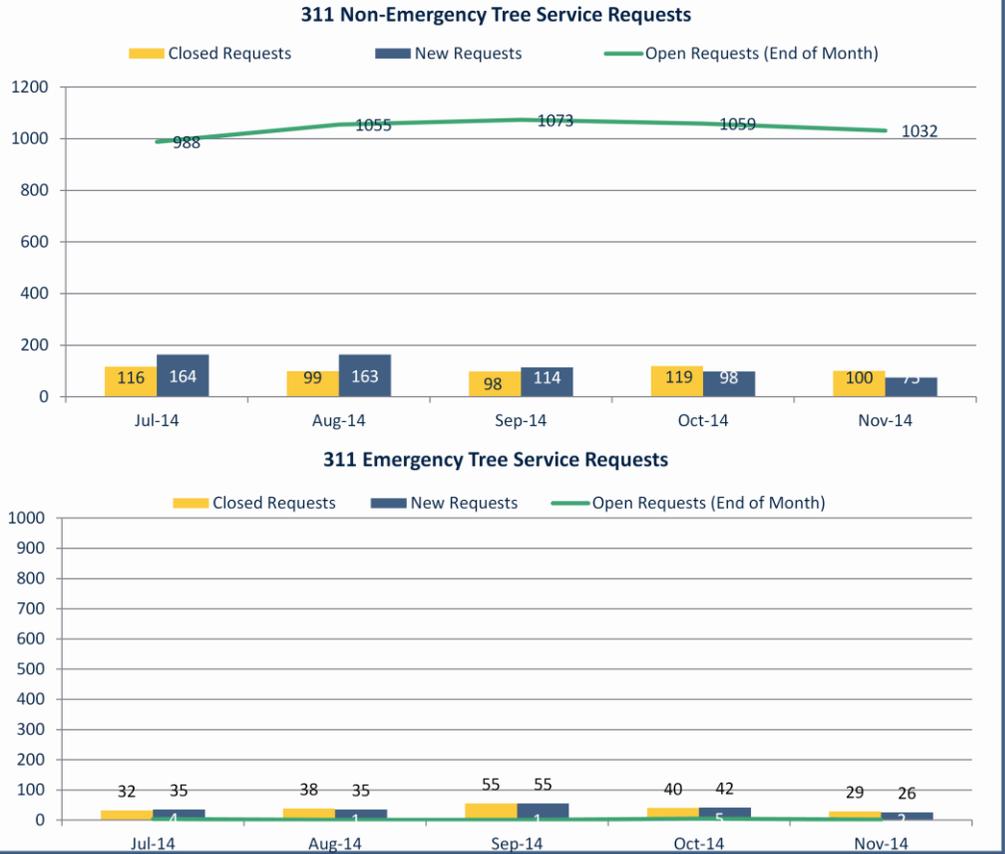
Data Source:
Department of Parks and Parkways

Definitions:
Emergency: Any tree work order that is deemed a threat to public safety, and/or interferes with an ongoing construction project or special event.
Non-Emergency: Any tree work order that is not deemed an emergency.

Related Strategy:
Protect and preserve parks and other green spaces

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

The number of open 311 non-emergency tree service requests decreased, while 311 emergency requests remained stable.



Responsible Organization:
Department of Parks and Parkways

Data Source:
311

Related Strategy:
Protect and preserve parks and other green spaces

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

The other Parks and Parkways 311 service requests were all closed at the end of the month.

Service Request (SR)	Open SRs (11/1)	New SRs	Closed SRs	Open SRs (11/30)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Grass Service	0	5	5	0	<u>0</u>	0	0
Park Maintenance	0	0	0	0	<u>0</u>	0	0



Responsible Organization:
Department of Parks and
Parkways

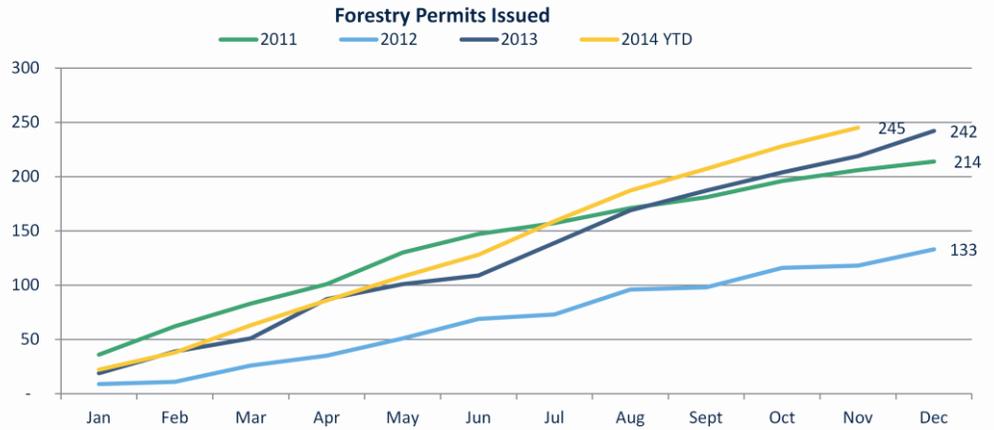
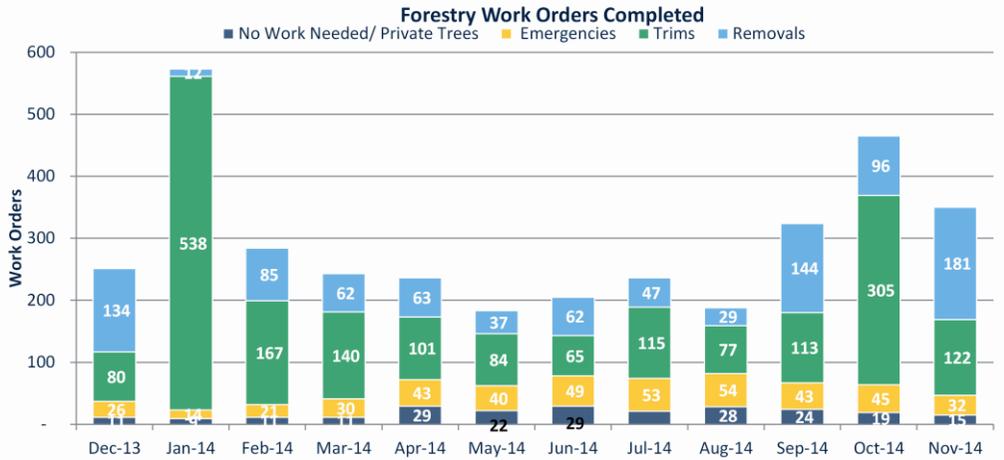
Data Source:
Department of Parks and
Parkways

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 Parkways completed a high number of work orders.



Responsible Organization:
 Department of Sanitation
 Department of Parks and
 Parkways

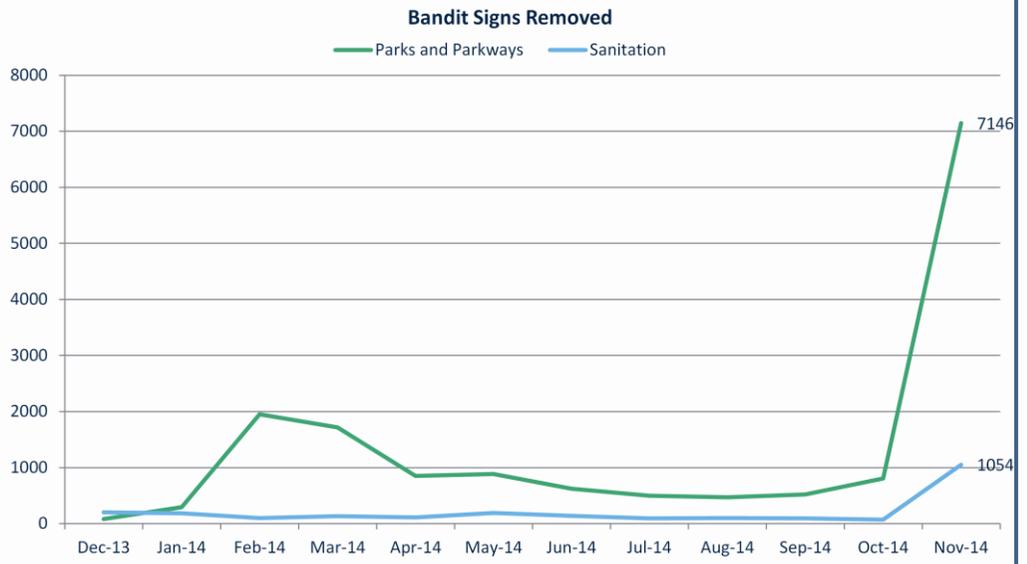
Data Source:
 Department of Sanitation
 Department of Parks and
 Parkways

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

Note:
 Bandit sign spike in February
 and March due to election
 signs.

The City removed the highest number of bandit signs of previous months on record, due to election signage.



Action Items

Date	Responsible Parties	Action Item	Due	Status
7/12/12	E. Delarge, D. Macnamara, C. Sylvain-Lear; J. Williams	Pursue civil actions against repeat bandit sign offenders	Ongoing	The City continues to enforce City Codes regarding bandit signs.
8/21/14	C. Sylvain-Lear	Publish a press release touting the City's success in - and continued intent to prosecute repeat bandit sign offenders	9/18/14	Sanitation sent a draft to Communications and is currently awaiting their approval to publish.



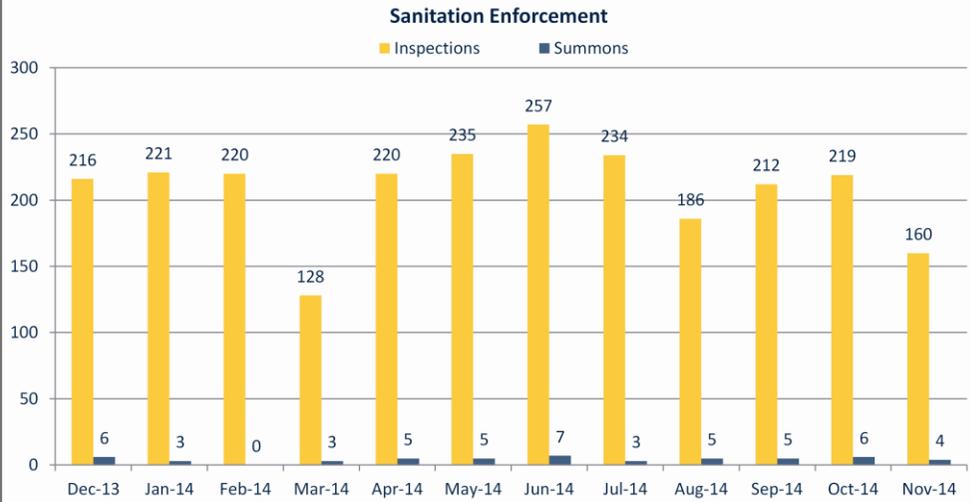
Responsible Organization:
 Department of Sanitation
 New Orleans Police Department

Data Source:
 Department of Sanitation

Note:
 Additional inspections performed and summons issued by the District New Orleans Police Department Quality of Life Officers are not included in the totals.

Related Strategy:
 Provide effective sanitation services to residents and businesses

Sanitation completed a lower number of inspections than usual.



Action Items

Date	Responsible Parties	Action Item	Due	Status
3/14/2014	D. Macnamara	Research feasibility of utilizing cameras and electronic processing of citations	Ongoing	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.	Ongoing	House Bill 940 was approved. Sanitation is working with the Law Department to develop an implementation plan.
3/20/2014	E. Kerkow; C. Sylvain-Lear; D. MacNamara	Place cameras in spots with frequent illegal dumping	Ongoing	IT infrastructure is sufficient to support this project. Once Sanitation Rangers are allowed to issue citations, (per the action item above), this can move forward.



Sanitation observed that their sanitation ranger was on leave due to a family death for much of the month, while their NOPD QOL officer was reassigned.

Responsible Organization:
Department of Sanitation

Data Source:
Department of Sanitation

Related Strategy:
Provide effective sanitation services to residents and businesses

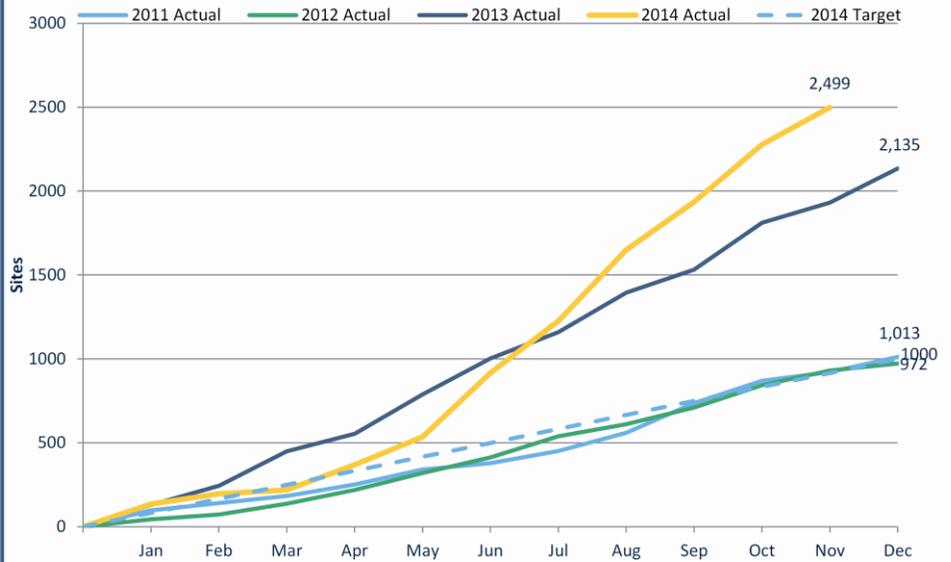
Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

Sanitation exceeded its annual target of illegal dumping sites cleared.

 Number of Illegal Dumping Sites Cleared



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
1,013	●	972	●	2,135	●	2,499	1000	●



Responsible Organization:
Department of Sanitation

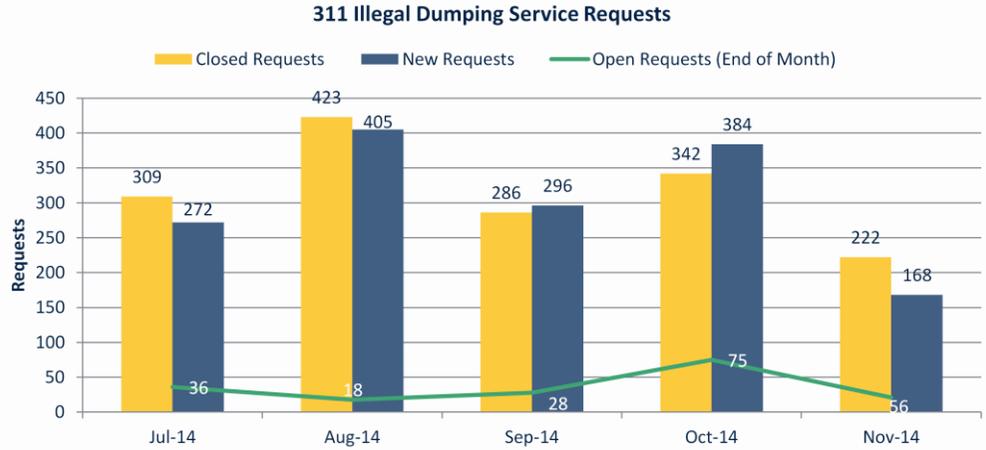
Data Source:
Department of Sanitation
311

Related Strategy:
Provide effective sanitation services to residents and businesses

Note:
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.

“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.

The backlog of 311 illegal dumping service requests, as well as the number of tires removed decreased during the month.



Responsible Organization:
Department of Sanitation

Data Source:
311

Note:
Establishing a baseline in 2013.
Expected days to close, developed in 2012: 30 days.

Related Strategy:
Provide effective sanitation services to residents and businesses

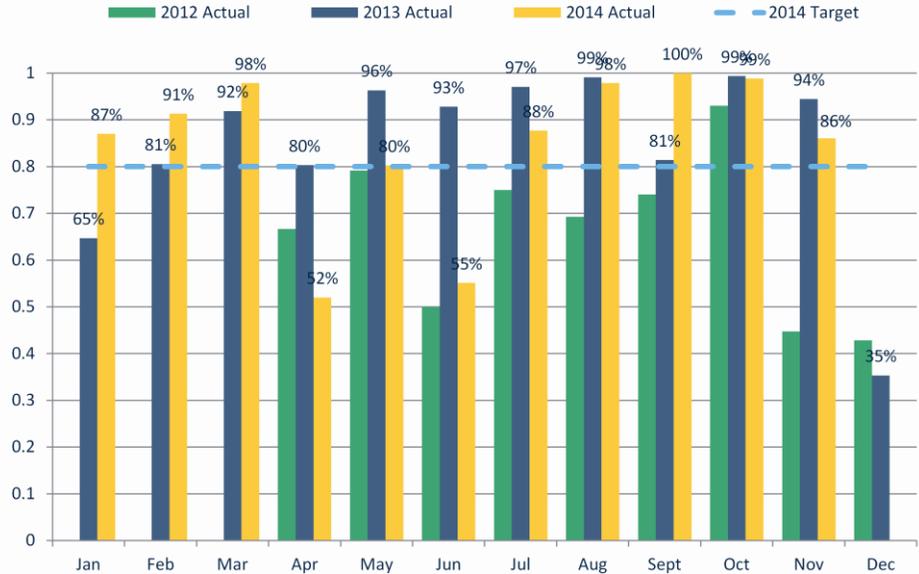
Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

Sanitation was on pace to exceed its annual target of illegal dumping requests closed within 30 days.

 **Percent of 311 Illegal Dumping Service Requests Closed Within 30 Days**



2014		
YTD Actual	Annual Target	Status
91%	80%	●



Responsible Organization:
Department of Sanitation vendors

Data Source:
Sanitation Department
311

Related Strategy:
Provide effective sanitation services to residents and businesses

Note:
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.

Definitions:
Household: Every household in New Orleans Parish receiving sanitation service.
Household Registered for Recycling: Every household that is not only registered for recycling, but has received a recycling cart.

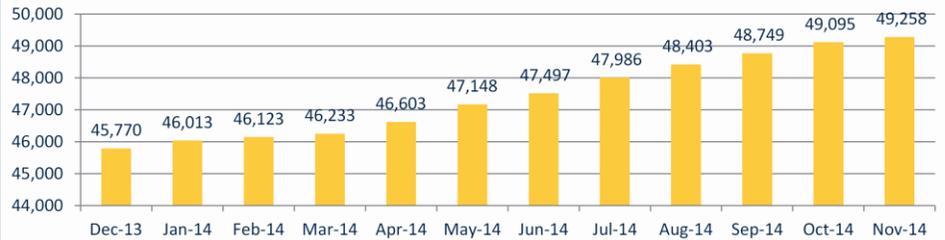
Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

Key measure that best indicates whether City activities are achieving the desired results

Sanitation exceeded its annual target of the percent of households registered for recycling.

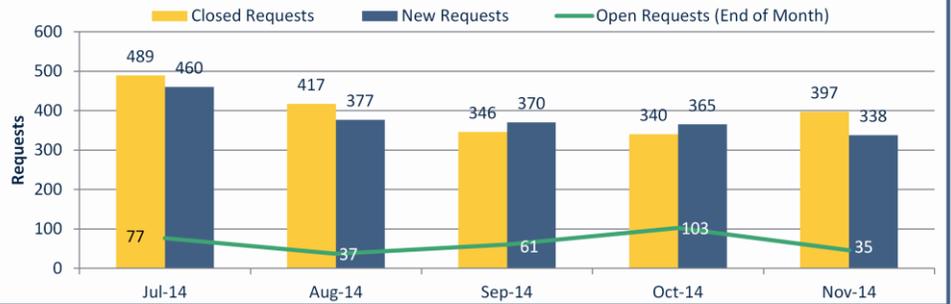
Number of Household Registered for Recycling



Percent of Households Registered for Recycling

2014		
YTD Actual	Annual Target	Status
37%	36%	●

311 Residential Recycling



Sanitation noted that the French Quarter will soon begin offering glass recycling services.

Responsible Organization:
Department of Sanitation and vendors

Data Source:
311

Notes:
Expected days to close, developed in 2012: 14-30 days.

Related Strategy:
Provide effective sanitation services to residents and businesses

Note:
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.

Open Trash/Garbage Pickup requests increased, due to a large number of requests received during the month to start trash service.

Service Request (SR)	Open SRs (11/1)	New SRs	Closed SRs	Open SRs (11/30)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Dead Animal Pickup (Vendor)	6	8	13	1	<u>-5</u>	10	7
Large Item Pickup (Vendor)	93	161	204	50	<u>-43</u>	8	9
Trash/Garbage Pickup (Vendor)	91	288	227	155	<u>64</u>	18	6
Change size of Trash Cart	1	1	2	0	<u>-1</u>	N/A	21
Damage Caused By Contractor	0	7	5	2	<u>2</u>	25	4
Missed Collection	24	79	86	18	<u>-6</u>	8	5
Replace Trash Cart	21	34	33	12	<u>-9</u>	9	6
Start Trash Service	34	107	52	90	<u>56</u>	23	5
Stop Trash Service	0	1	0	1	<u>1</u>	24	N/A
Trash/Garbage Pickup	0	10	10	0	<u>0</u>	N/A	1
Repair Trash Cart	21	49	39	32	<u>11</u>	16	7



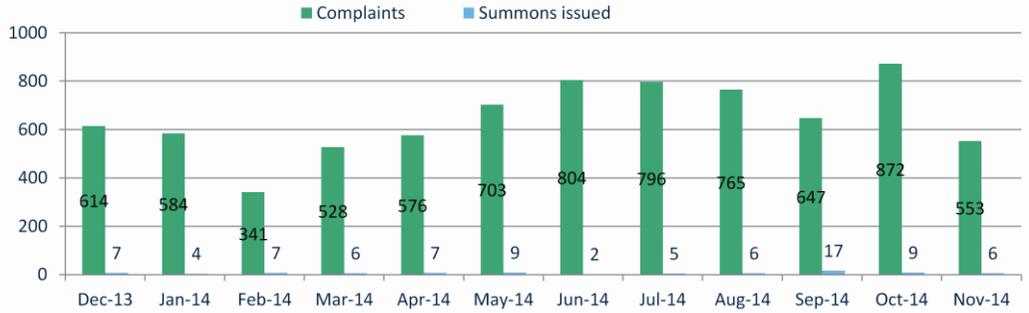
Responsible Organization:
New Orleans Police Department

Data Source:
New Orleans Police Department

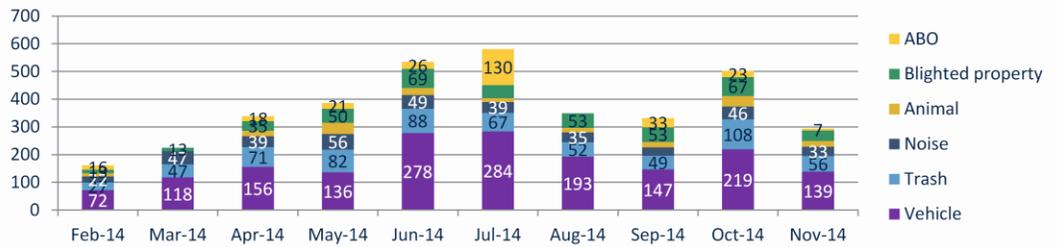
Related Strategy:
Effectively and fairly administer justice

NOPD received a lower number of quality of life complaints than usual.

Complaints Received and Summons Issued by NOPD Quality of Life Officers



Recurring NOPD Complaints



Action Items

Date	Responsible Party	Action Item	Due	Status
8/21/14	C. Lear	Put together a packet of photos as a training guide for Quality of Life officers	10/16/14	In lieu of a photo guide, Sanitation began distributing a listing of 12 chronic violations .
8/21/14	J. Williams; A. Rogers	Hold a training for Quality of Life officers prior to the next Quality of Life sweep	10/16/14	A training could not be held prior to the 9/4 sweep. It will be scheduled for a future date.



Responsible Organization:
 Public Works (DPW)
 Code Enforcement
 Parks and Parkways (PPW)
 Sanitation
 Mosquito and Termite Control

Data Source:
 311

Related Objective:
 Employ proactive policing and positive community engagement

Note:
 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.

Most priority request types remained stable, while abandoned vehicles decreased.

NOPD Priority 311 Service Requests

Service Requests with Priority High
 – Very High

Service Request (SR)	Open SRs (11/1)	New SRs	Closed SRs	Open SRs (11/30)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Abandoned Vehicle Reporting/Removal	36	26	46	17	<u>-19</u>	21	15
Code Enforcement General Request	0	10	10	0	<u>0</u>	0	0
Illegal Dumping Reporting	2	4	4	2	<u>0</u>	4	15
Large Item Trash/Garbage Pickup	0	0	0	0	<u>0</u>	0	0
Park Maintenance	0	0	0	0	<u>0</u>	0	0
Pothole/Roadway Surface Repair	8	0	0	8	<u>0</u>	281	0
Rodent Complaint	0	0	0	0	<u>0</u>	0	0
Street Flooding/Drainage	1	0	0	1	<u>0</u>	958	0
Street Light	7	0	0	7	<u>0</u>	143	0
Traffic Sign	3	0	0	3	<u>0</u>	334	0
Traffic Signal	2	0	0	2	<u>0</u>	406	0
Trash/Garbage Pickup	0	0	0	0	<u>0</u>	0	0
Tree Service	1	0	0	1	<u>0</u>	30	0
Tree Service Emergency	0	0	0	0	<u>0</u>	0	0



Responsible Organization:
Law Department

Data Source:
Law Department

Related Strategy:
Effectively and fairly administer justice

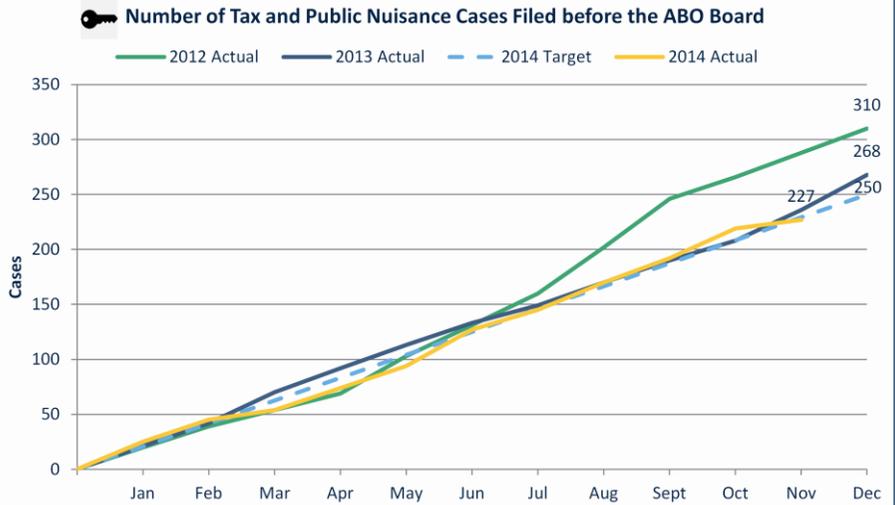
Definitions:
ABO: Alcoholic Beverage Outlet. A business that serves alcoholic beverages.

Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

🔑 Key measure that best indicates whether City activities are achieving the desired results

The Law Department was on track towards meeting its 2014 ABO case filing target.



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
233	●	310	●	236	●	227	250	●



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

Data Sources:
New Orleans Mosquito, Termite, and Rodent Control Board 311

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

Legend:

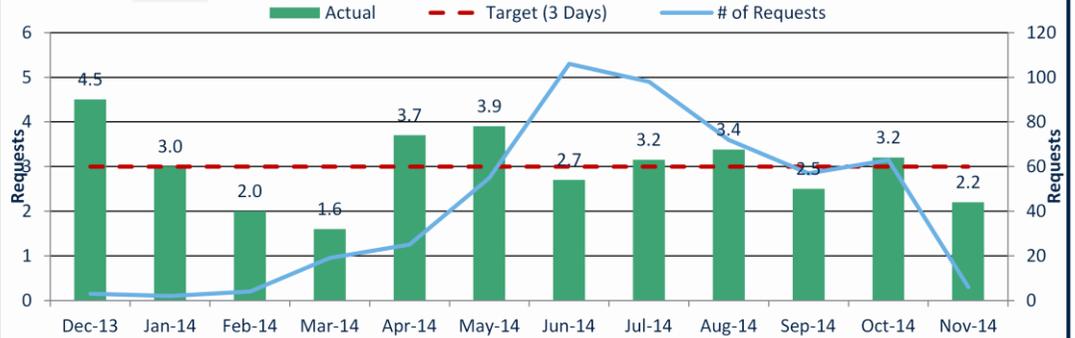
- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

The Mosquito Board was slightly off track on its target business days to close mosquito service requests.

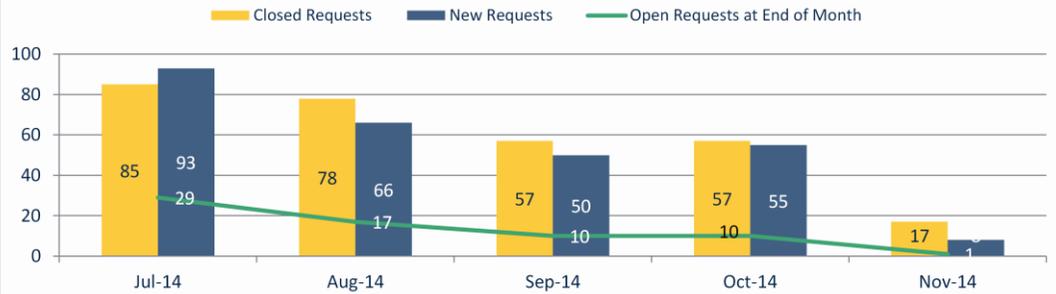


Average Business Days to Close Mosquito Service Requests



2013		2014		
YTD Actual	Annual Target	YTD Actual	Annual Target	Status
2.6	3	3.1	3	▲

311 Mosquito Control Service Requests



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

Data Sources:
New Orleans Mosquito, Termite, and Rodent Control Board
311

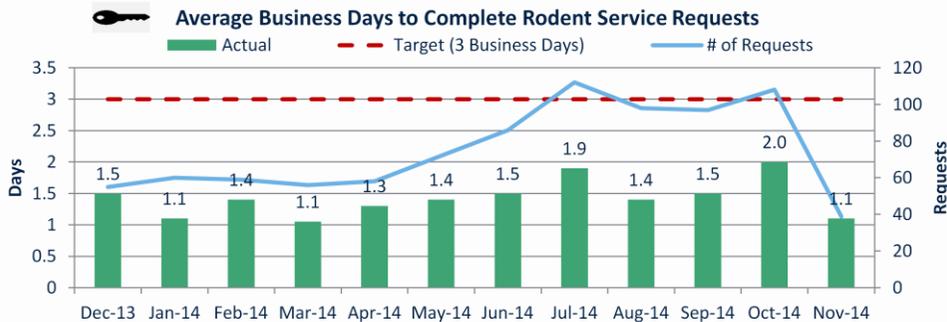
Related Strategy:
Provide public health services to City residents, including community health education and preventing the spread of communicable diseases

Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

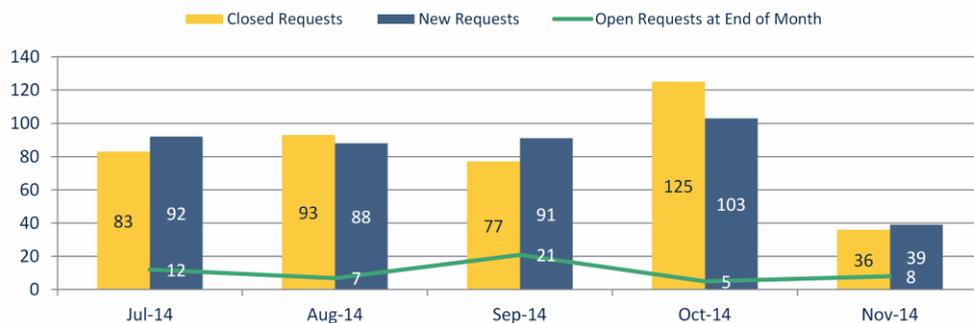
 Key measure that best indicates whether City activities are achieving the desired results

The Mosquito Board continued to meet its target business days to close rodent service requests.



2013		2014		
YTD Actual	Annual Target	YTD Actual	Annual Target	Status
1.4	●	1.5	3	●

311 Rodent Complaints



Contacts:

(Please call NOLA 311 for any specific complaints or service requests)

- Office of Performance & Accountability
 - – Oliver Wise, Director - ojwise@nola.gov
- Information Technology & Innovation
 - Lamar Gardere, Interim CIO - lmgardere@nola.gov
 - NOLA 311
 - Ken Davis - kedavis@nola.gov
 - Chris Hudson - cchudson@nola.gov
- Department of Public Works
 - Col. Mark Jernigan, Director - mdjernigan@nola.gov
- Department of Sanitation
 - Cynthia Sylvain-Lear, Director - cslear@nola.gov
- Department of Parks & Parkways
 - Ann Macdonald, Director - aemacdonald@nola.gov
- Sewerage & Water Board of New Orleans –
 - Robert “Bob” Miller, Deputy Director - rmiller@swbno.org
- New Orleans Mosquito, Termite, and Rodent Control Board
 - Claudia Riegel, Director - criegel@nola.gov
- New Orleans Police Department –
 - Jonette Williams - jrwilliams@nola.gov
- Law Department –
 - Dan MacNamara - dmacnamara@nola.gov
 - Eraka Williams - evwilliams@nola.gov



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?

