



CITY OF NEW ORLEANS

QualityofLifeSTAT

December 6th, 2012

(Reporting Period: October, 2012)

www.nola.gov/opa

Agenda

Part 1: Introduction/General Updates

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

Part 2: Data & Management Reports

8:15-8:25	311
8:25-8:35	Abandoned Vehicles
8:35-8:45	Street Lights
8:45-8:55	Potholes
8:55-9:05	Catch Basins
9:05-9:15	Sewerage & Water Board
9:15-9:25	Trees and Grass
9:25-9:35	Bandit Signs
9:35-9:45	Illegal Dumping
9:45-9:55	Alcoholic Beverage Outlets

QualityofLifeSTAT

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

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

QualityofLifeSTAT focuses on topics that are:

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

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

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



Quality of Life Sweeps Update

- 1st District Sweep held on December 4th
 - 6 summons issued by **NOPD**
 - 6 verbal warnings issued by **NOPD**
 - 40 citations issued by **DPW**
 - 8 vehicles towed by **DPW**
 - 11 person hand crew, street sweeper, and garbage truck used by **Sanitation** to clean the N. Broad St. corridor from Canal St. to St. Bernard Ave.
 - 5 administrative subpoenas issued by **Revenue**
 - 2 administrative citations issued by **LA Dept. of Revenue**
 - 1 administrative citation issued by **LA ATC**
- Next sweep will be held in the 3rd District, and is tentatively scheduled for late February

Part 2: Data & Management Reports

Information Technology & Innovation

1. 311

Department of Public Works

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

Sewerage & Water Board

Parks & Parkways

1. Trees
2. Grass

Sanitation

1. Bandit Signs
2. Illegal Dumping

Law

1. Alcoholic Beverage Outlets

NOLA 311 Update

- Launched on March 26
 - Integrated Departments: Sanitation, Code Enforcement, Public Works, and City-Assisted Evacuation
 - 31 Active Service Request Types
- By the end of 2012
 - Launch Mobile Applications (Apple/Android) and 311 Website Self-Service Tools to Submit Requests and View Request Status
 - Implement Customer Service Survey
 - Additional Departments Fully Integrated
- Early Next Year
 - Publish Public Knowledge Base
 - Additional Departments Fully Integrated



NOLA 311 Calls

Issue

Citizens calling the city with a concern have a hard time reaching the correct department, and also encounter difficulty in following up on their requests once submitted

Status

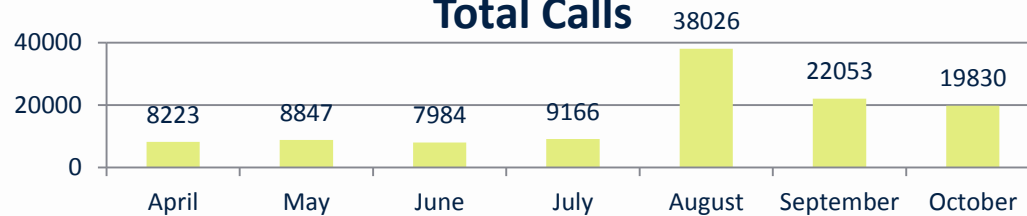
Phase 1 includes:
DPW
EOC – CAE
Code Enforcement
Sanitation

Phased rollout of additional features and City departments scheduled through 2012 and 2013

Critical Parties

311, OPA
All Departments

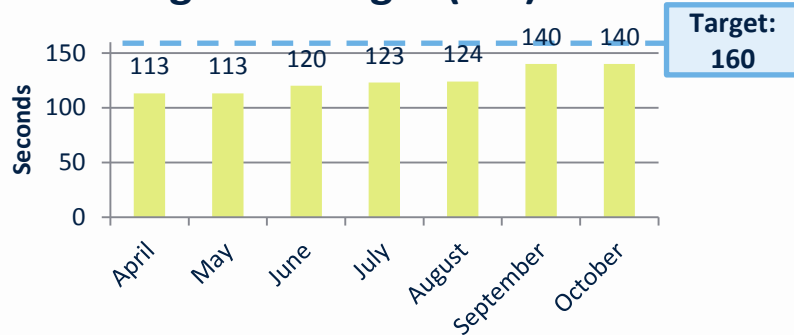
Total Calls



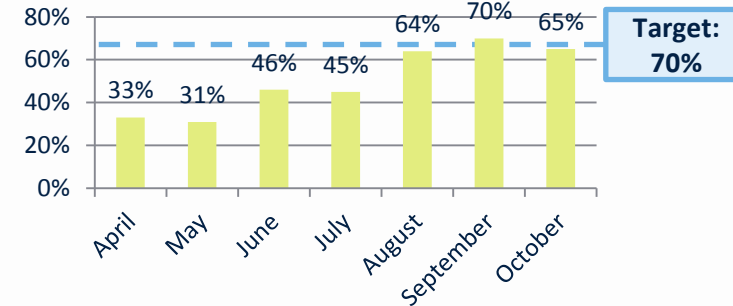
Avg. Calls Per Day

Month	Avg. Calls Per Day
April	392
May	402
June	380
July	436
August	1653
September	1002
October	862

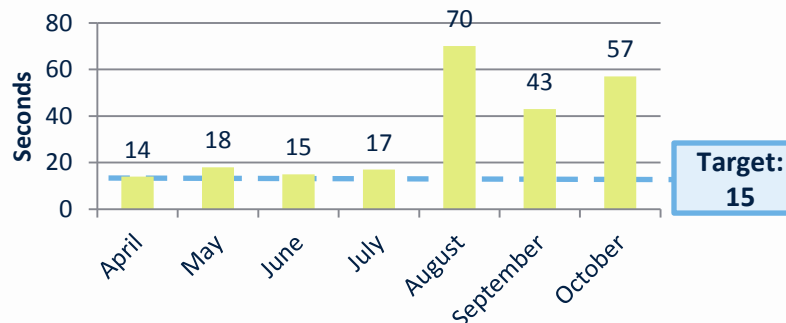
Avg. Call Length (sec)



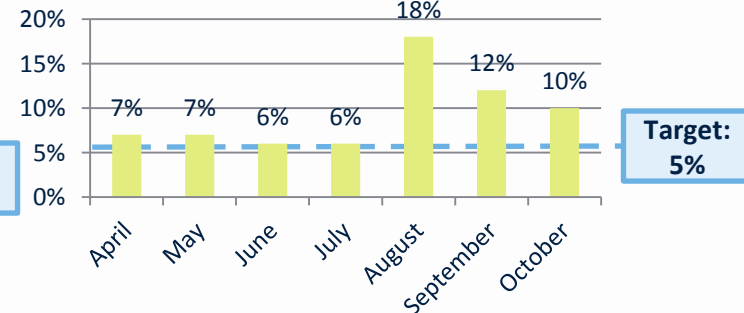
First Call Resolution



Avg. Hold Time (sec)



Abandonment Rate



*First call resolution includes information requests and undocumented calls. Excludes service requests and department referrals. First call resolution in April 2012 corrected in August 2012.



NOLA 311 Referrals and Information Requests Increase

Issue

Citizens calling the city with a concern have a hard time reaching the correct department, and also encounter difficulty in following up on their requests once submitted

Status

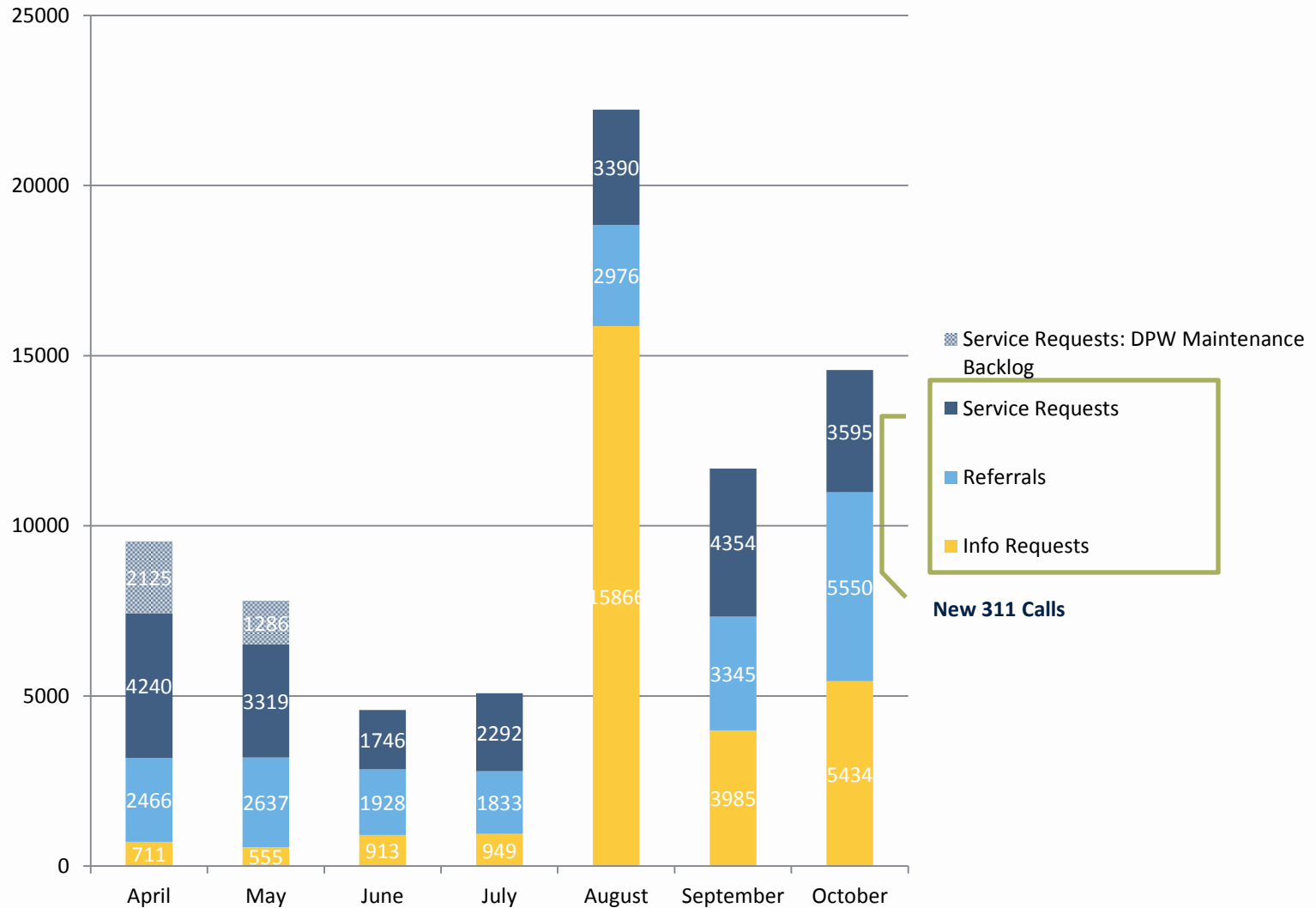
Phase 1 includes:
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EOC – CAE
Code Enforcement
Sanitation

Phased rollout of additional features and City departments scheduled through 2012 and 2013

Critical Parties

311, OPA
All Departments

311 Requests



NOLA 311 Top Service / Information / Referral Requests

Issue

Citizens calling the city with a concern have a hard time reaching the correct department, and also encounter difficulty in following up on their requests once submitted

Status

Phase 1 includes:
DPW
EOC – CAE
Code Enforcement
Sanitation

Phased rollout of additional features and City departments scheduled through 2012 and 2013

Critical Parties

311, OPA
All Departments

Rank	Service Requests	Requests	Prior Month (Sep-12) Rank
1	Streetlight	1090	1
2	Code Enforcement General Request	580	4
3	Trash/Garbage Pickup	308	2
4	Residential Recycling	223	--
5	Pothole/Roadway Surface Repair	220	--

Rank	Department Referrals	Referrals	Prior Month (Sep-12) Rank
1	Finance – Treasury	799	1
2	Registrar of Voters	594	--
3	Public Works	578	2
4	Safety & Permits	437	5
5	Code Enforcement	332	--

Rank	Information Requests	Requests	Prior Month (Sep-12) Rank
1	Sanitation Service Fees	1,136	--
2	Traffic Court	318	--
3	Disaster Related Debris Removal	254	2
4	Birth Certificates	205	--
5	Assessor	198	4

Significant increase in Information Requests related to voter registration on Election Day.

NOLA 311 Service Request Summaries:

3/26/12 – 11/30/12

Issue

Citizens calling the city with a concern have a hard time reaching the correct department, and also encounter difficulty in following up on their requests once submitted

Status

Reviewing with departments the appropriate messaging to citizens on status and progress towards completion of open cases.

Critical Parties

311, OPA
All Departments

PUBLIC WORKS					
Service Request Type	New	Closed	Open	% Open 11/30	% Open 10/26
Pothole/Roadway Surface Repair	3452	1407	2045	59%	76%
Street Flooding/Drainage	2891	1238	1653	57%	61%
Sidewalk Repair	613	173	440	72%	73%
Road Shoulder Repair	173	47	126	73%	72%
Manhole Cover Maintenance	140	45	95	68%	74%
Street Light	5241	1512	3729	71%	98%
Traffic Sign	436	149	287	66%	70%
Traffic Signal	428	154	274	64%	66%
Street Name Sign	201	25	176	88%	88%
Road Surface Marking	28	6	22	79%	78%
Abandoned Vehicle Reporting/Removal	1455	1232	223	15%	18%

Note: 3411 DPW backlog cases entered into 311 system during April/May 2012

PARKS & PARKWAYS					
Service Request Type	New	Closed	Open	% Open 11/30	% Open 10/26
Tree Maintenance *	1204	1203	1	<1%	0%

* Denotes Isaac service request

Notes: 311 work orders do not represent universe of work conducted by departments. An open work order does not necessarily mean that work has not been done.

Some progress from DPW contractors in closing pothole and streetlight cases. Manual, monthly process requires review.



NOLA 311 Service Request Summaries:

3/26/12 – 11/30/12

Issue

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Status

Reviewing with departments the appropriate messaging to citizens on status and progress towards completion of open cases.

Critical Parties

311, OPA
All Departments

SANITATION					
Service Request Type	New	Closed	Open	% Open 11/30	% Open 10/26
Trash/Garbage Pickup (Vendor)	1587	977	610	38%	38%
Large Item Pickup (Vendor)	813	399	414	51%	56%
Residential Recycling Programs	912	770	142	16%	55%
Illegal Dumping Reporting	271	219	52	19%	82%
Dead Animal Pickup	91	59	32	35%	34%
Disaster Related Debris Removal *	199	198	1	<1%	43%

MOSQUITO & TERMITE CONTROL					
Service Request Type	New	Closed	Open	% Open 11/30	% Open 10/26
Mosquito Control *	16	15	1	6%	29%

* Denotes Isaac service request

Notes: 311 work orders do not represent universe of work conducted by departments. An open work order does not necessarily mean that work has not been done.

Some progress in updating Sanitation cases. Further discussion needed to identify more efficient methods of updating.

Abandoned Vehicle Requests: Average Days to Close Decreases

Issue

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

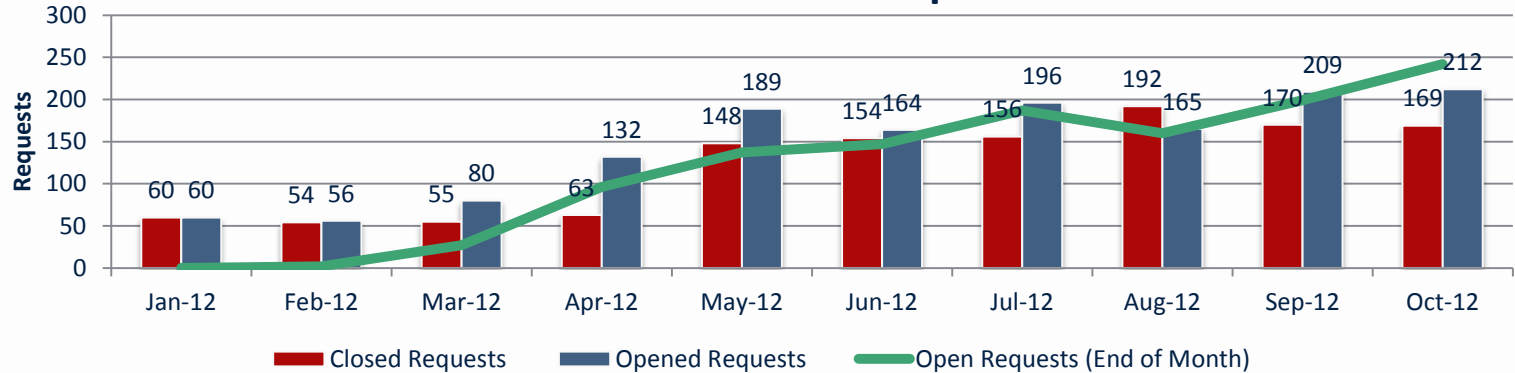
Status

Transitioned to 311 beginning April 2012

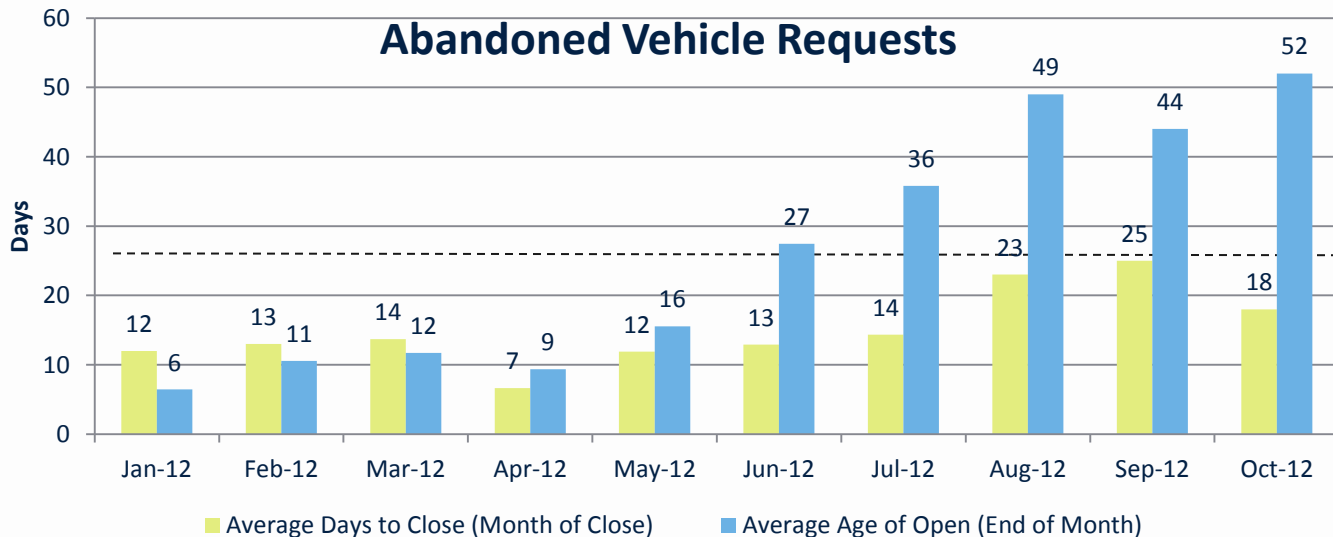
Critical Parties

Public Works

Abandoned Vehicle Requests



Abandoned Vehicle Requests



**2012
Target: 25
Days**

Notes: A lag occurs in request closure because work orders are given to towing on a rolling basis, but towing returns closed work orders with dispositions monthly. The actual number of closed requests is likely higher than shown here, but is reflected on a one month lag. DPW does not have information on the status of those active requests that preceded the March 26 launch of NOLA 311. Number of requests opened in August 2012 and closed in July and August 2012 corrected in October 2012.



Street Lights: Repairs Increase Following Isaac-Related Slow-Down

Issue

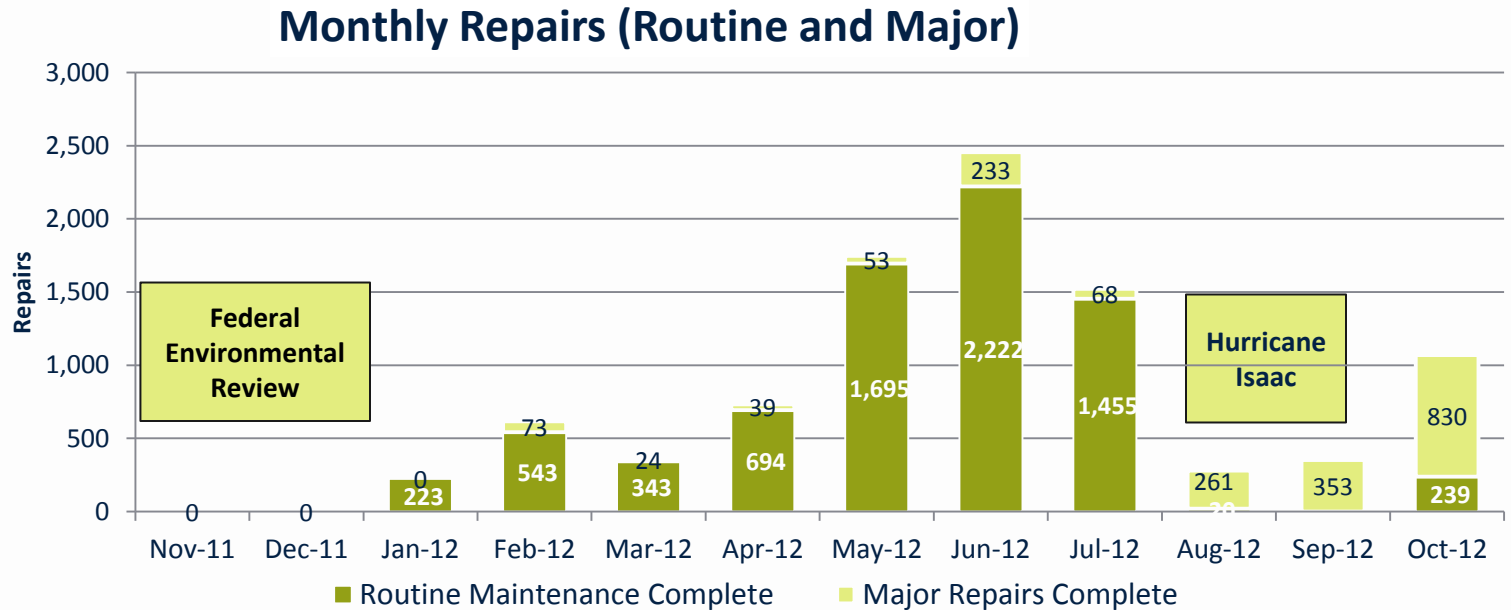
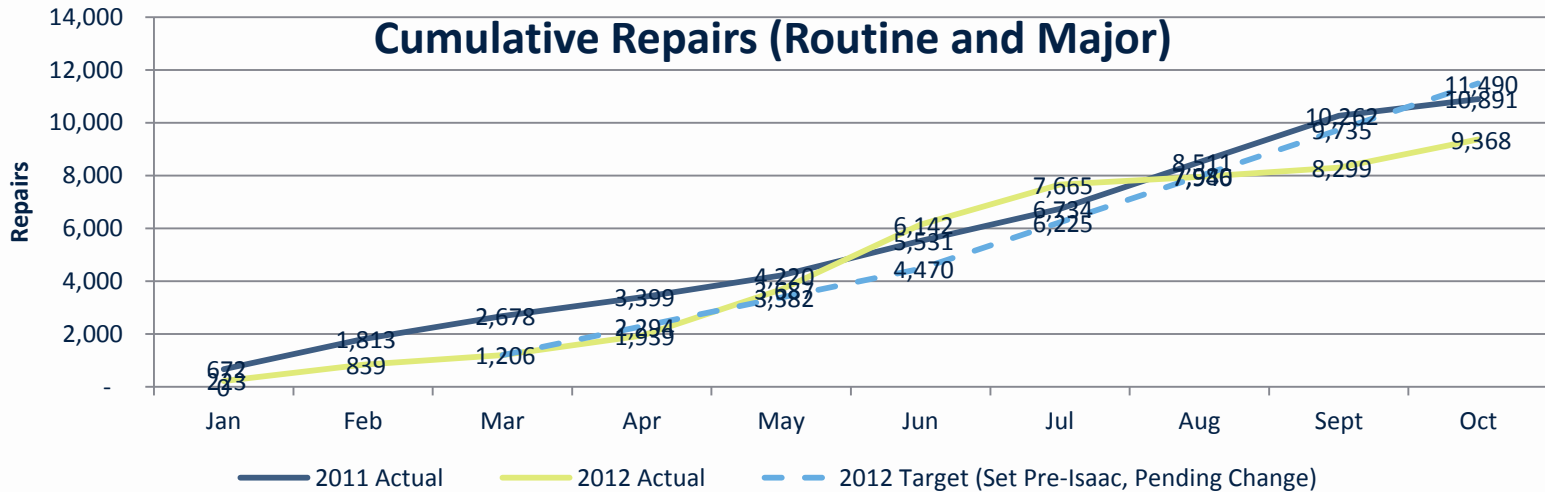
Street light outages contribute to perception of lack of safety and create opportunity for crime, as well as unsafe road conditions for pedestrians and drivers

Status

City announced plan to repair all streetlights in the City by 2013, and a 2012 target was set prior to Hurricane Isaac. A new goal will be set following the Hurricane Isaac damage assessment of the City's streetlights.

Critical Parties

Department of Public Works
Royal Engineers and
All Star Electric



Street Light Outstanding Repairs

Hurricane Isaac Damage Assessment Completed

Issue

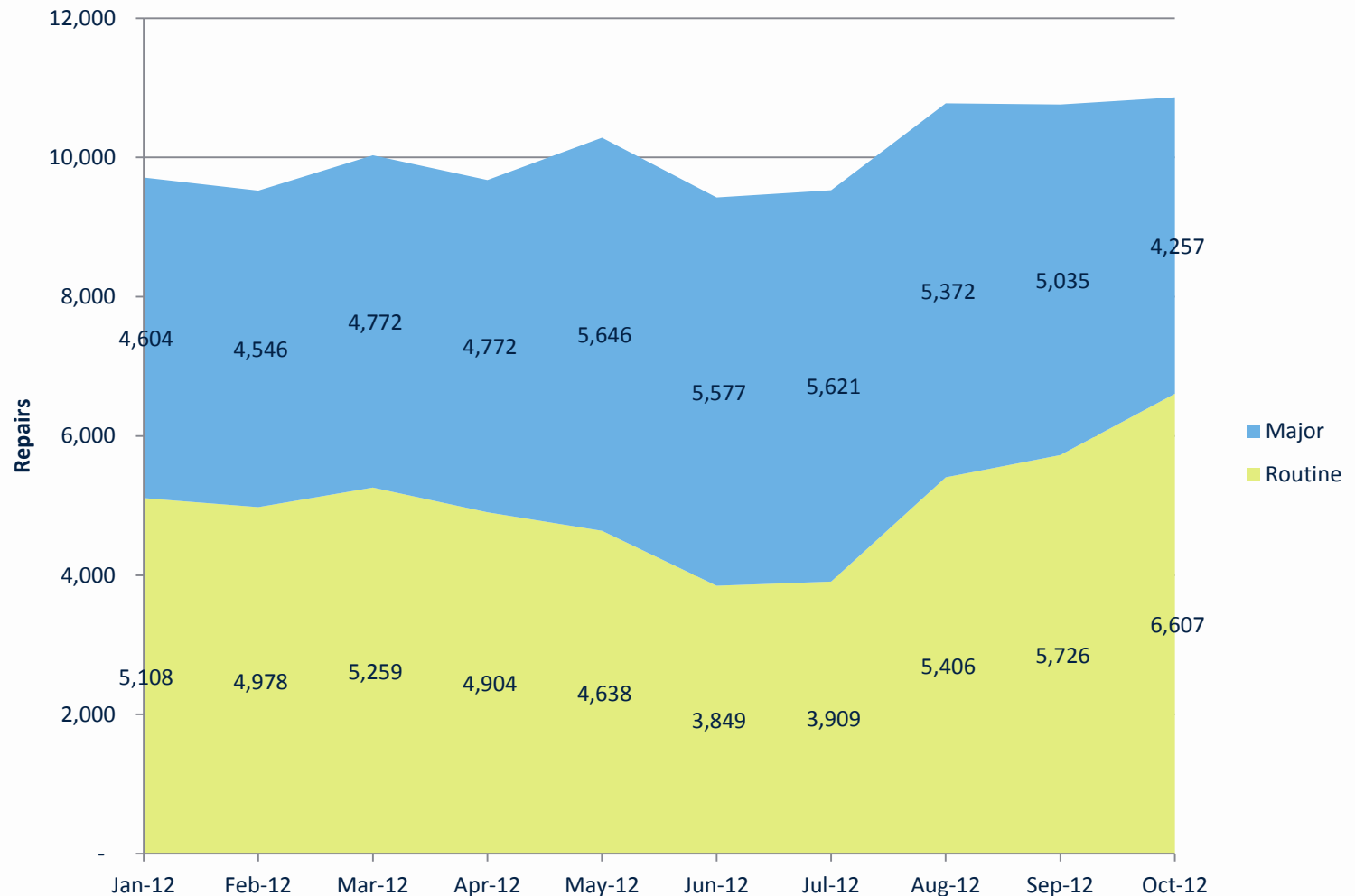
Street light outages contribute to perception of lack of safety and create opportunity for crime, as well as unsafe road conditions for pedestrians and drivers

Status

Critical Parties

Department of Public Works
Royal Engineers and
All Star Electric

Cumulative Outstanding Repairs



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

Potholes Filled Continue to Exceed Target

Issue

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

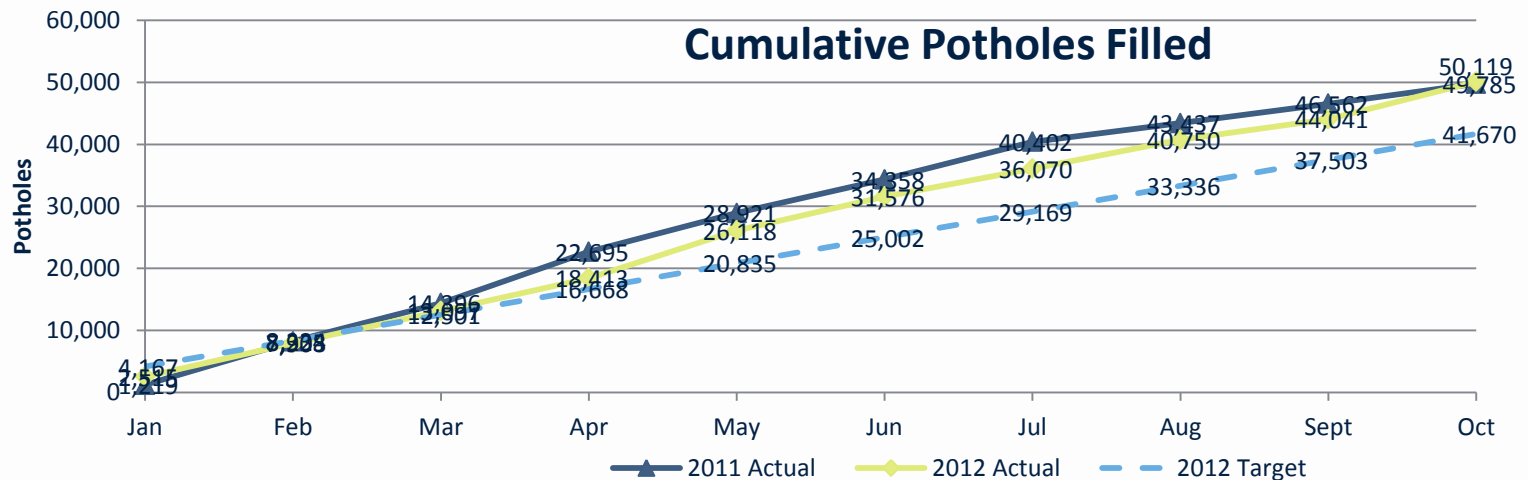
Status

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

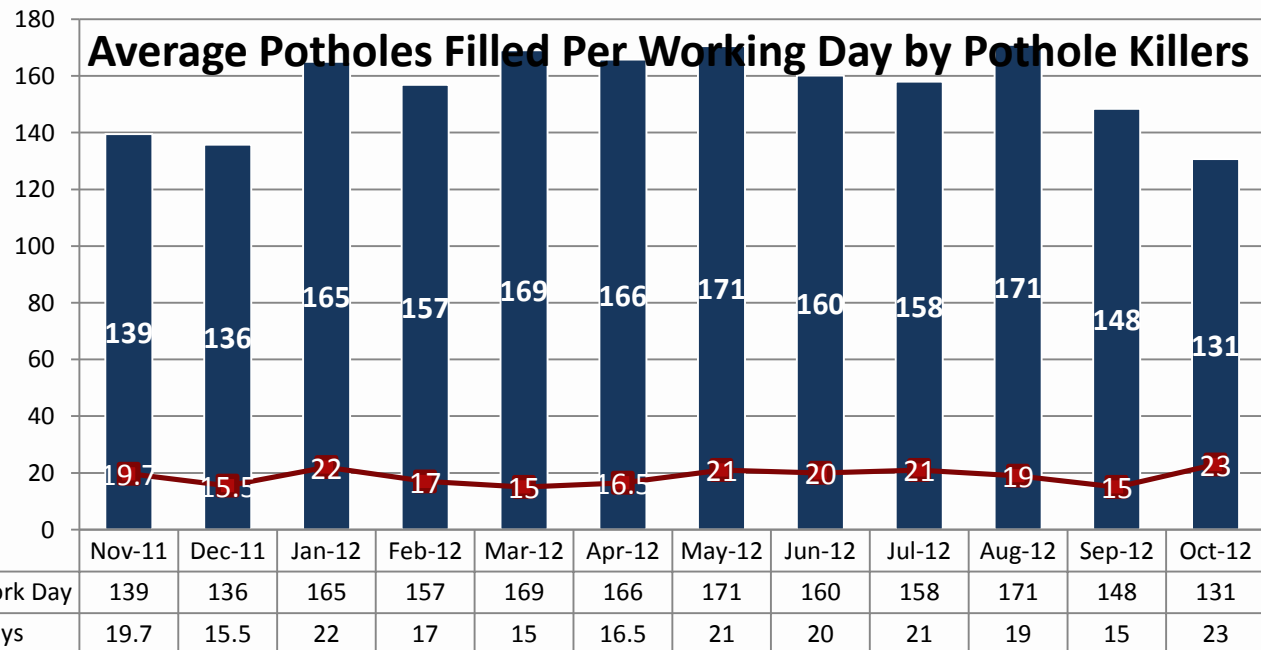
Timeliness data on some pothole filling generated via 311 reporting in 2012

Critical Parties

Public Works, ITI

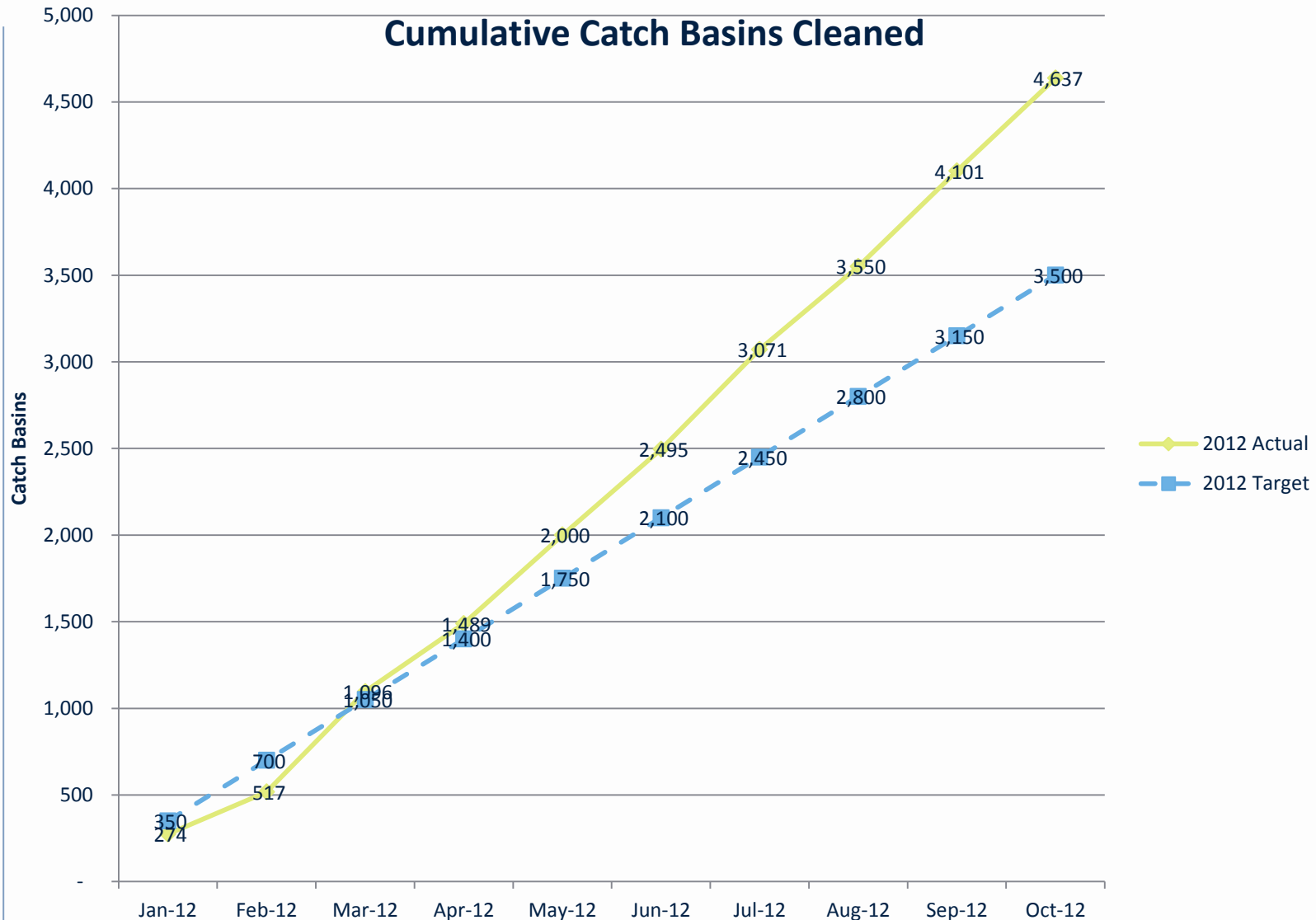


NOTE:
Number of working days varies by month due to weather



Catch Basin Cleanings Continue to Exceed Target

Cumulative Catch Basins Cleaned



Issue

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

Status

2012 annual target has been set at 4,200; monthly results vary due to seasonality

Critical Parties

Department of Public Works, Sewerage and Water Board

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

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

Green = Favorable Variance

Yellow = Minimal Variance / No Action Recommended

Red = Unfavorable Variance / Action Recommended



Sewerage and Water Board of New Orleans

Meters Read as a Percentage of Total Meters

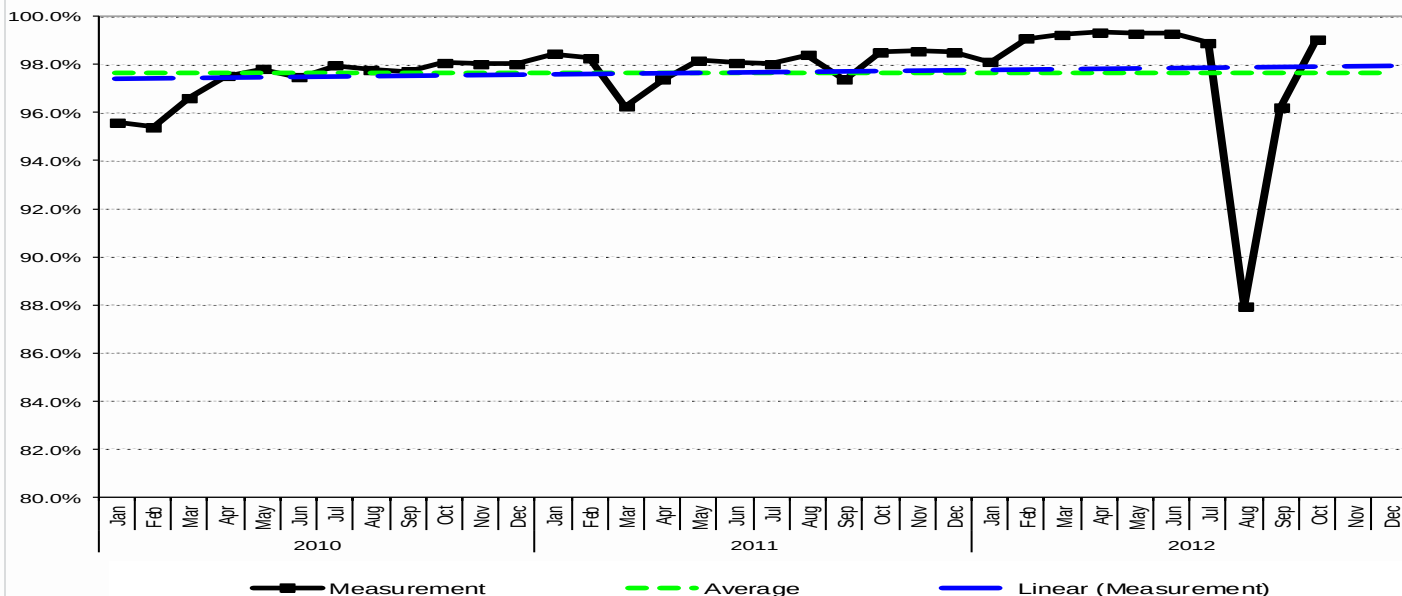
Constituency: Customer Ratepayers		Objective: Provide Accurate Bills		Goal: Read 98% or more of meters each month
Currently Meeting Goal: Yes		Process Operating Within Control Limits: Yes		Trend: Favorable

Analysis

The purpose of the customer billing and collection processes is to collect revenues from customer accounts that are billed according to the service rules and are based upon accurate metered consumption. Obtaining an accurate reading is the first step in that process. Staff has maintained a reading rate near or above the goal since since April 2010 except for two months affected by Hurricane Isaac.

Plans for Improvement

Staff is working to reduce the number of estimated and erroneous readings. Also, the Automated Meter Reading pilot project is also intended to reduce the number of estimated and erroneous readings, as well as to reduce the cost of obtaining a validated reading.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2010	95.6%	95.4%	96.6%	97.5%	97.8%	97.5%	97.9%	97.8%	97.7%	98.1%	98.0%	98.0%
2011	98.4%	98.3%	96.2%	97.4%	98.2%	98.1%	98.0%	98.4%	97.4%	98.5%	98.6%	98.5%
2012	98.1%	99.1%	99.3%	99.3%	99.3%	99.3%	98.9%	87.9%	96.2%	99.0%		



Sewerage and Water Board of New Orleans

AMR Meters Read as a Percentage of Total AMR Meters

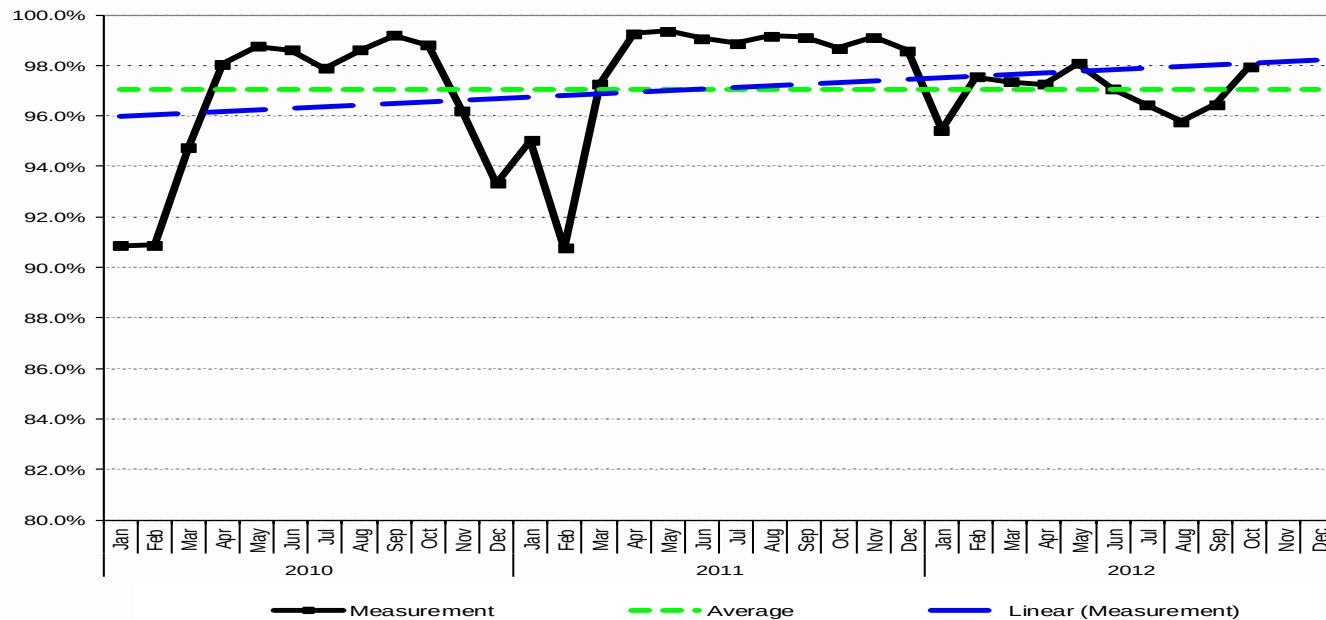
Constituency: Customer Ratepayers		Objective: Provide Accurate Bills		Goal: Read 99.5% or more of AMR meters each month
Currently Meeting Goal: Close		Process Operating Within Control Limits: Yes		Trend: Favorable

Analysis

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

Plans for Improvement

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



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2010	90.9%	90.9%	94.8%	98.0%	98.8%	98.6%	97.9%	98.6%	99.2%	98.8%	96.2%	93.3%
2011	95.0%	90.8%	97.3%	99.3%	99.4%	99.1%	98.9%	99.2%	99.1%	98.7%	99.1%	98.6%
2012	95.4%	97.5%	97.3%	97.2%	98.1%	97.1%	96.4%	95.8%	96.5%	98.0%		

Sewerage and Water Board of New Orleans

High Bill Complaints as a Percentage of Total Bills

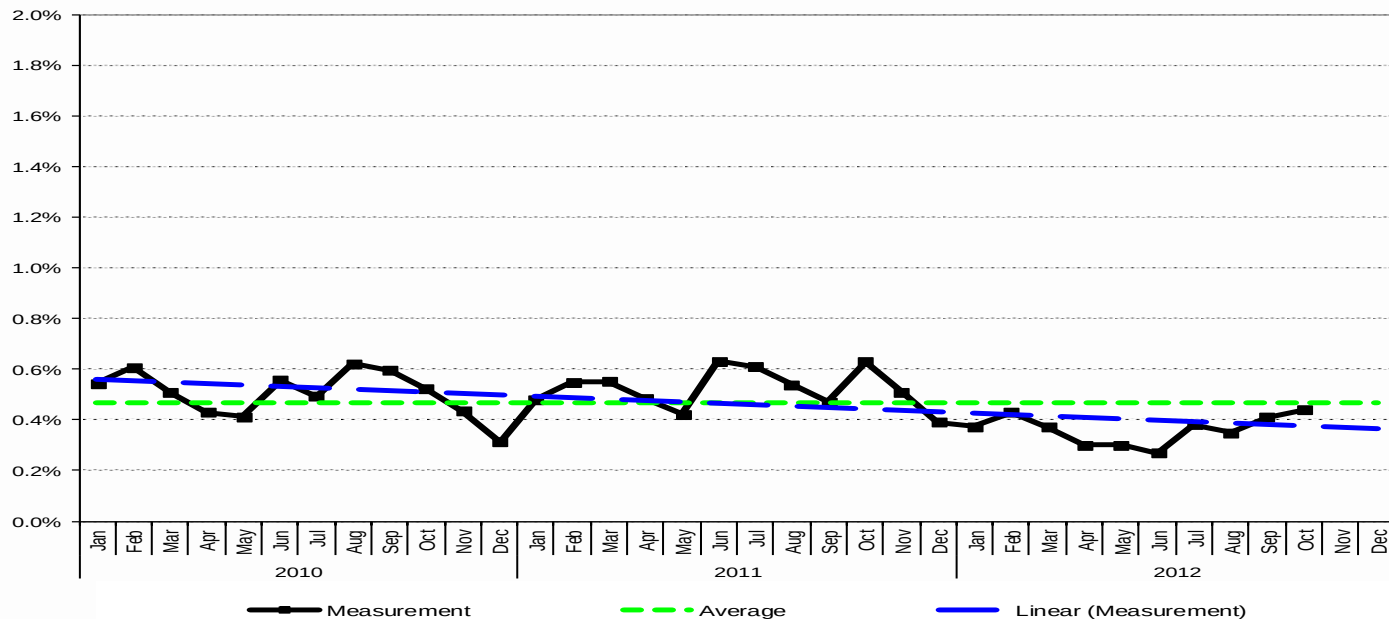
Constituency: Customer Ratepayers		Objective: Provide Accurate Bills		Goal: Reduce percentage over time
Currently Meeting Goal: Yes		Process Operating Within Control Limits: Yes		Trend: Favorable

Analysis

Customers request an investigation about their usage when the bill is higher than normal amounts. The higher billed amount may be due to: a leak; one or more estimated readings followed by an actual reading; an erroneous meter reading; or increased water, sewer, or sanitation rates. Before an adjustment can be made, an inspection of the meter and service line must be performed.

Plans for Improvement

Staff is working to reduce the number of estimated and erroneous readings. Also, the Automated Meter Reading pilot project is also intended to reduce the number of estimated and erroneous readings, as well as to reduce the cost of obtaining a validated reading.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2010	0.5%	0.6%	0.5%	0.4%	0.4%	0.6%	0.5%	0.6%	0.6%	0.5%	0.4%	0.3%
2011	0.5%	0.5%	0.6%	0.5%	0.4%	0.6%	0.6%	0.5%	0.5%	0.6%	0.5%	0.4%
2012	0.4%	0.4%	0.4%	0.3%	0.3%	0.3%	0.4%	0.4%	0.4%	0.4%		

Sewerage and Water Board of New Orleans

Bills Adjusted as a Percentage of Total Bills Computed

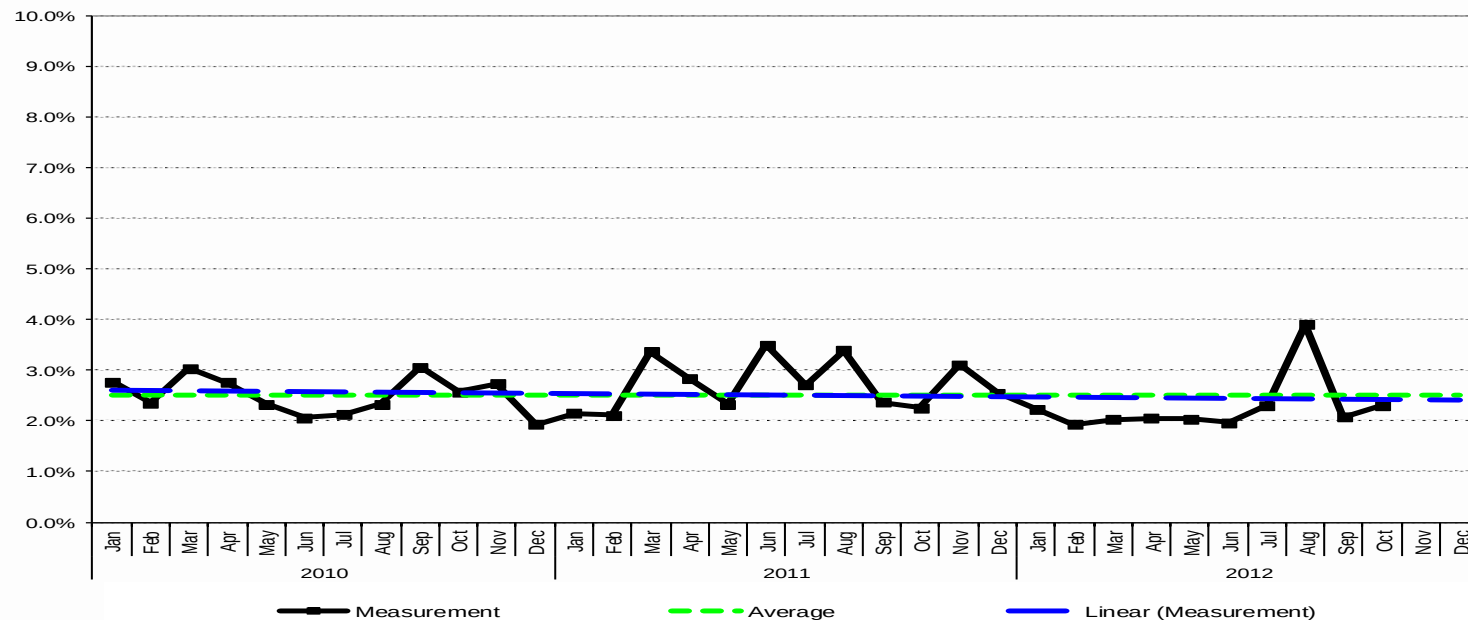
Constituency: Customer Ratepayers		Objective: Provide Accurate Bills		Goal: Reduce percentage over time
Currently Meeting Goal: Yes		Process Operating Within Control Limits: Yes		Trend: Level

Analysis

Customers request adjustments to their bill due to higher than normal amounts. The higher billed amount may be due to: a leak; one or more estimated readings followed by an actual reading; an erroneous meter reading; or increased water, sewer, or sanitation rates. Before an adjustment can be made, an inspection of the meter and service line must be performed.

Plans for Improvement

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Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2010	2.8%	2.4%	3.0%	2.8%	2.3%	2.1%	2.1%	2.3%	3.1%	2.6%	2.7%	1.9%
2011	2.1%	2.1%	3.4%	2.8%	2.3%	3.5%	2.7%	3.4%	2.4%	2.3%	3.1%	2.6%
2012	2.2%	1.9%	2.0%	2.1%	2.0%	2.0%	2.3%	3.9%	2.1%	2.3%		

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

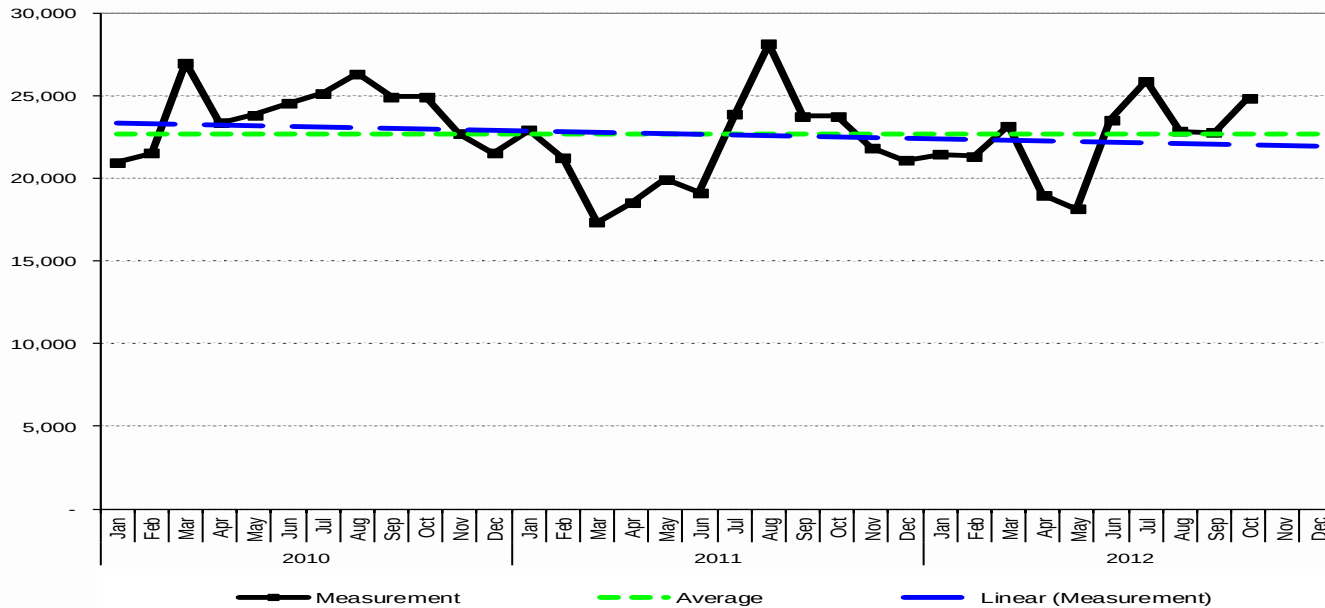
Trend: Favorable

Analysis

Customers contact the Sewerage and Water Board to start or end service; to request information about their bill; to report concerns about their water service, sewer connection, street flooding, or solid waste sanitation service; and other matters. The Call Center for emergency repairs is operated continuously, while the Call Center for billing and non-emergency issues is operated from 7 AM to 7 PM. Call volumes can vary significantly month to month.

Plans for Improvement

Staff is analyzing the events that trigger calls in order to determine methods to reduce the volume. Short term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2010	20,946	21,501	26,965	23,359	23,811	24,523	25,125	26,322	24,924	24,903	22,680	21,493
2011	22,887	21,210	17,328	18,507	19,943	19,116	23,863	28,102	23,759	23,751	21,839	21,057
2012	21,447	21,313	23,164	18,977	18,149	23,545	25,870	22,818	22,773	24,842		

Sewerage and Water Board of New Orleans

Average Call Wait Time

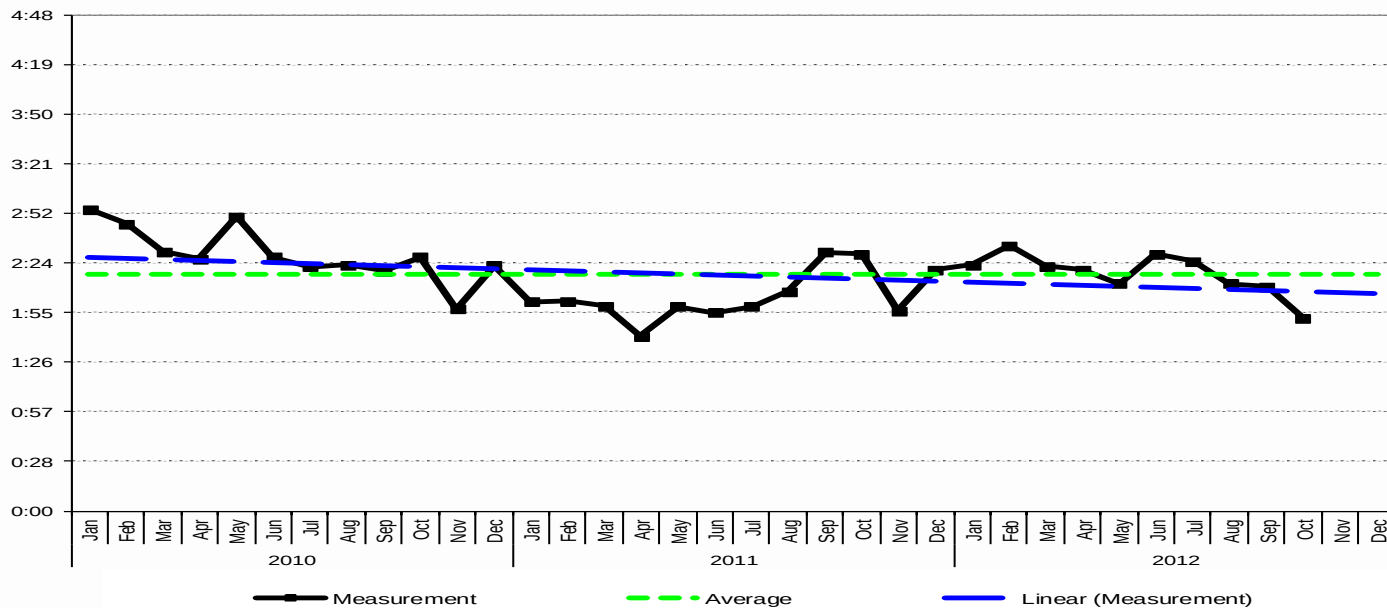
Constituency: Customer Ratepayers			Objective: Provide Accurate Bills			Goal: Reduce percentage over time
Currently Meeting Goal: Yes			Process Operating Within Control Limits: Yes			Trend: Favorable

Analysis

Customers contact the Sewerage and Water Board to start or end service; to request information about their bill; to report concerns about their water service, sewer connection, street flooding, or solid waste sanitation service; and other matters. The Call Center for emergency repairs is operated continuously, while the Call Center for billing and non-emergency issues is operated from 7 AM to 7 PM. Call volumes can vary significantly month to month.

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Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2010	2:55	2:46	2:30	2:26	2:50	2:27	2:21	2:22	2:19	2:27	1:57	2:22
2011	2:01	2:01	1:59	1:41	1:58	1:55	1:58	2:07	2:30	2:29	1:56	2:20
2012	2:22	2:34	2:22	2:20	2:12	2:29	2:25	2:12	2:10	1:52		

Sewerage and Water Board of New Orleans

Calls Abandoned by Customers as a Percentage of Total

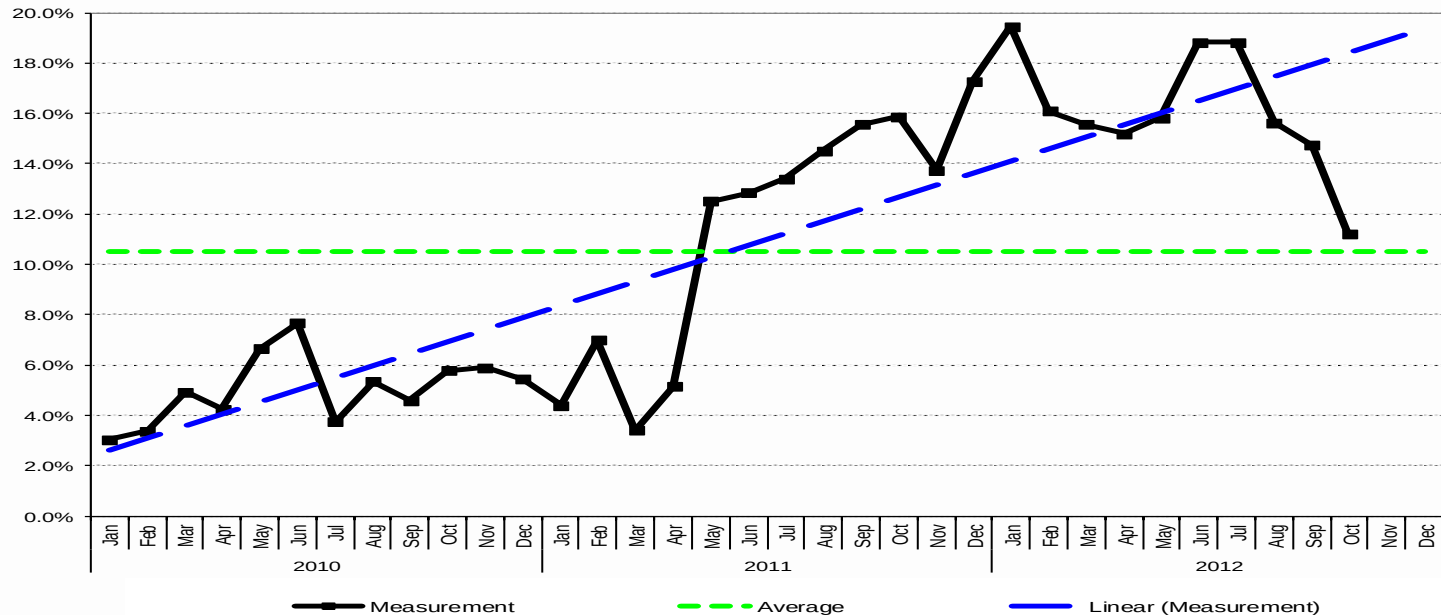
Constituency: Customer Ratepayers			Objective: Provide Timely Information and Respond Promptly to Requests		Goal: Respond to calls with less than 5% abandoned
Currently Meeting Goal: Close			Process Operating Within Control Limits: Close		Trend: Close

Analysis

Customers abandon their call after waiting for an amount of time considered inconvenient, which varies from customer to customer. Some portion of the volume of abandoned calls is from customers calling and hanging up on multiple occasions. Staff is addressing this issue as a top priority.

Plans for Improvement

In order to resolve the significant increase in abandoned calls, additional employees 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.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2010	3.0%	3.4%	4.9%	4.2%	6.7%	7.7%	3.7%	5.3%	4.6%	5.8%	5.9%	5.4%
2011	4.4%	7.0%	3.4%	5.1%	12.5%	12.8%	13.4%	14.5%	15.6%	15.9%	13.7%	17.3%
2012	19.4%	16.1%	15.6%	15.2%	15.8%	18.8%	18.8%	15.6%	14.7%	11.2%		

Sewerage and Water Board of New Orleans

Total Service Requests about Low Water Pressure

Constituency:
Customer
Ratepayers

Objective: Provide Timely
Information and Respond
Promptly to Requests

Goal: Reduce
Number of Service
Requests

**Currently Meeting
Goal:** Close

**Process Operating
Within Control
Limits:** Yes

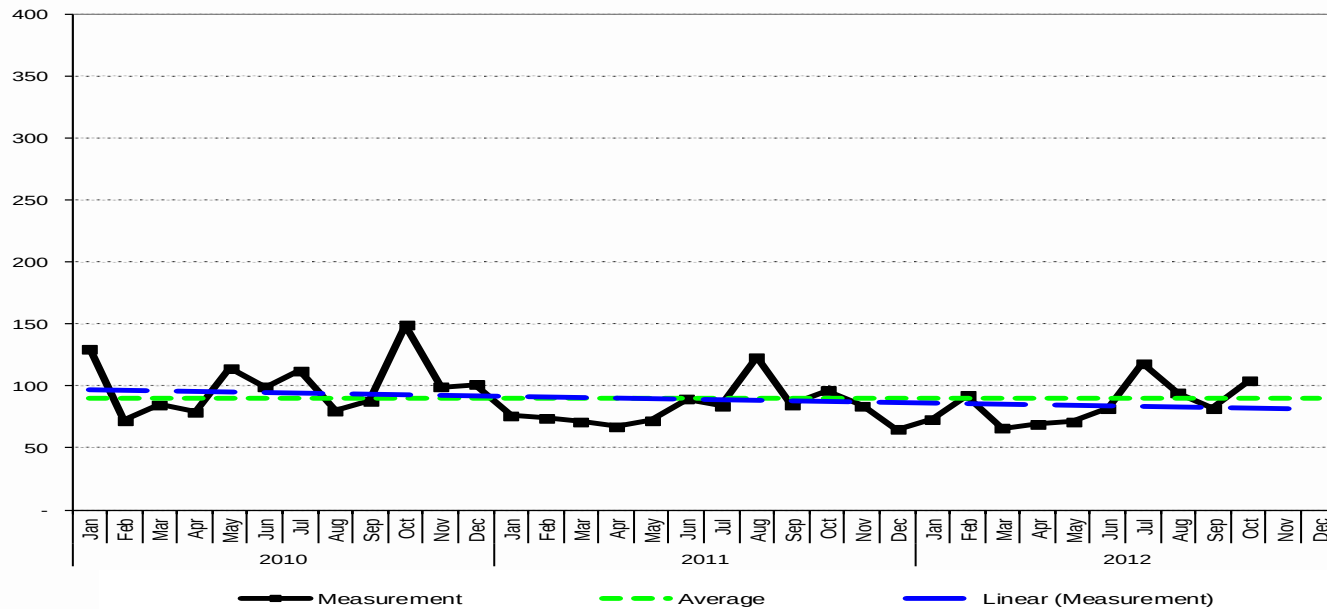
Trend: Favorable

Analysis

Customers contact the Sewerage and Water Board to request resolution to low water pressure. System pressure can be impaired by power failures at the treatment plants, by water main breaks, and by certain types of repair activities.

Plans for Improvement

Staff continues to make repairs to the water system to reduce the number of occasions of low pressure.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2010	130	72	85	79	114	99	112	80	88	149	99	101
2011	76	74	71	67	72	89	84	123	85	96	84	65
2012	73	92	66	69	71	82	118	94	82	104		

Sewerage and Water Board of New Orleans

Total Service Requests for Water System Leaks

Constituency:
Customer
Ratepayers

Objective: Provide Timely
Information and Respond
Promptly to Requests

Goal: Reduce
Number of Service
Requests

**Currently Meeting
Goal:** **No**

**Process Operating
Within Control
Limits:** **No**

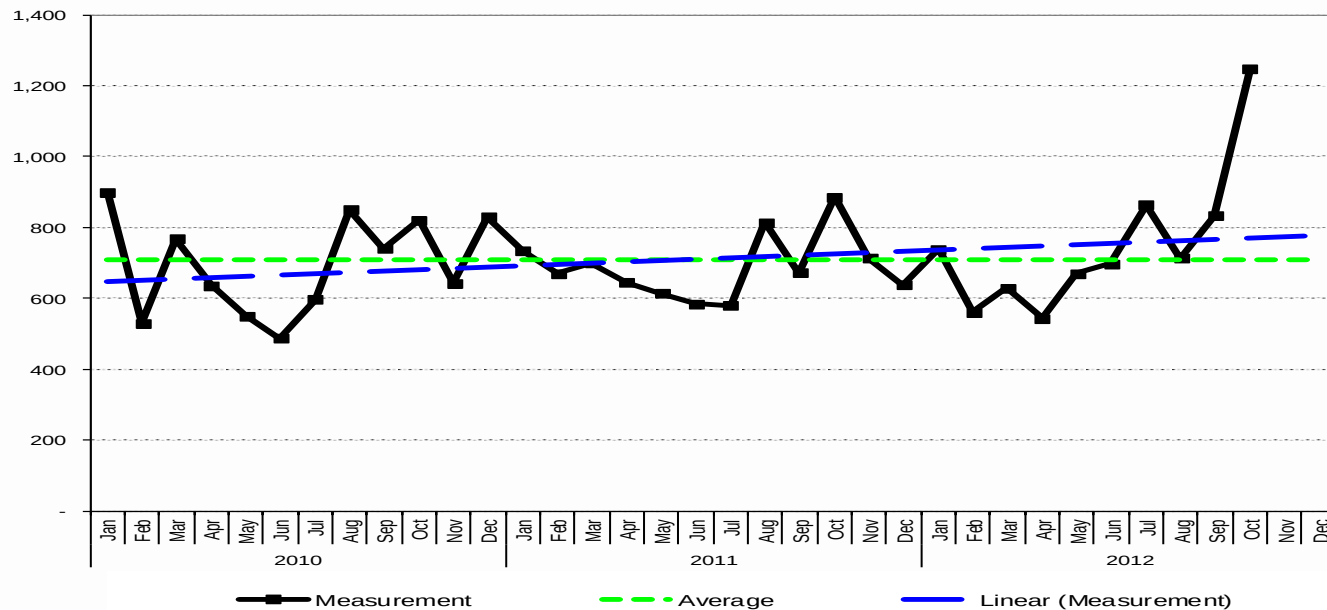
Trend: **Unfavorable**

Analysis

Customers contact the Sewerage and Water Board to request repairs to leaking mains, services and fire hydrants.

Plans for Improvement

Staff is working with FEMA to expand beyond point repairs to line replacements for water mains with high frequency of failure.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2010	897	529	767	636	551	487	596	850	741	820	642	830
2011	733	670	700	645	614	584	580	814	672	886	712	638
2012	739	560	629	543	670	697	863	713	833	1,246		



Sewerage and Water Board of New Orleans

Total Service Requests for Sewer System Leaks

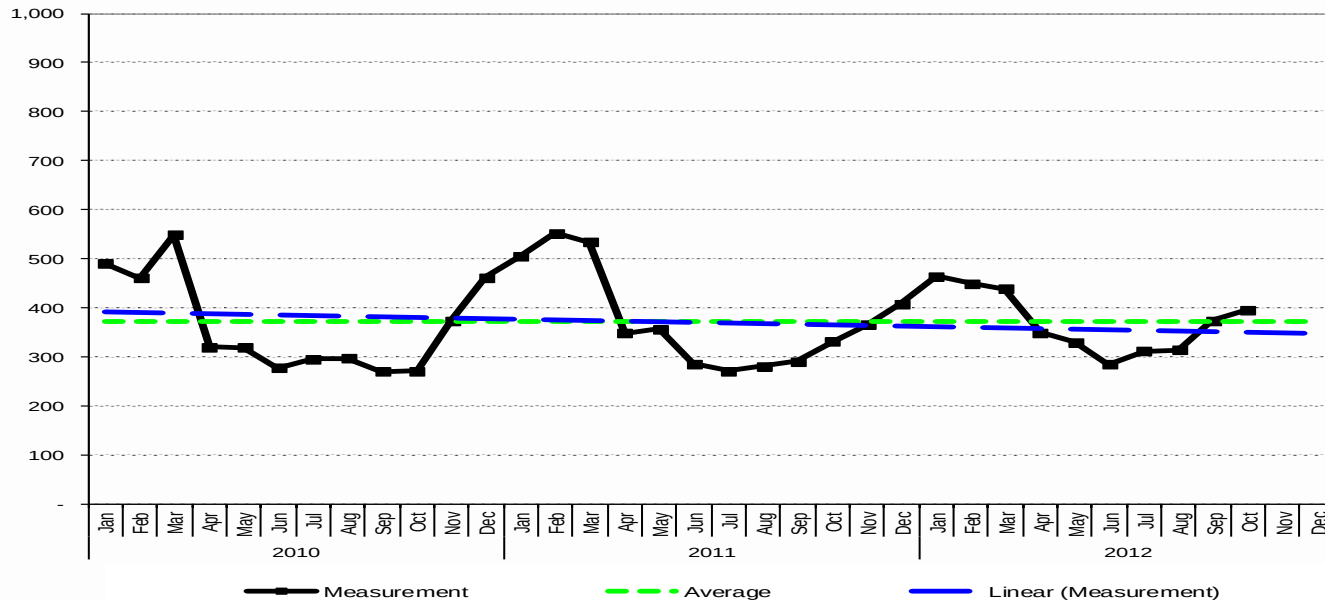
Constituency: Customer Ratepayers			Objective: Provide Timely Information and Respond Promptly to Requests		Goal: Reduce Number of Service Requests
Currently Meeting Goal: Close			Process Operating Within Control Limits: Yes		Trend: Favorable

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
2010	490	460	548	320	318	277	295	296	270	271	374	462
2011	505	552	534	348	356	286	271	280	290	331	365	408
2012	464	449	438	349	329	284	311	313	374	396		

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:** No

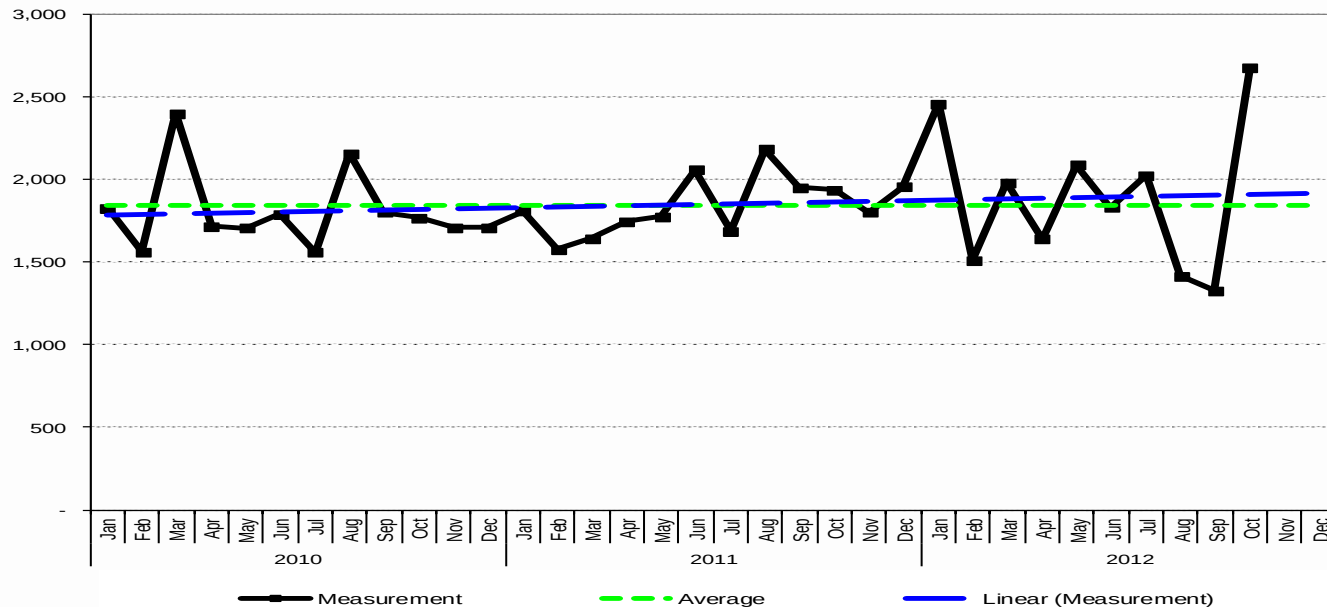
Trend: Level

Analysis

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

Plans for Improvement

Staff is monitoring the number of accounts turned-off for non-payment to determine trend directions. No actions are contemplated at this time.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2010	1,823	1,561	2,396	1,715	1,703	1,788	1,558	2,154	1,798	1,767	1,708	1,708
2011	1,807	1,576	1,641	1,744	1,773	2,056	1,687	2,180	1,951	1,933	1,800	1,952
2012	2,456	1,511	1,980	1,638	2,085	1,829	2,024	1,413	1,327	2,676		

Tree Work Orders

Time to Close Non-Emergency Work Orders Remains Above Target

Issue

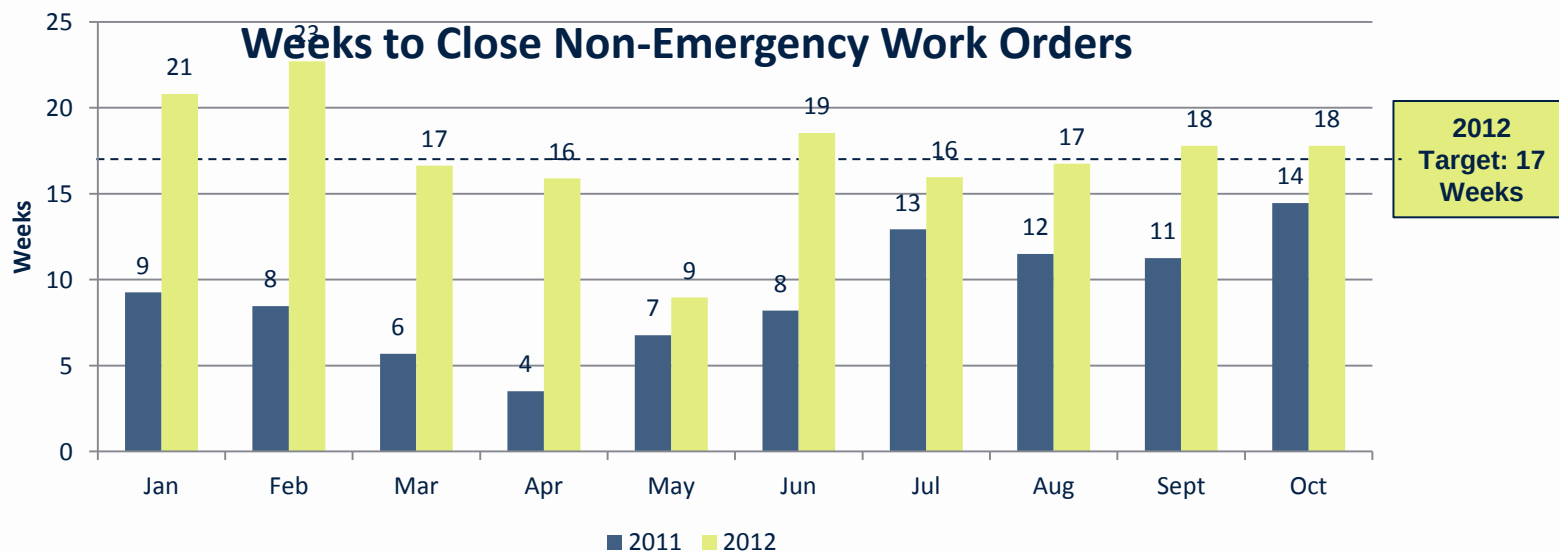
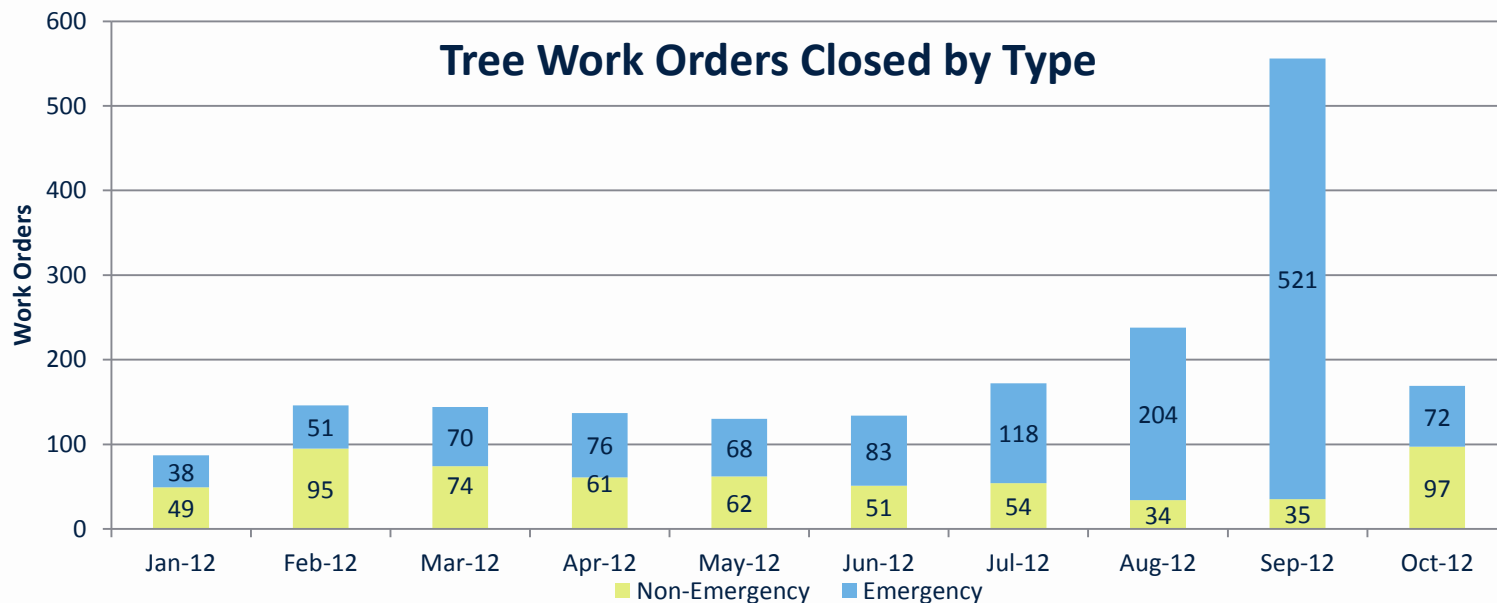
Tree trimming and removal prevents damage to public and private buildings

Status

Ongoing

Critical Parties

Parks and Parkways
ITI
OPA



Forestry Activity: Emergency Work Orders

Decrease

Issue

Tree trimming and removal prevents damage to public and private buildings

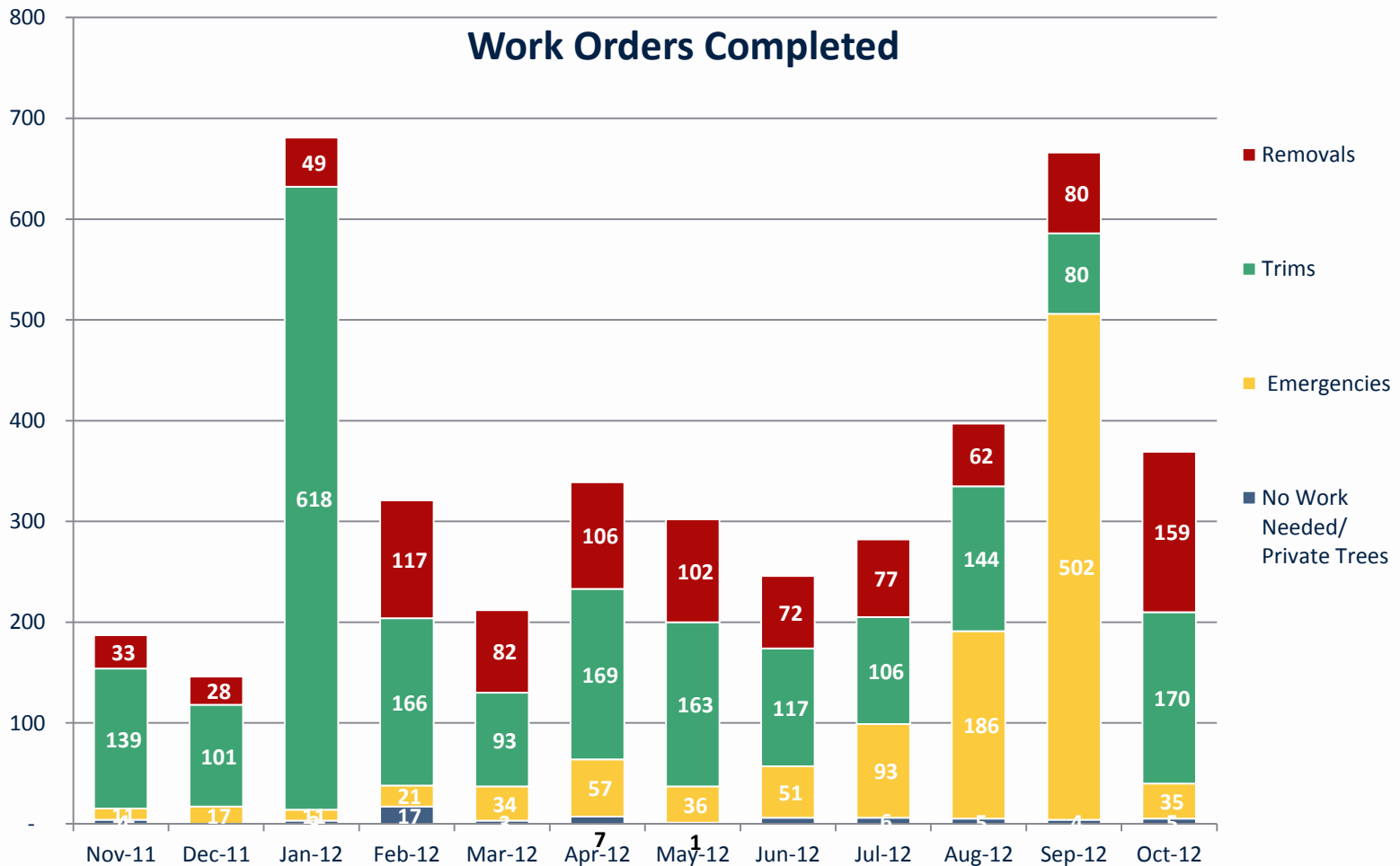
Status

Ongoing

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

Critical Parties

Parks and Parkways

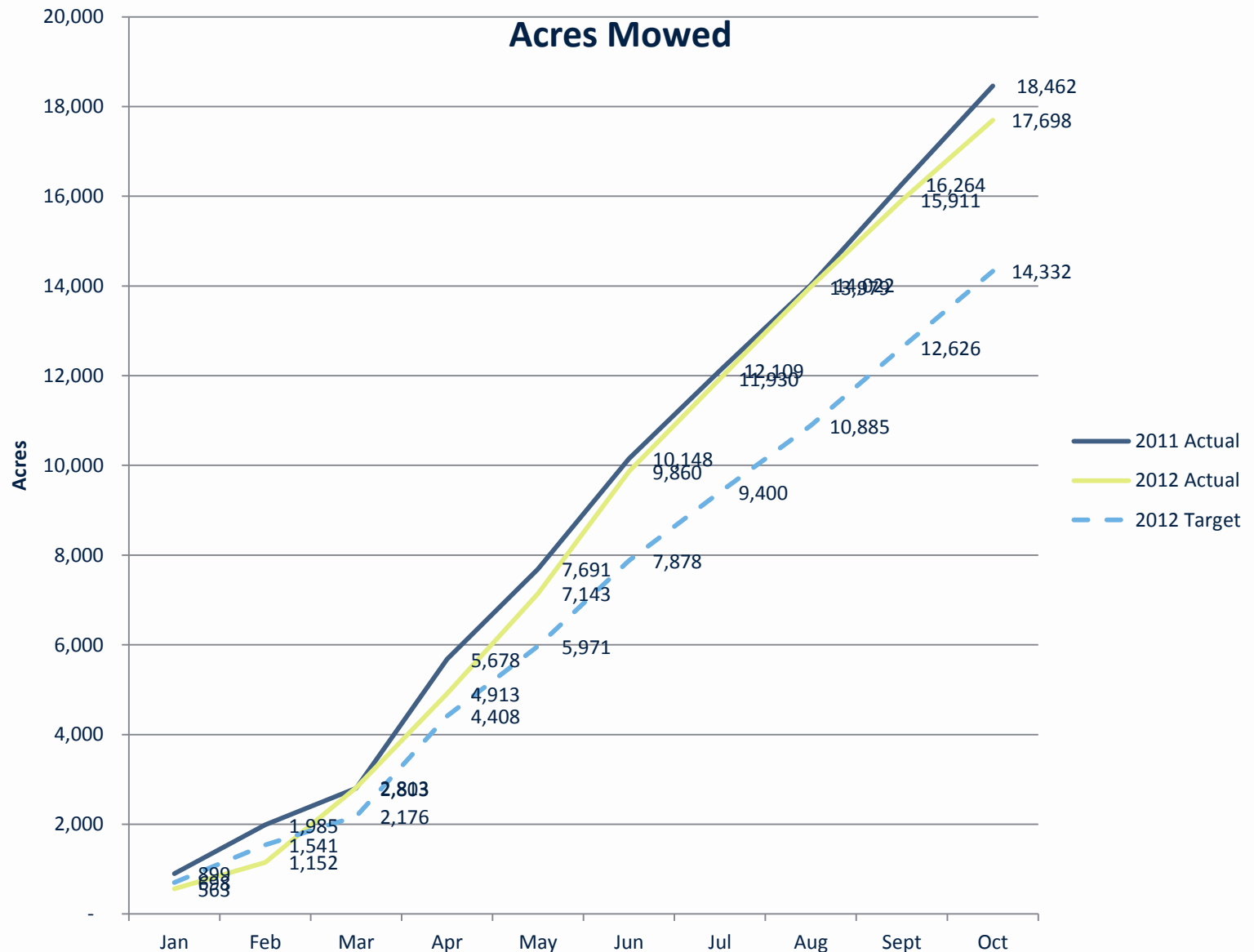


Contact Info: Non-Emergency 658-3200; Emergency 911



QualityofLifeSTAT December 6, 2012 29

Acres Mowed Exceed Target



Issue

Proper mowing results in healthy and attractive green spaces.

Status

Ongoing

Critical Parties

Parks and Parkways

Number of **Bandit Signs** on Public Right-of-Ways Remains Below 2011 Levels

Issue

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

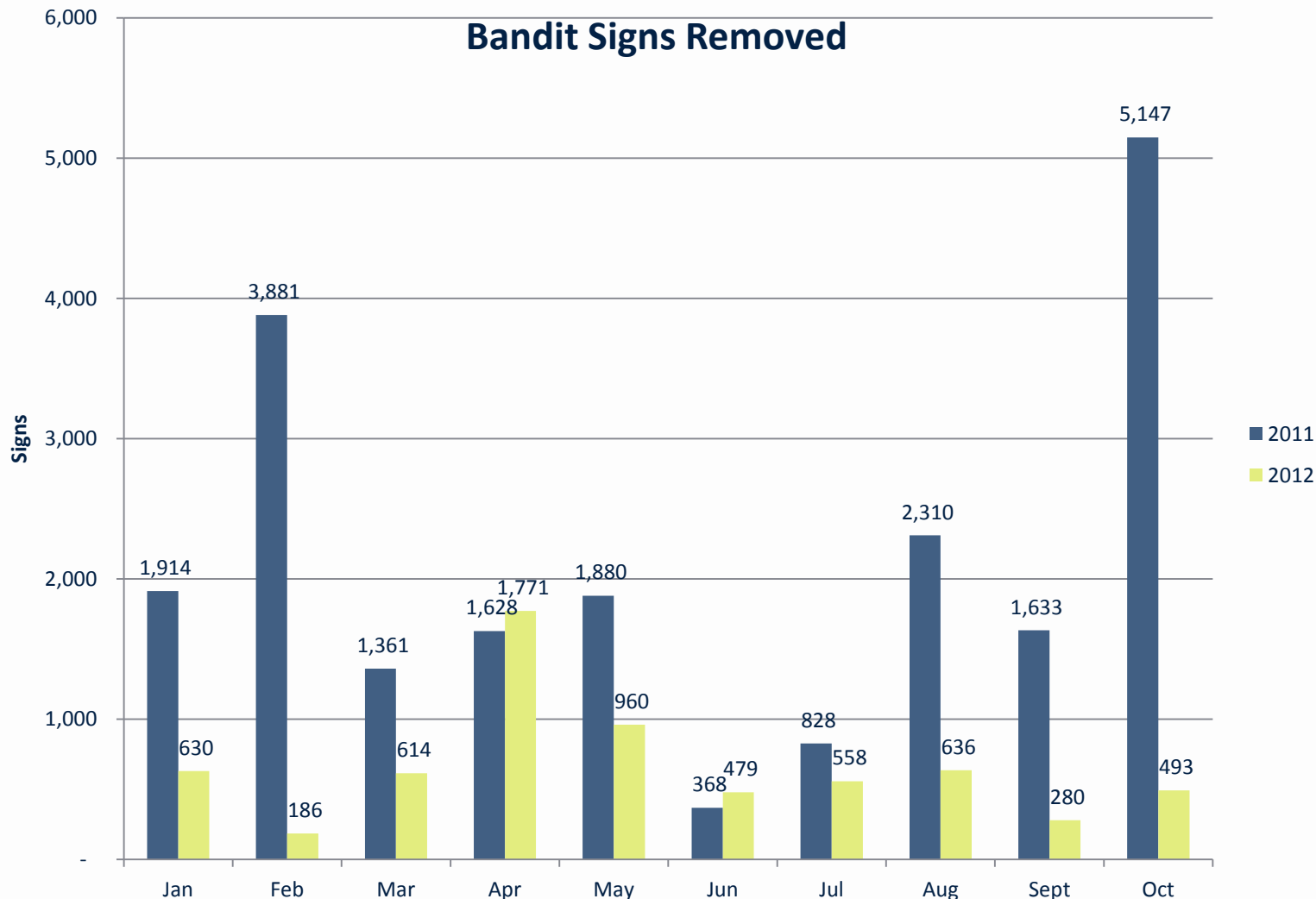
Status

Monitoring efforts continue

Letters have been sent to repeat offenders

Critical Parties

Sanitation, Parks and Parkways



Source: Department of Parks and Parkways Illegal Sign Spreadsheet and Working Sign List, October 2012, and Department of Sanitation Monthly Report, October 2012.



Sanitation Ranger and Quality of Life

ABOs, Litter, and Tire Dumping

Issue

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

Status

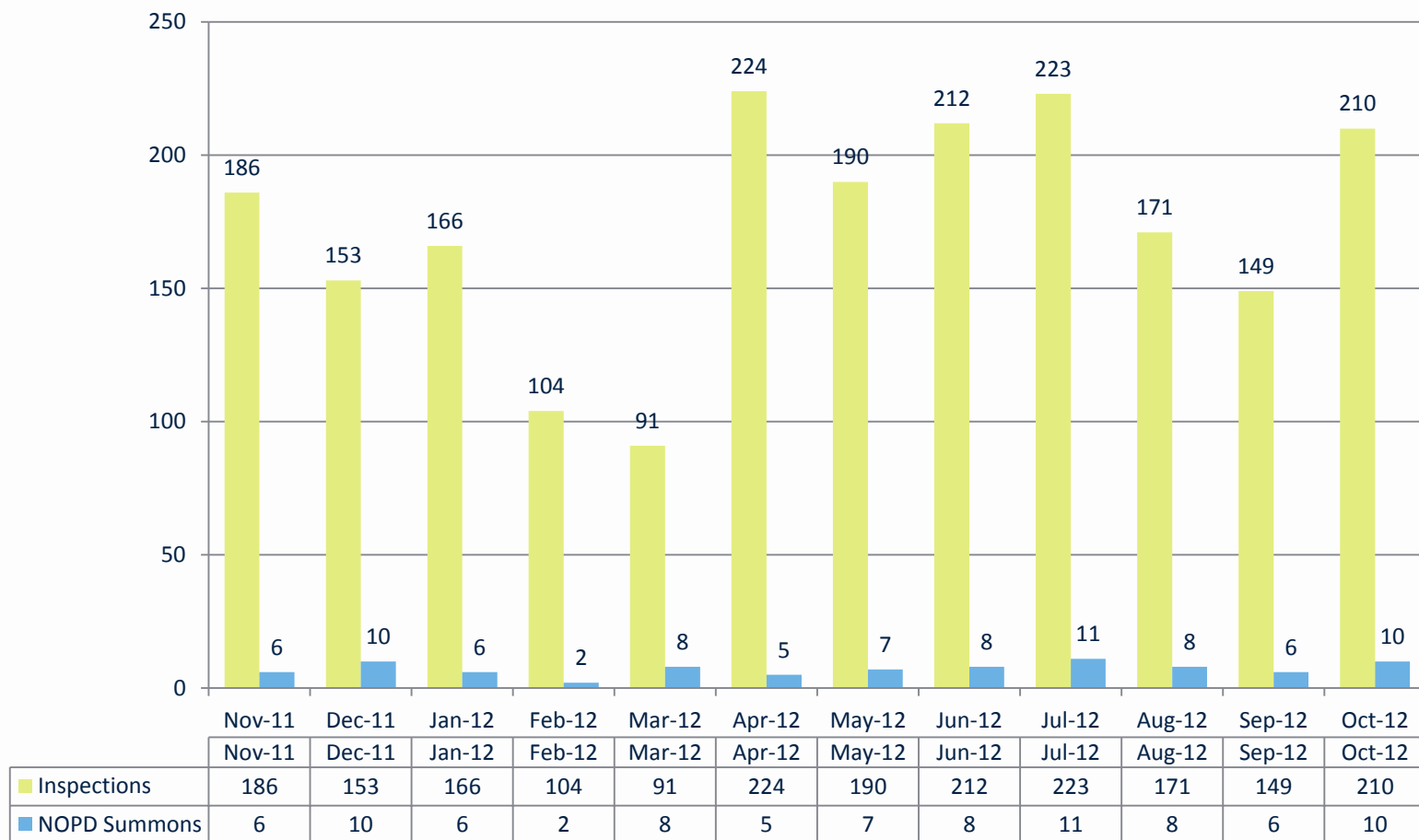
Sanitation is integrating this workflow with 311

Critical Parties

Sanitation, NOPD

Follow-Up

Sanitation Enforcement Activity



Sanitation Tires and Illegal Dumping Sites

Issue

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

Status

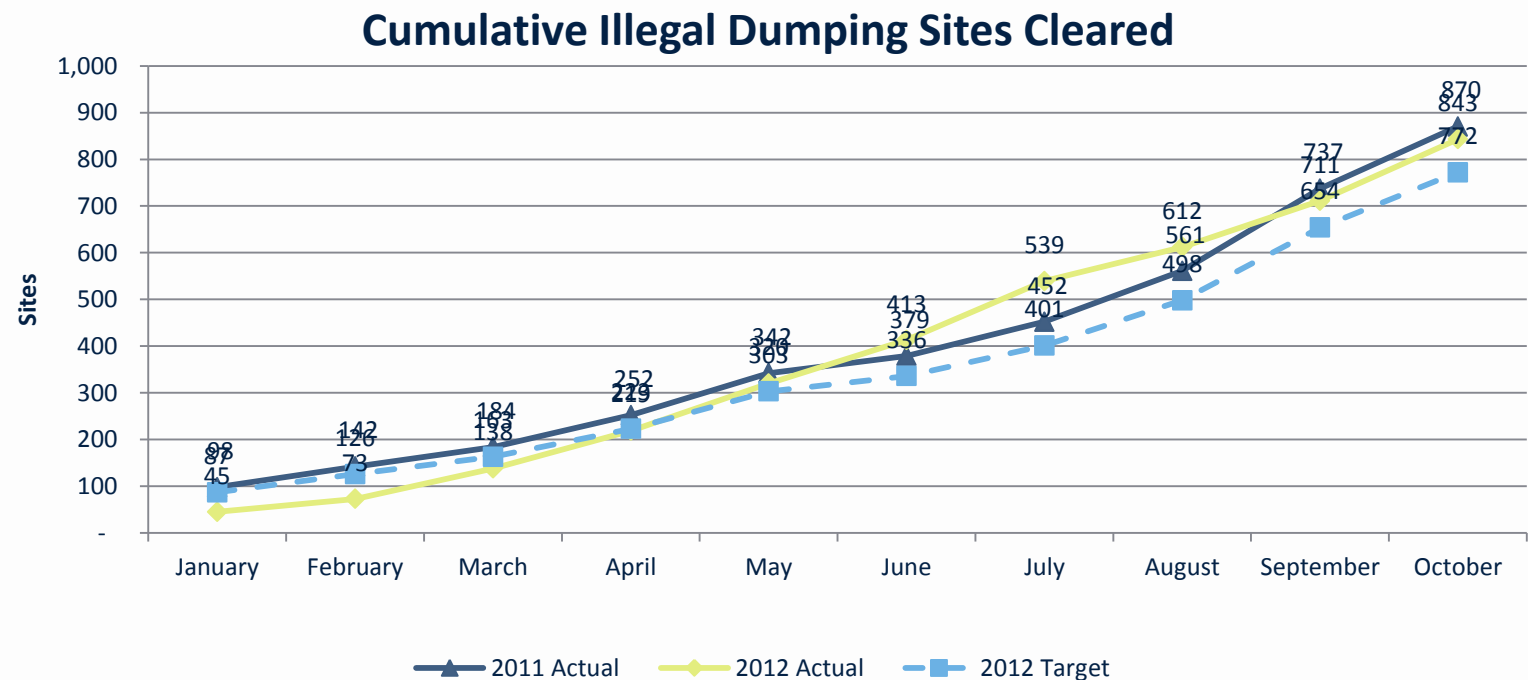
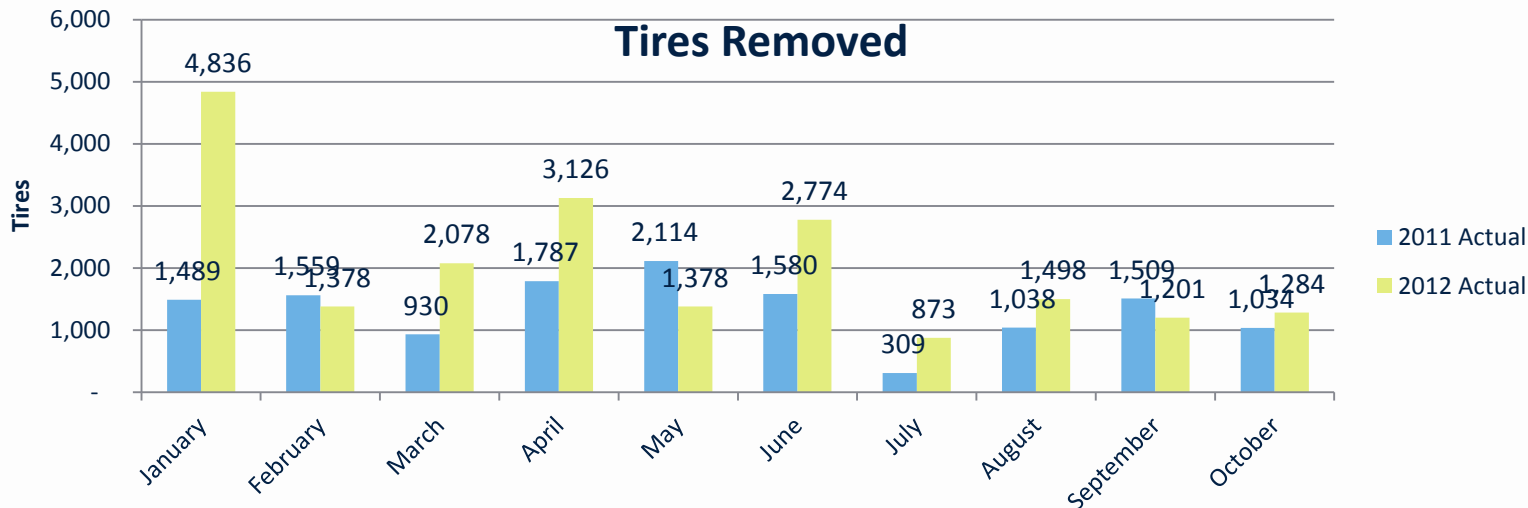
Included in initial 311 rollout

Work Order intake system with mapping needed

Sanitation and Law are researching alternative methods of addressing these ongoing challenges

Critical Parties

Sanitation
Law



Alcohol Beverage Outlet Cases Prosecuted

Decrease

ABO Tax and Nuisance Cases Prosecuted

Issue

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

Status

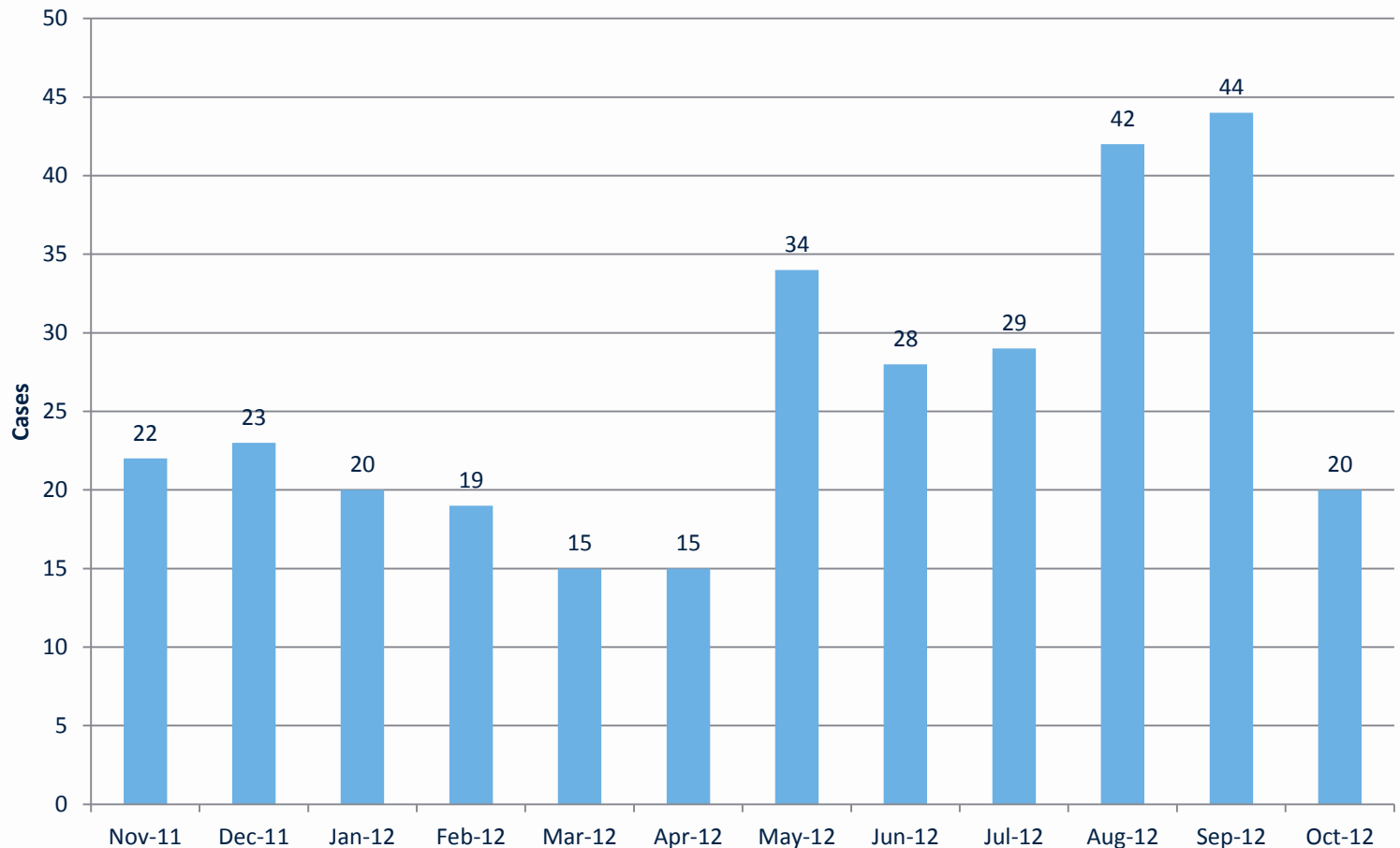
Ongoing enforcement efforts

311: routing and tracking of nuisance cases?

Exploring strategies for ABCB to hear additional nuisance cases each month

Critical Parties

Law, NOPD, Safety and Permits



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?

