



CITY OF NEW ORLEANS  
**Quality of Life STAT**

January 21, 2015  
(Reporting Period: December 2015)

[www.nola.gov/opa](http://www.nola.gov/opa)



QualityOfLifeSTAT January 21, 2016

# Agenda

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



# Purpose and Scope

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

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

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

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



# Action Items

Assigned	Responsible	Action Item	Notes
9/17/15	A. Norton C. Sylvain-Lear	Reduce illegal tire disposal through targeted enforcement actions against unlicensed tire shops.	<ul style="list-style-type: none"> <li>Legal changes are required to strengthen enforcement strategy, as Department of Finance currently lacks authority to sanction tire shops operating without proper occupational licenses.</li> </ul>
11/19/15	R. Wainwright C. Harowski	Develop and implement strategy for photo enforcement of quality-of-life violations.	<ul style="list-style-type: none"> <li>Service and Innovation Team developing strategy along with City Attorney and relevant departments.</li> </ul>
11/19/15	K. Davis	Introduce separate queue to distinguish potholes from major surface repairs.	<ul style="list-style-type: none"> <li>311 to hire additional systems analyst.</li> </ul>
1/21/2016	K. Davis	Increase 311 adoption rates for NORDC and DPW parking to levels of other departments.	<ul style="list-style-type: none"> <li>Adoption rates for all departments should be brought within target.</li> </ul>
1/21/2016	H. Rainey C. Riegel	Coordinate outreach and safety measures related to mosquito-borne illness.	<ul style="list-style-type: none"> <li>Communications team will draw on MTRCB expertise to conduct outreach and organize any needed safety precautions.</li> </ul>
1/21/2016	E. Delarge	Bring enforcement actions to deter illegal sign placement.	<ul style="list-style-type: none"> <li>City Attorney can build on work already conducted by Sanitation rangers.</li> </ul>



# 311 and EMD



Responsible Organization:  
311

Data Source:  
311 performance reporting

## 311 dashboard

### Existing Onboarded Departments

Onboarding Metrics	CE	DPW Maint.	Parking	Traffic	Health	MTCB	Parkways	NORDC	Sanitation	Taxi	EMS
Closed cases meeting target	99%	77%	50%	66%	91%	36%	52%	N/A	62%	34%	50%
Closed Cases >= New Cases	Y	Y	N	N	Y	Y	N	Y	Y	Y	Y
Backlog to Closed Ratio	0.0	60.6	2.3	27.3	0.1	0.0	8.7	1.4	0.5	0.2	0.3

### Department Adoption Rate

Adoption Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	NORDC	Sanitation	Taxi	EMS
Current Month	100.00%	100.00%	82.00%	100.00%	100.00%	100.00%	100.00%	68.00%	100.00%	82.00%	100.00%
90d Average	100.00%	94.00%	77.00%	100.00%	94.00%	100.00%	100.00%	68.00%	100.00%	88.00%	100.00%
DAR Avg Year-To-Date	90.00%	91.00%	93.00%	100.00%	94.00%	100.00%	100.00%	68.00%	99.00%	90.00%	100.00%



# PUBLIC WORKS



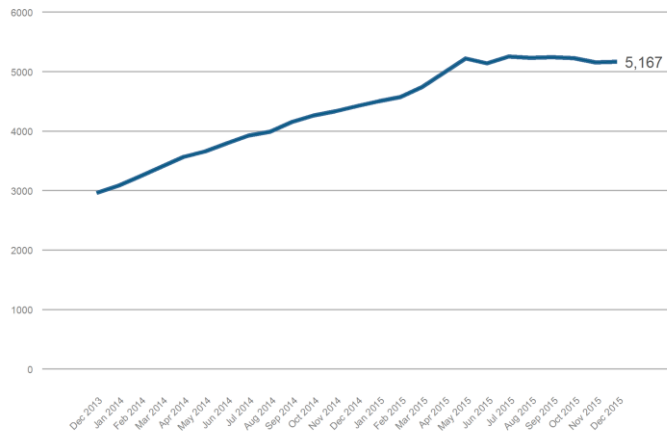
**Responsible Organization:**  
Department of Public Works  
(DPW)

**Data Source:**  
311

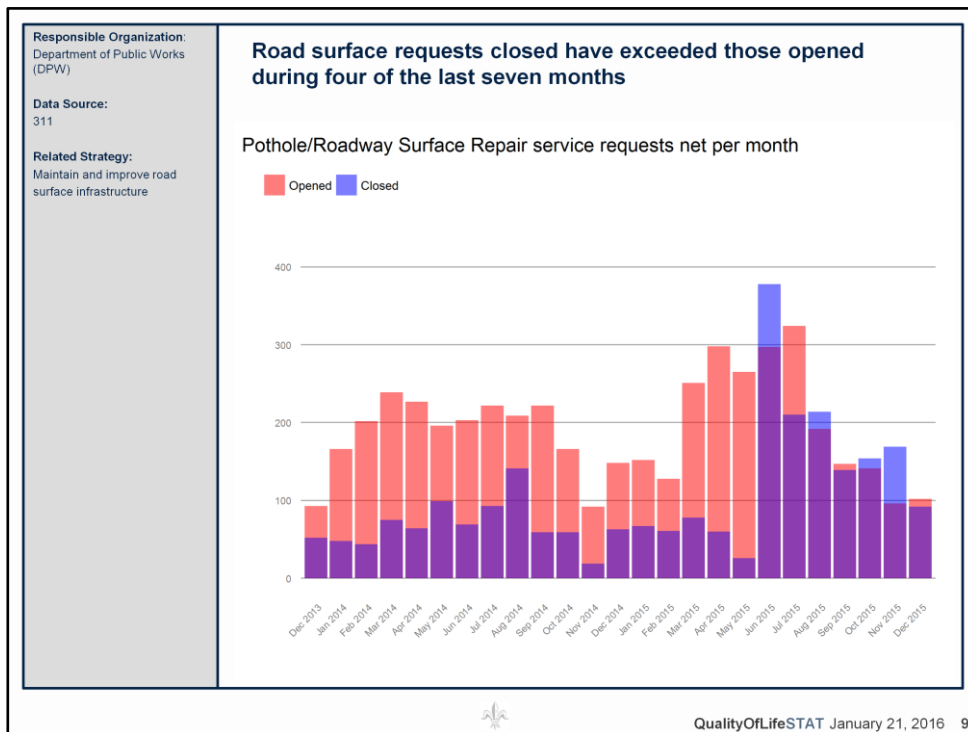
**Related Strategy:**  
Maintain and improve road  
surface infrastructure

## The road surface repair backlog has remained just above 5,000 since May

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







DPW has been prioritizing new cases.

**Responsible Organization:**  
Department of Public Works  
(DPW)

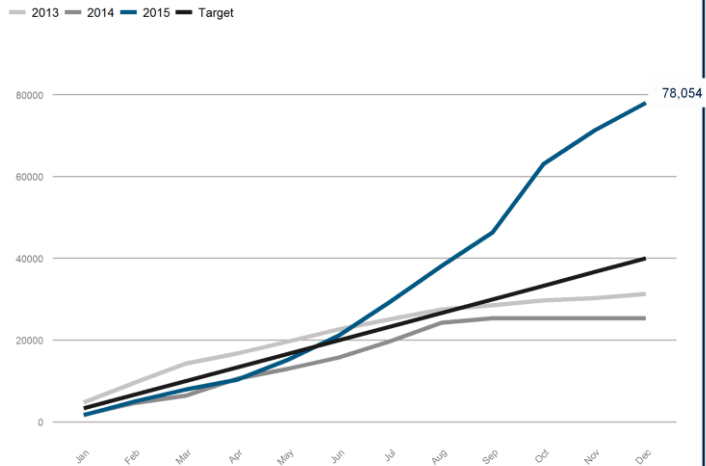
**Data Source:**  
DPW maintenance reports

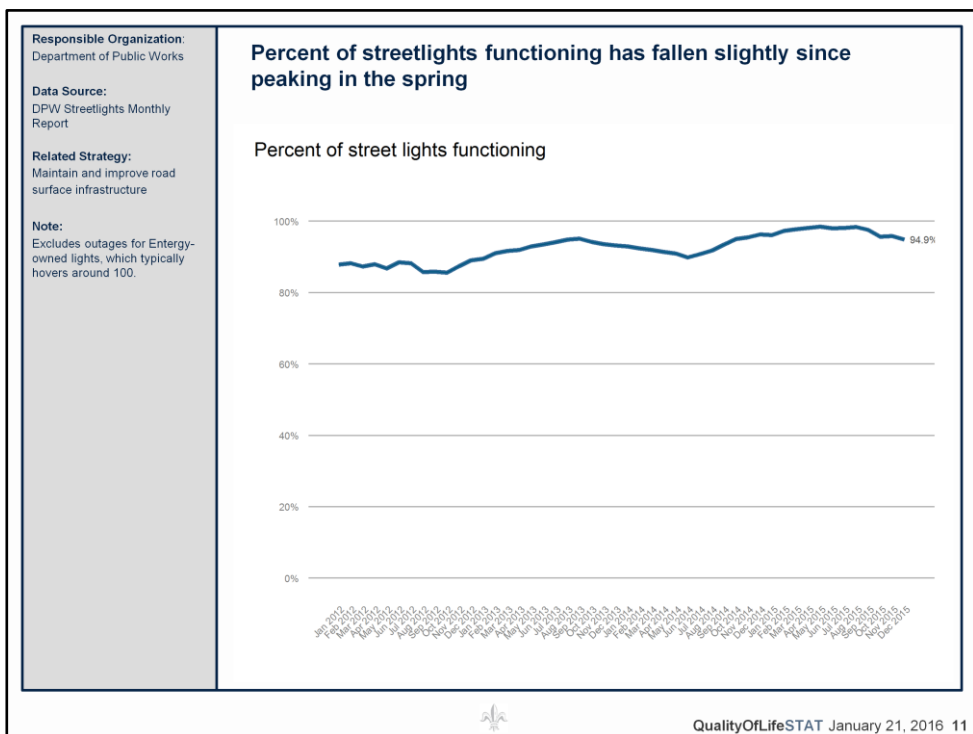
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**Note:**  
Beginning in November 2015,  
prior month values have been  
revised based on DPW end-of-  
month reports. End-of-month  
figures reported by DPW may  
not correspond to prior monthly  
totals, which were calculated  
independently by OPA using  
weekly maintenance reports.

## DPW exceeded the 2015 target for surface repairs by nearly 100 percent

Cumulative number of potholes filled





DPW is now addressing light poles that have been knocked down.

**Responsible Organization:**  
Department of Public Works

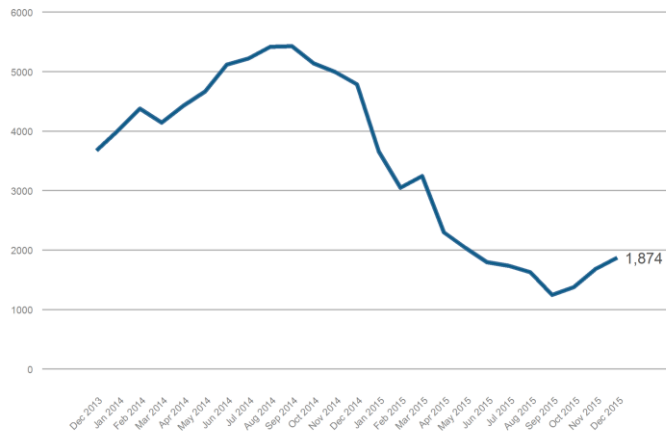
**Data Source:**  
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**Related Strategy:**  
Maintain and improve road  
surface infrastructure

**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.

## The backlog of streetlight requests has been growing since September but remains below prior-year levels

Street Light service requests open at end of month



**Responsible Organization:**  
Department of Public Works

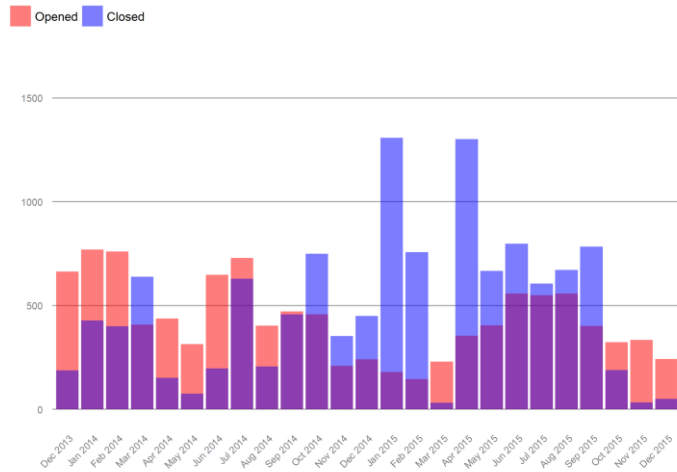
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cases, this may result in the  
number of open requests not  
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closed and opened cases.

## More streetlight requests were opened than closed during the past three months

Street Light service requests net per month



**Responsible Organization:**  
Department of Public Works

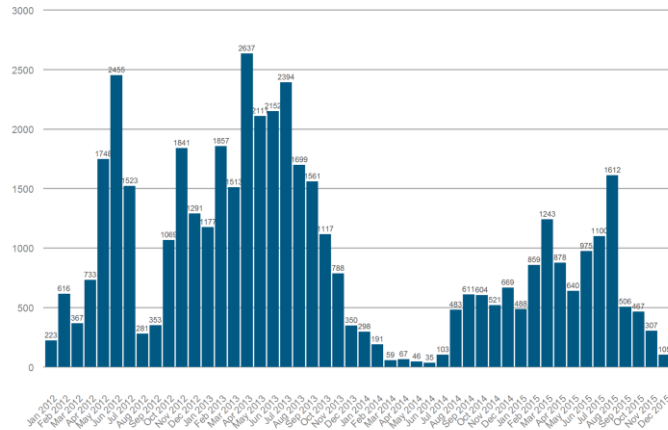
**Data Source:**  
DPW Streetlights Monthly  
Report

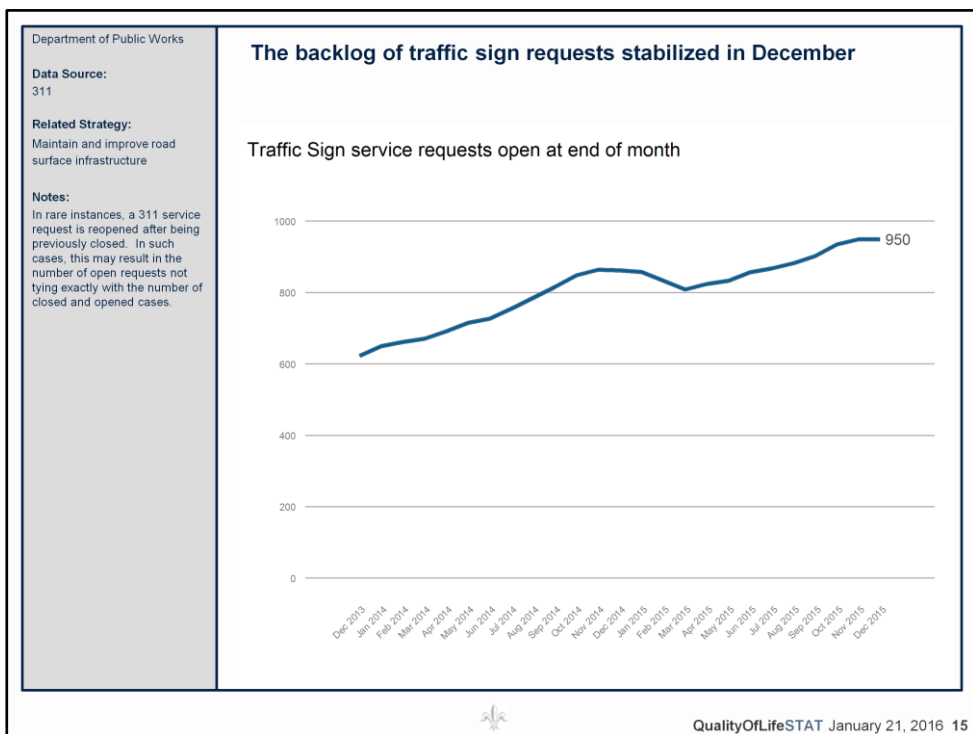
**Related Strategy:**  
Maintain and improve road  
surface infrastructure

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

## Outages restored in December were near an 18-month low

Number of streetlight outages restored





Crews have been diverted from traffic sign installation to fulfill other requests, including new signage mandates.

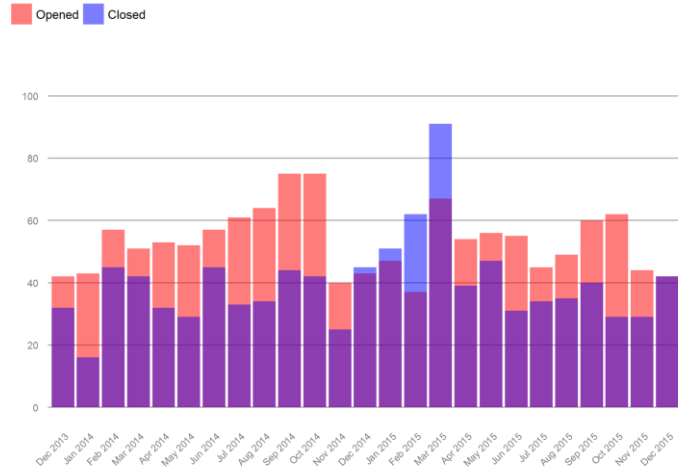
**Data Source:**  
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**Related Strategy:**  
Maintain and improve road surface infrastructure

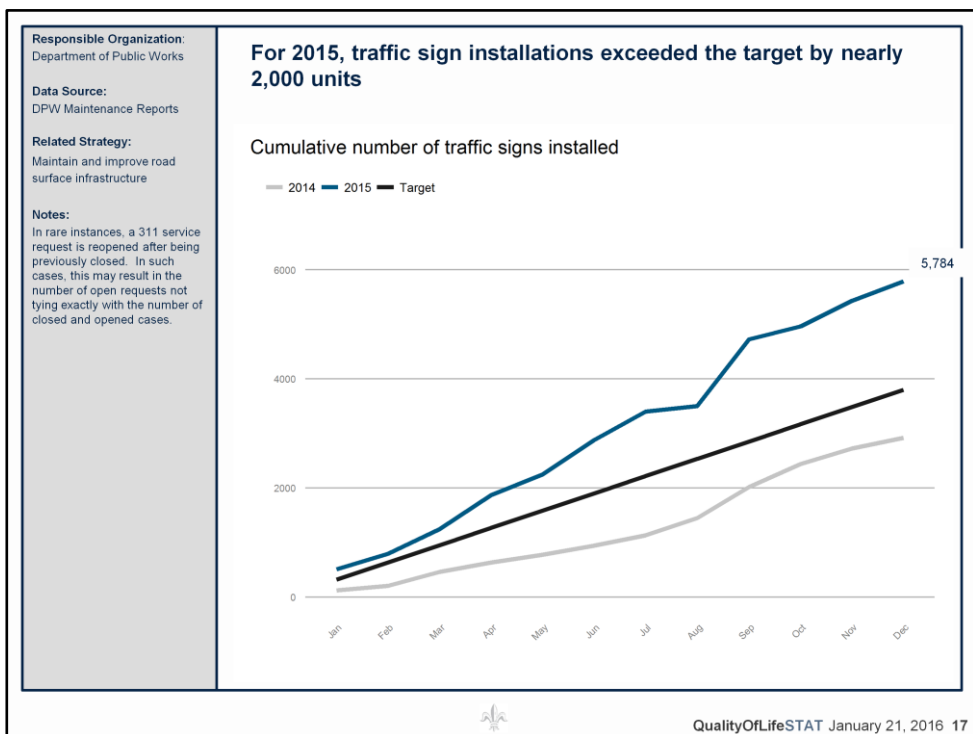
**Notes:**  
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

## In December, the number of new traffic sign requests fell while the number of closures increased

Traffic Sign service requests net per month







DPW has instituted a sign replacement program. Figure does not include temporary signs.

Department of Public Works

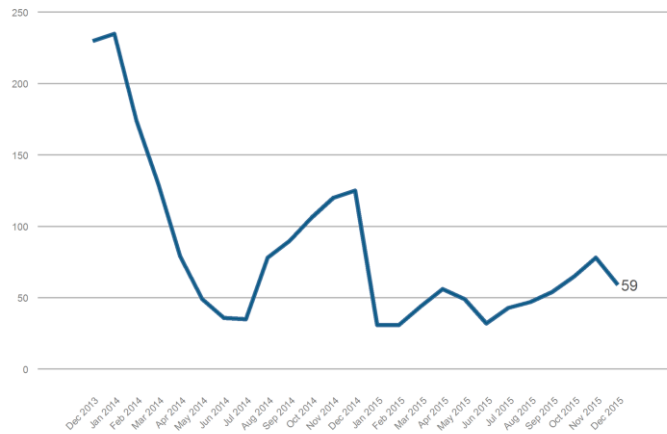
**Data Source:**  
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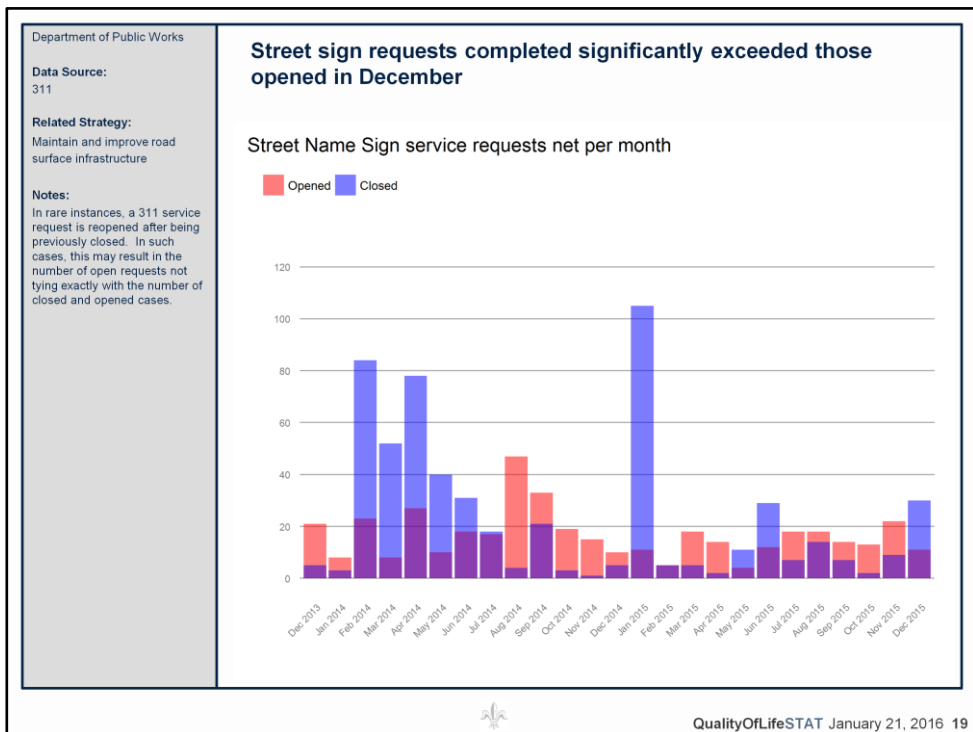
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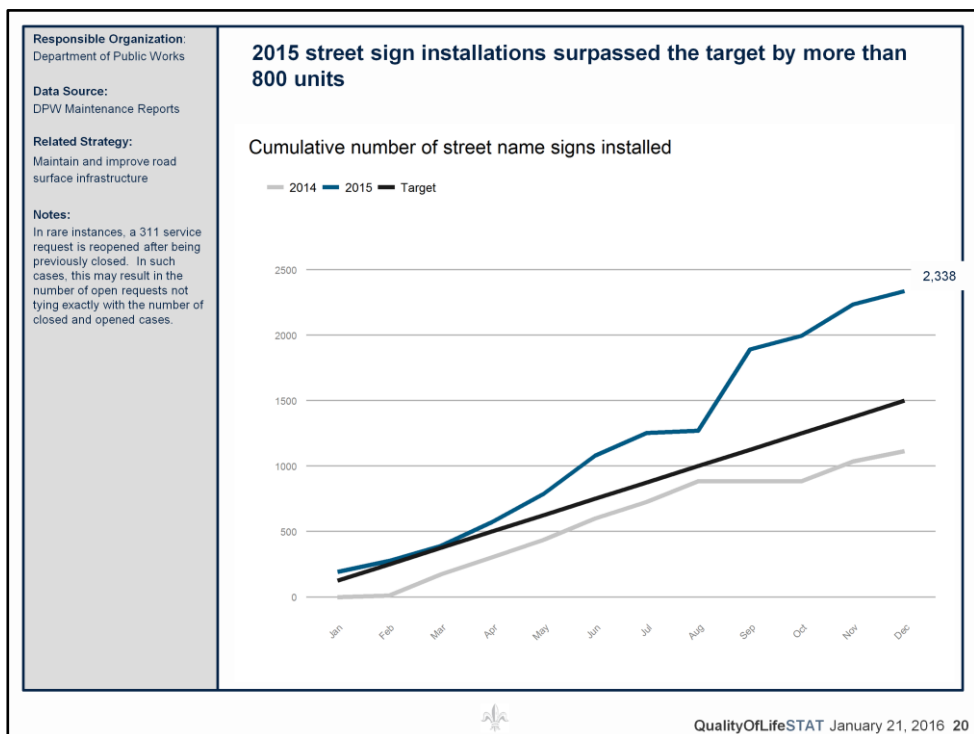
## The backlog of requests for street signs decreased in December

Street Name Sign service requests open at end of month

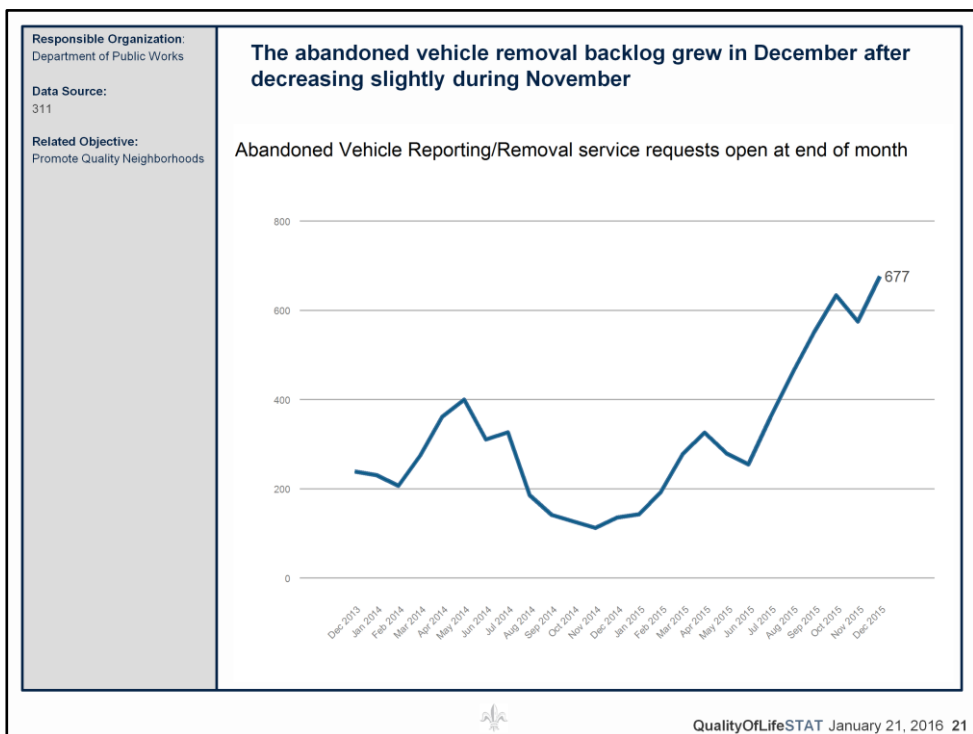




DPW has instituted a sign replacement program.



Does not include temporary signs.



City removal has been constrained by driver attrition, but DPW may be able to shift some resources.

Responsible Organization:  
Department of Public Works

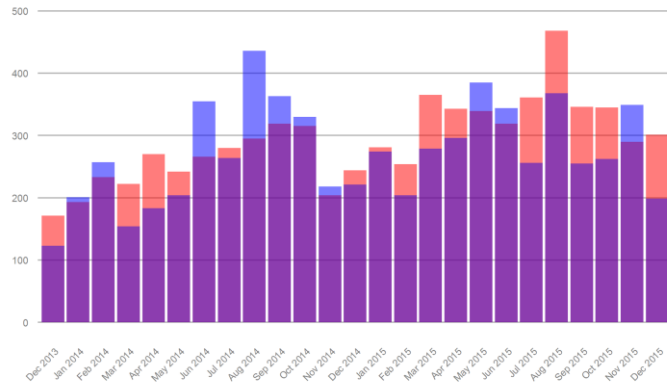
Data Source:  
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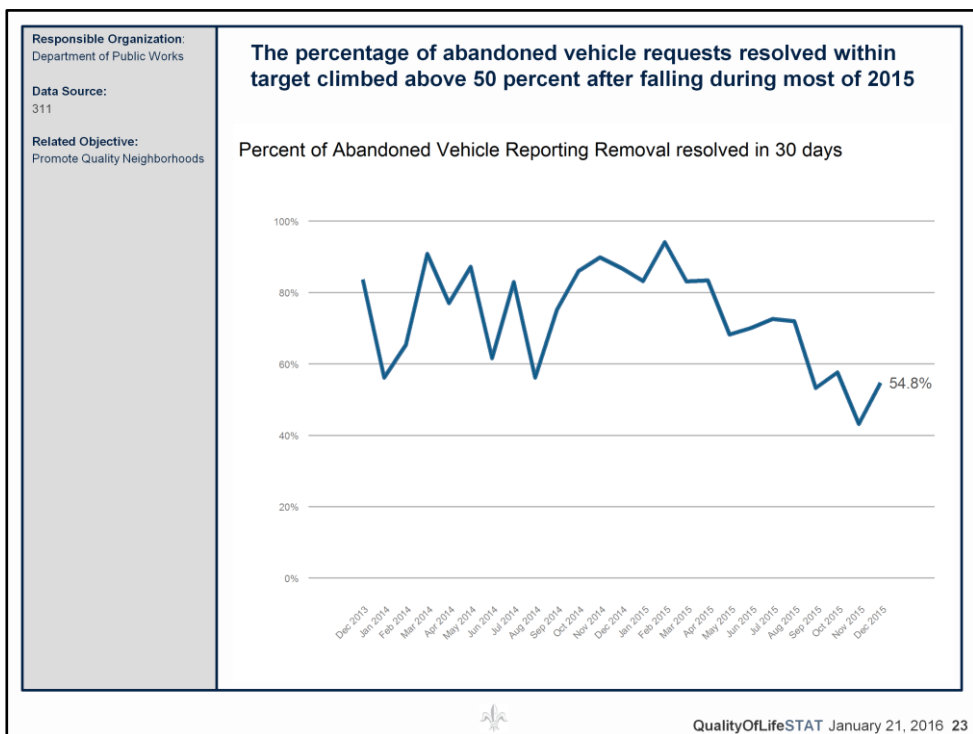
Related Objective:  
Promote Quality Neighborhoods

## Fewer abandoned vehicle requests were closed than opened in December, even as total requests fell slightly

Abandoned Vehicle Reporting/Removal service requests net per month

Opened Closed





New contract is routing.

**Responsible Organization:**  
Department of Public Works

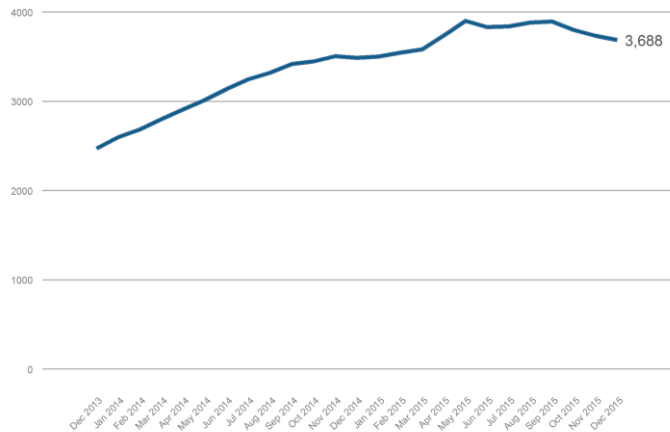
**Data Source:**  
311

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

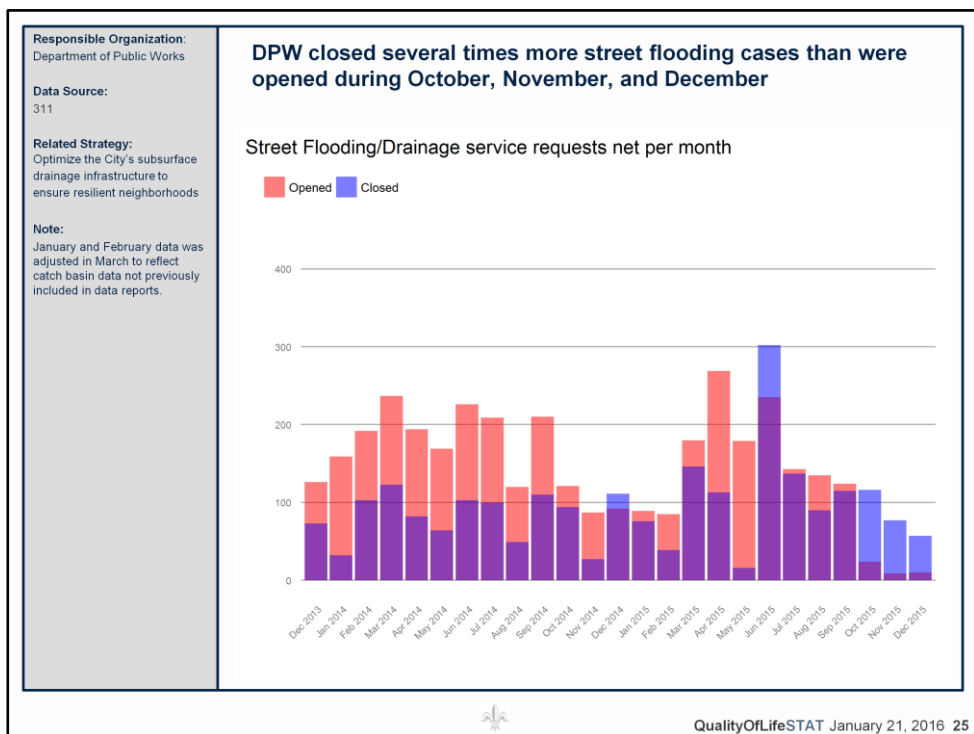
**Note:**  
January and February data was  
adjusted in March to reflect  
catch basin data not previously  
included in data reports.

## Progress has been made since August with regard to the street flooding and drainage request backlog

Street Flooding/Drainage service requests open at end of month







Some longstanding items open in database may have actually been completed.

**Responsible Organization:**  
Department of Public Works

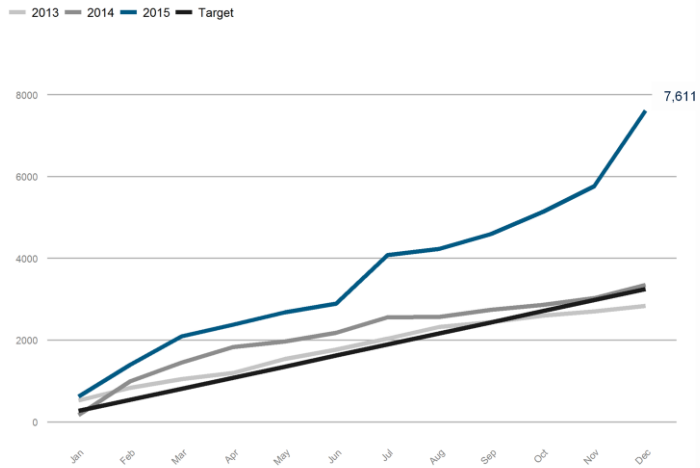
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**Related Strategy:**  
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month reports. End-of-month  
figures reported by DPW may  
not correspond to prior monthly  
totals, which were calculated  
independently by OPA using  
weekly maintenance reports.

## Catch basins cleaned in 2015 were more than double the target amount

Cumulative number of catch basins cleaned



# Key Performance Indicators

KPI	2014		2015		
	Actual	Status	Actual	YTD Target	Status
Number of Potholes Filled	25,348	●	78,054	40,000	●
Percent of Streetlights Functioning	96%	●	94.9%	92%	●
Number of Streetlight Outages Restored	3,018	◆	9,180	8,000	●
Percent of 311 Streetlight Service Requests Closed within 90 Days	27%	N/A	36.9%	75%	◆
Number of Permanent Traffic Signs Installed	2,921	●	5,784	3,800	●
Number of Street Name Signs Installed	1,116	◆	2,338	1,500	●
Percent of 311 Abandoned Vehicle Requests Closed within 30 Days	73%	▲	68.8%	80%	◆
Number of Catch Basins Cleaned	3,390	▲	7,611	3,250	●
Percent of Catch Basins Cleaned	5%	N/A	11.2%	4.8%	●



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# SEWERAGE AND WATER BOARD



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**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
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## December 2015 customer service indicators

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

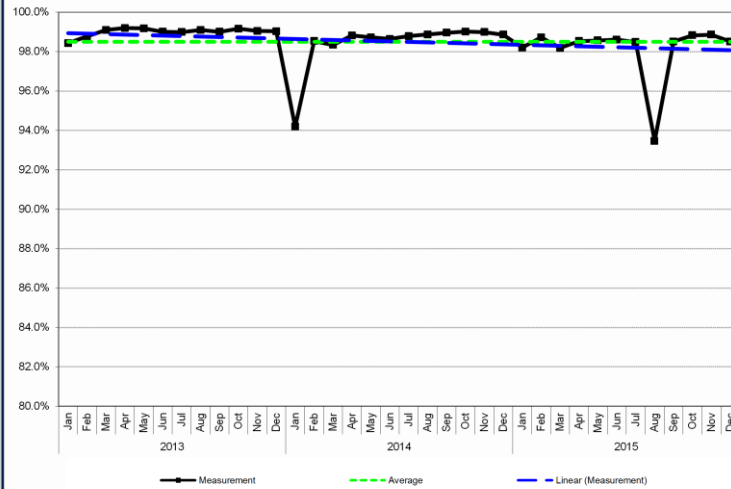


**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
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**Related Strategy:**  
Optimize the City's subsurface  
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### Meters read as a percentage of total meters

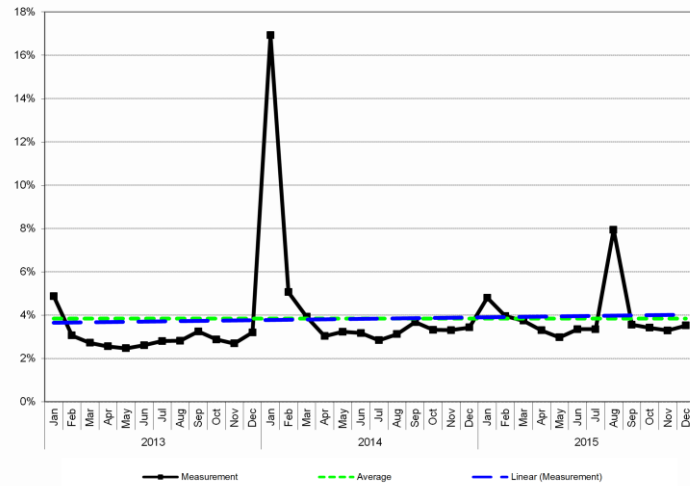


**Responsible Organization:**  
Sewerage and Water Board of  
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**Data Source:**  
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**Related Strategy:**  
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### Bills estimated as a percentage of total bills

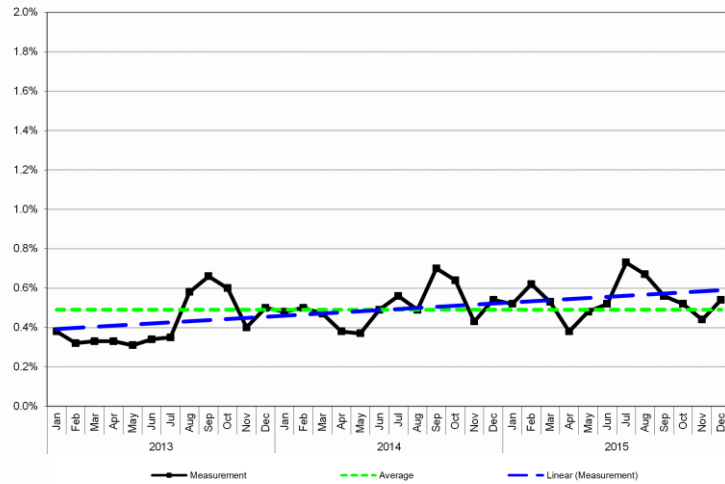


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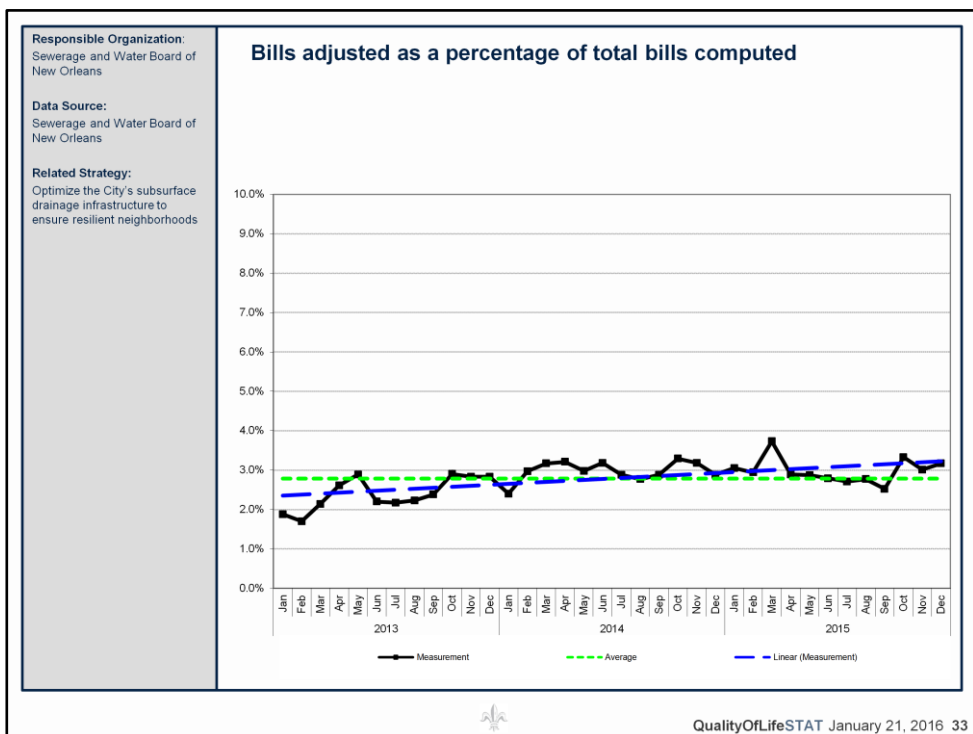
**Data Source:**  
Sewerage and Water Board of  
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Optimize the City's subsurface  
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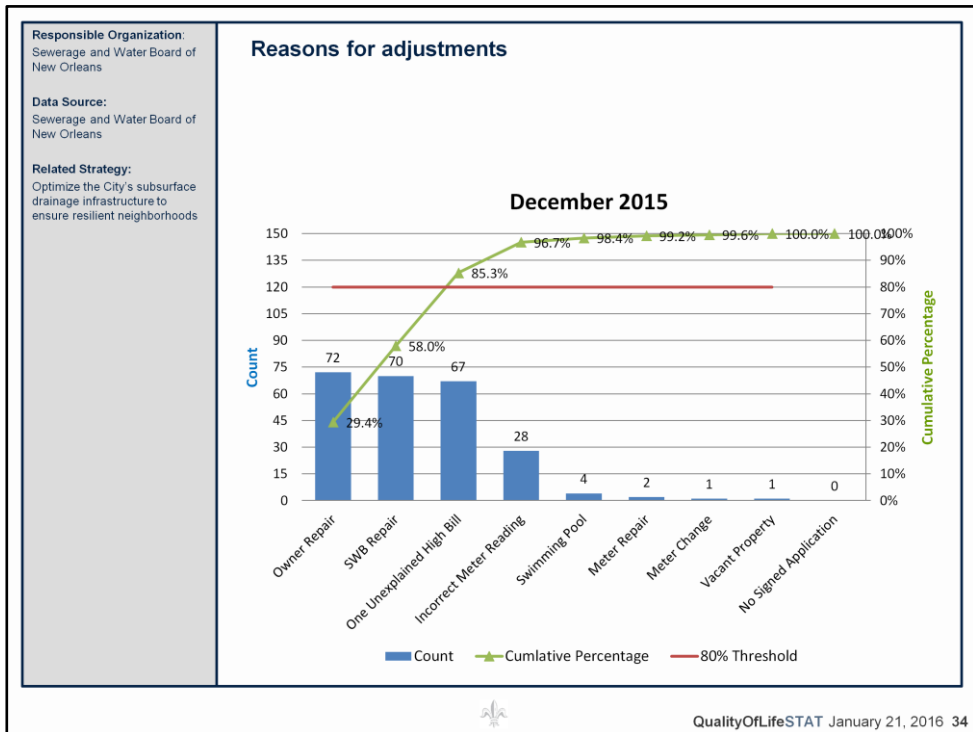
### Investigations from high bill complaints as a percentage of total bills







Leak adjustment policy going to Board for approval.



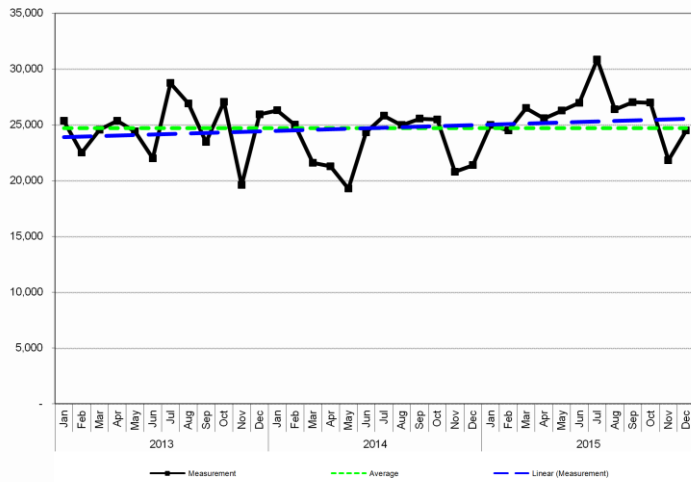
Automated metering currently in pilot phase.

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### Total inbound customer contacts

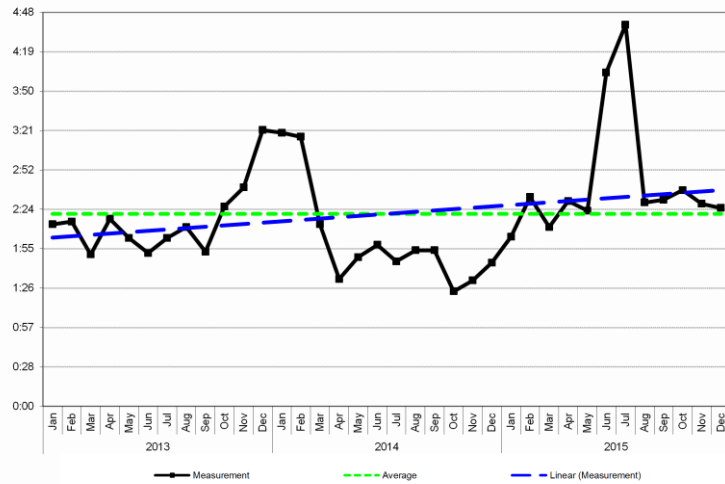


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## Average call wait time

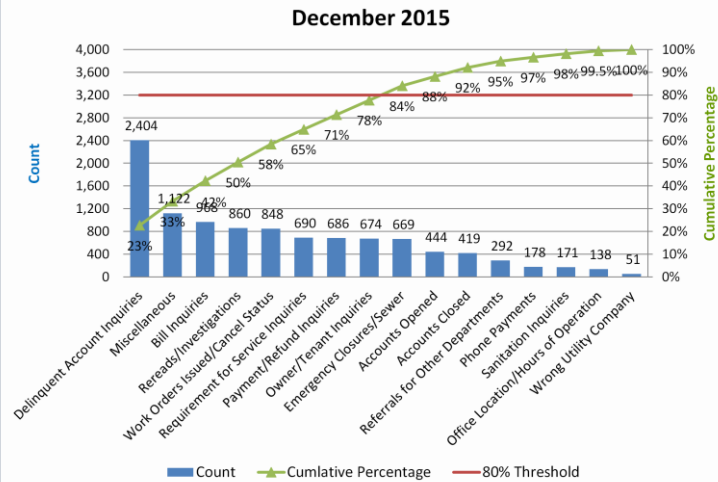


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## Types of customer calls

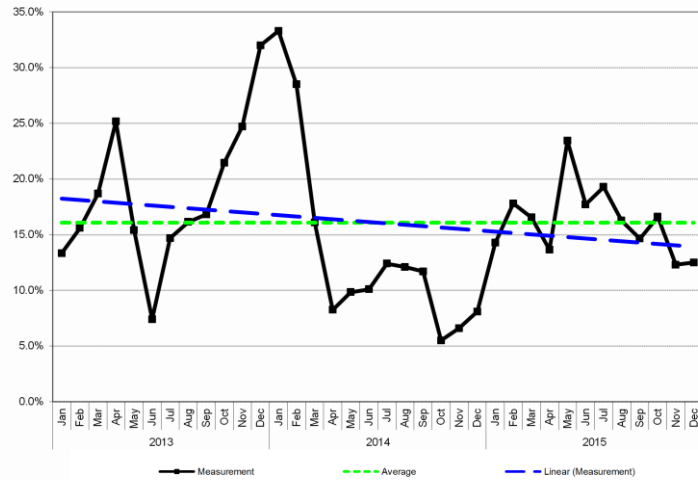


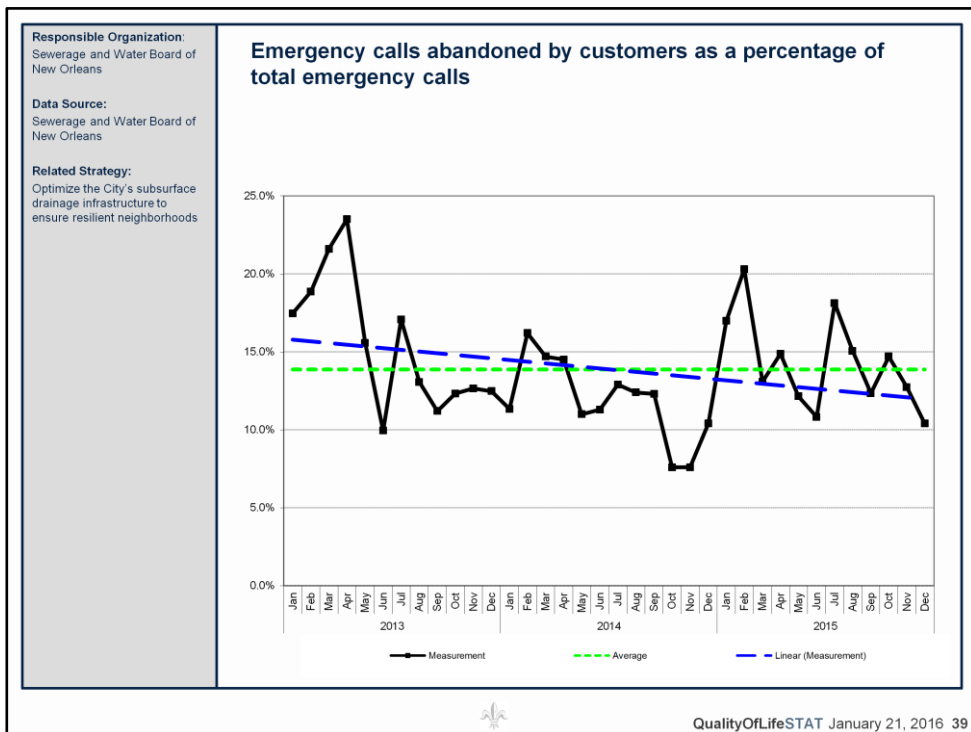
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### Calls abandoned by customers as a percentage of total





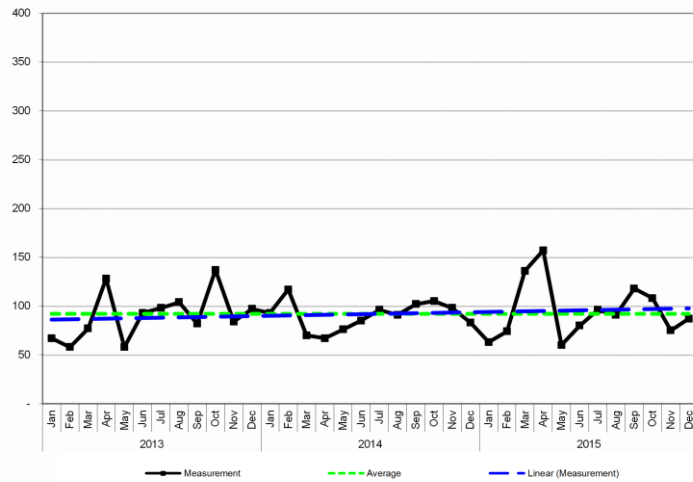
Going forward, emergency calls will be routed to separate customer center.

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## Total service requests about low water pressure



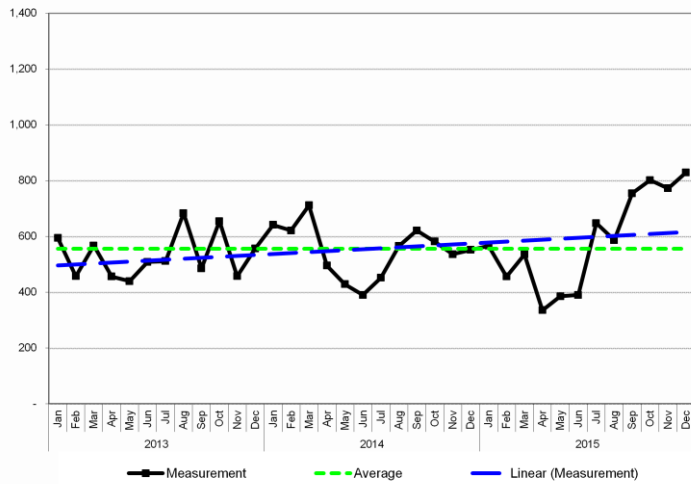


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**Data Source:**  
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### Total service requests for water system leaks

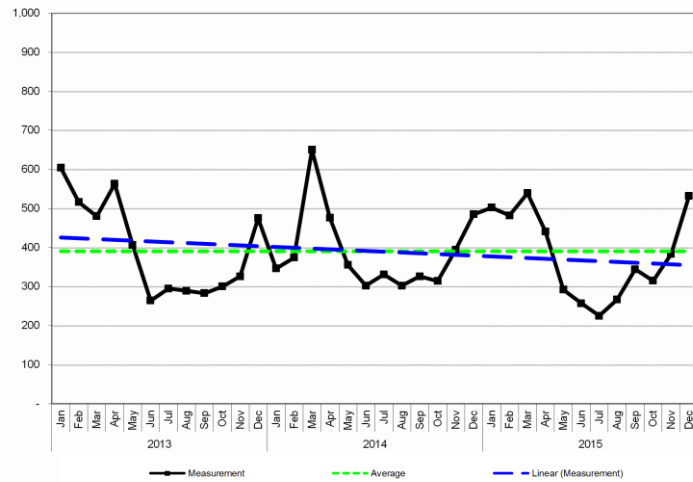


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Sewerage and Water Board of  
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**Data Source:**  
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**Related Strategy:**  
Optimize the City's subsurface  
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###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

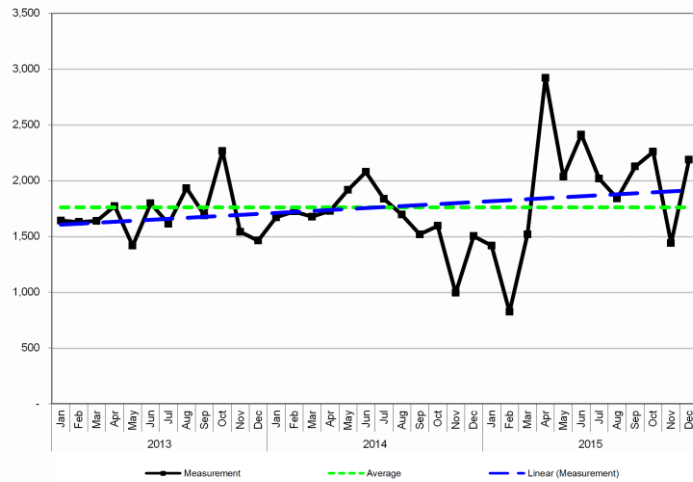


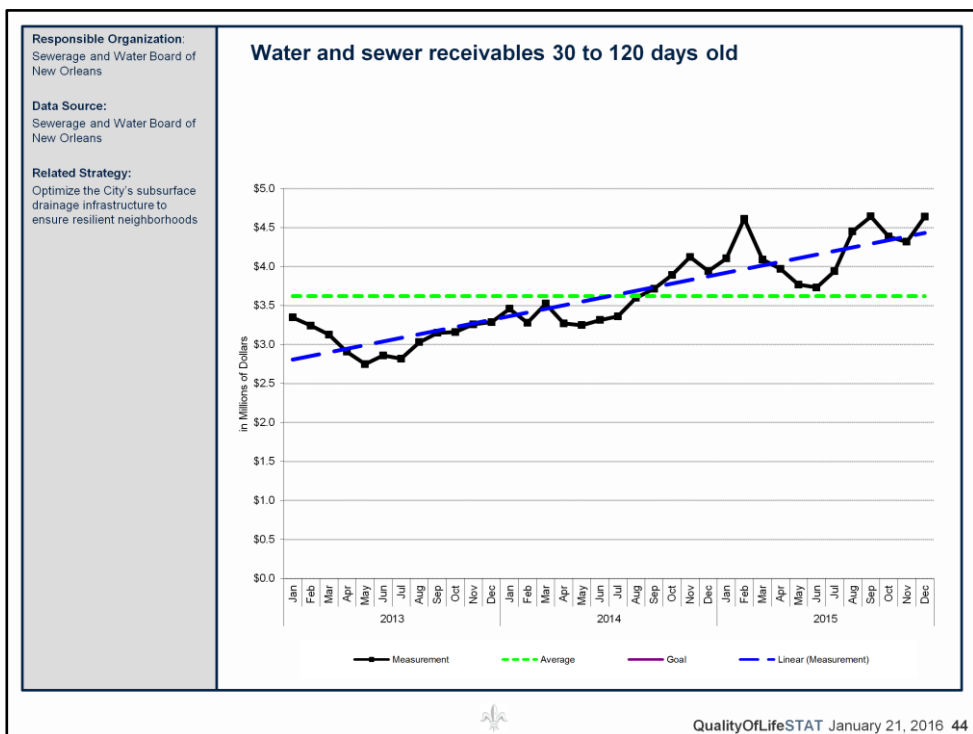
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Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
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**Related Strategy:**  
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ensure resilient neighborhoods

### Total accounts turned off for non-payment





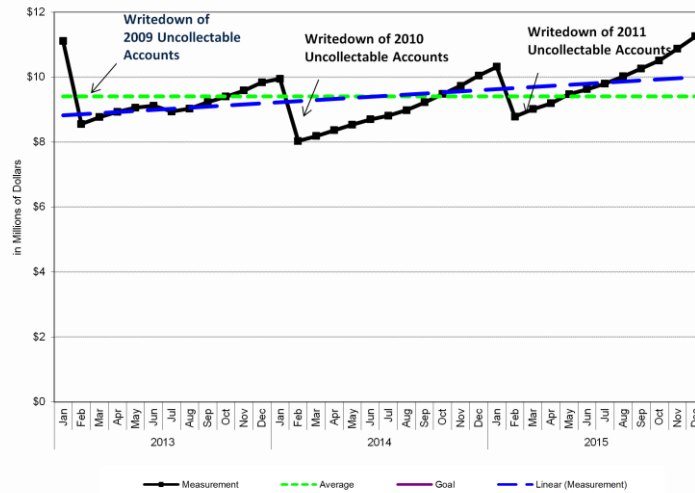
Increase in dollar value of receivables driven in part by increase in rates, and not solely by larger number of delinquent accounts.

**Responsible Organization:**  
Sewerage and Water Board of  
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**Data Source:**  
Sewerage and Water Board of  
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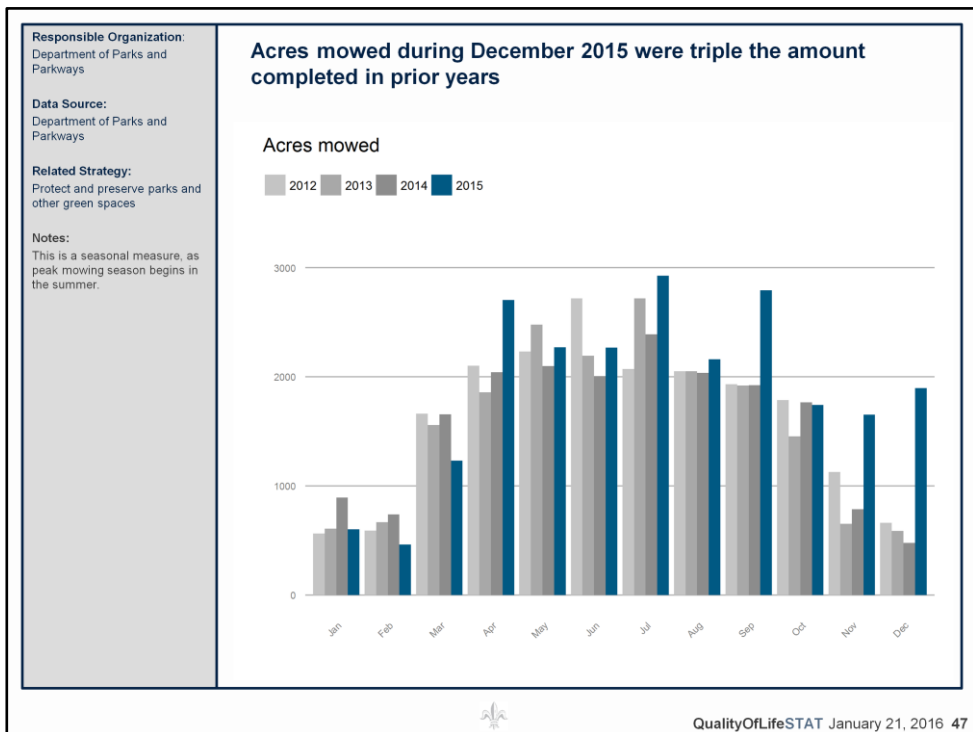
**Related Strategy:**  
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## Water and sewer receivables 120 days and older



# PARKS AND PARKWAYS





Use of contract mowing on medians has driven down cost per acre.

**Responsible Organization:**  
Department of Parks and  
Parkways

**Data Source:**  
Department of Parks and  
Parkways

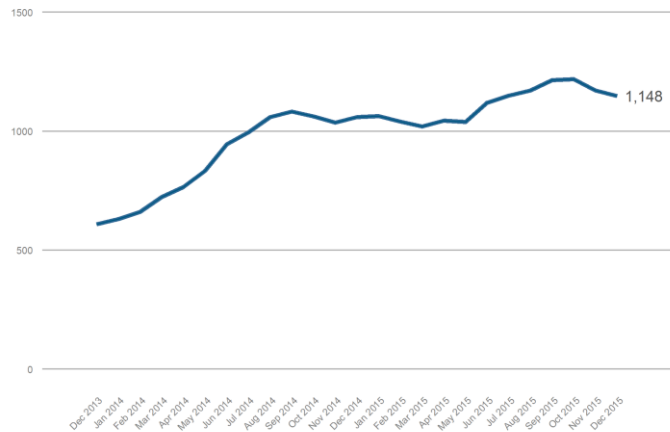
**Note:**  
Forestry work orders represent  
the actual work completed  
within a tree "work order."

Excludes stumps, which are  
done intermittently.

**Related Strategy:**  
Protect and preserve parks and  
other green spaces

## Parks and Parkway was able to push down the tree service request backlog for the second consecutive month

Tree Service service requests open at end of month





**Responsible Organization:**  
Department of Parks and  
Parkways

**Data Source:**  
Department of Parks and  
Parkways

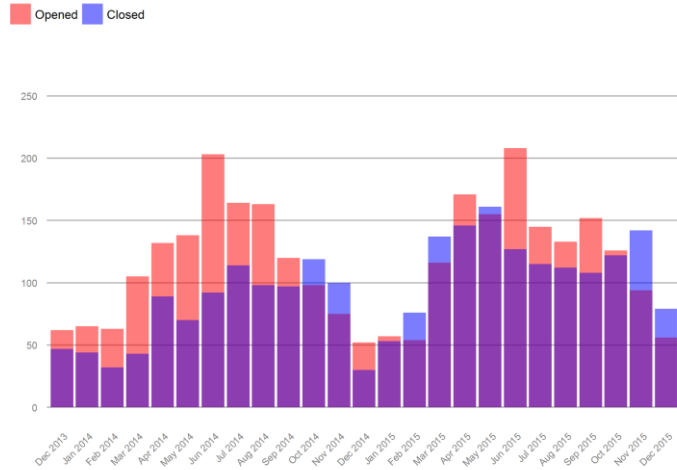
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Excludes stumps, which are  
done intermittently.

**Related Strategy:**  
Protect and preserve parks and  
other green spaces

## Tree service closures during November and December were ahead of new requests opened

Tree Service service requests net per month



**Responsible Organization:**  
Department of Parks and  
Parkways

**Data Source:**  
Department of Parks and  
Parkways

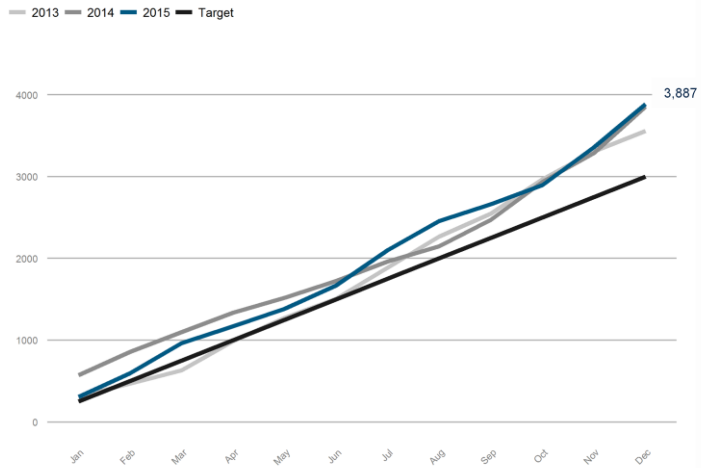
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done intermittently.

**Related Strategy:**  
Protect and preserve parks and  
other green spaces

## Cumulative tree trims and removals are just ahead of prior-year figures and eclipsed the 2015 target by 30 percent

Cumulative number of tree trims and removals



**Responsible Organization:**  
Department of Sanitation  
Department of Parks and  
Parkways

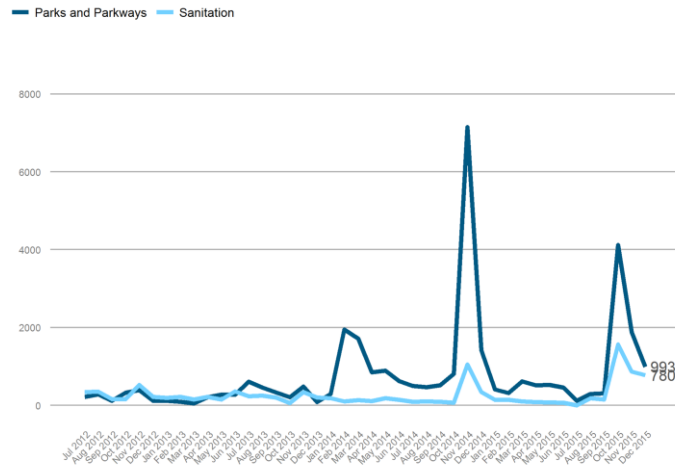
**Data Source:**  
Department of Sanitation  
Department of Parks and  
Parkways

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

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

## Sign removals returned to normal after spiking during election season

### Bandit signs removed



# Key Performance Indicators

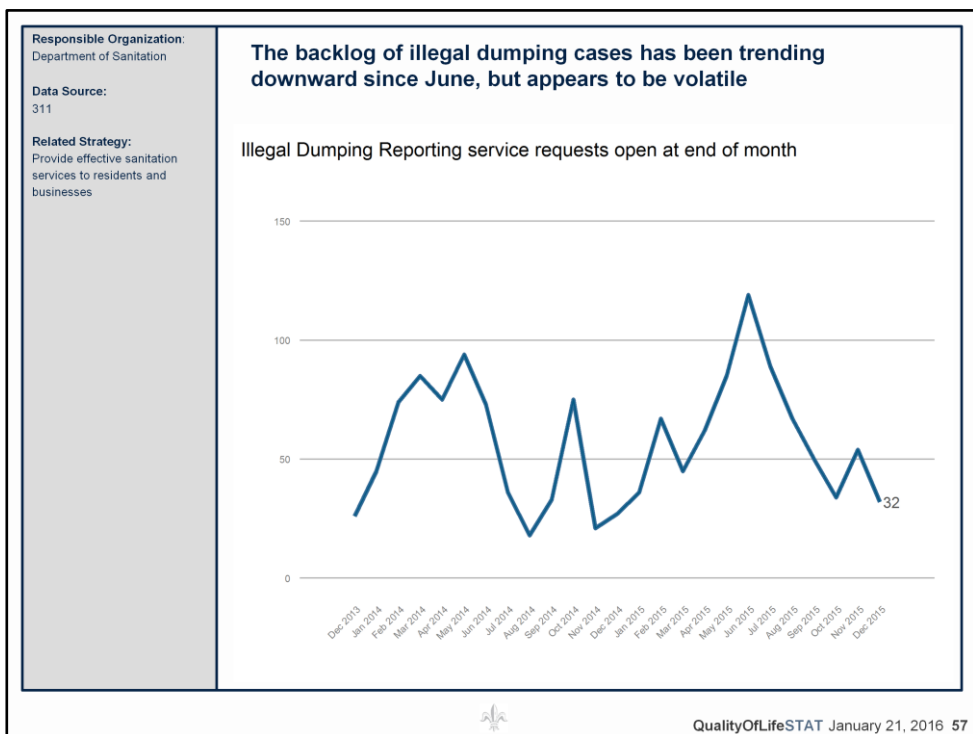
KPI	2014		2015		
	Actual	Status	Actual	YTD Target	Status
Number of acres mowed	18,801	▲	22,696	19,000	●
Number of tree trims and removals	NA		3,887	3,000	●



# SANITATION



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Department of Sanitation has benefited from increased staffing and equipment.

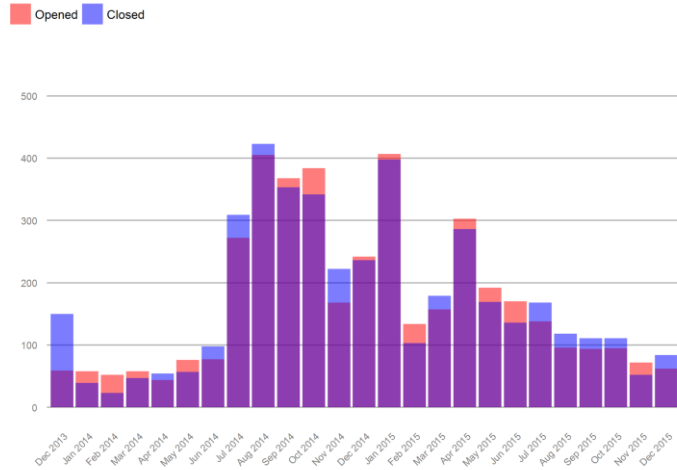
**Responsible Organization:**  
Department of Sanitation

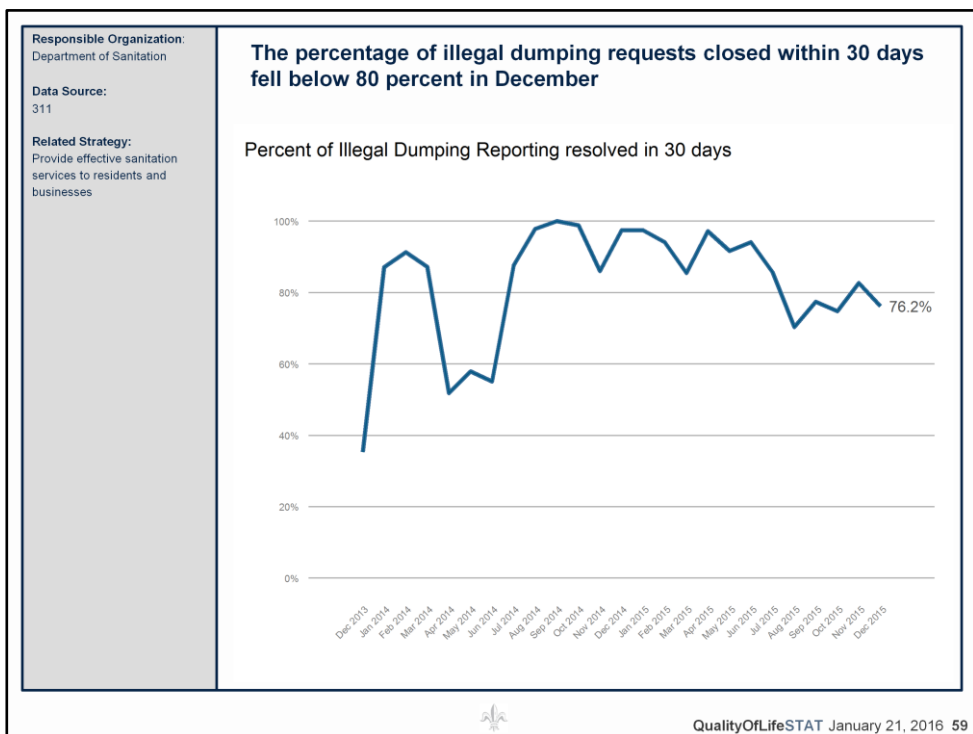
**Data Source:**  
311

**Related Strategy:**  
Provide effective sanitation  
services to residents and  
businesses

## More illegal dumping requests were resolved than initiated during five of the past six months

Illegal Dumping Reporting service requests net per month





Department is working to hire another administrator.



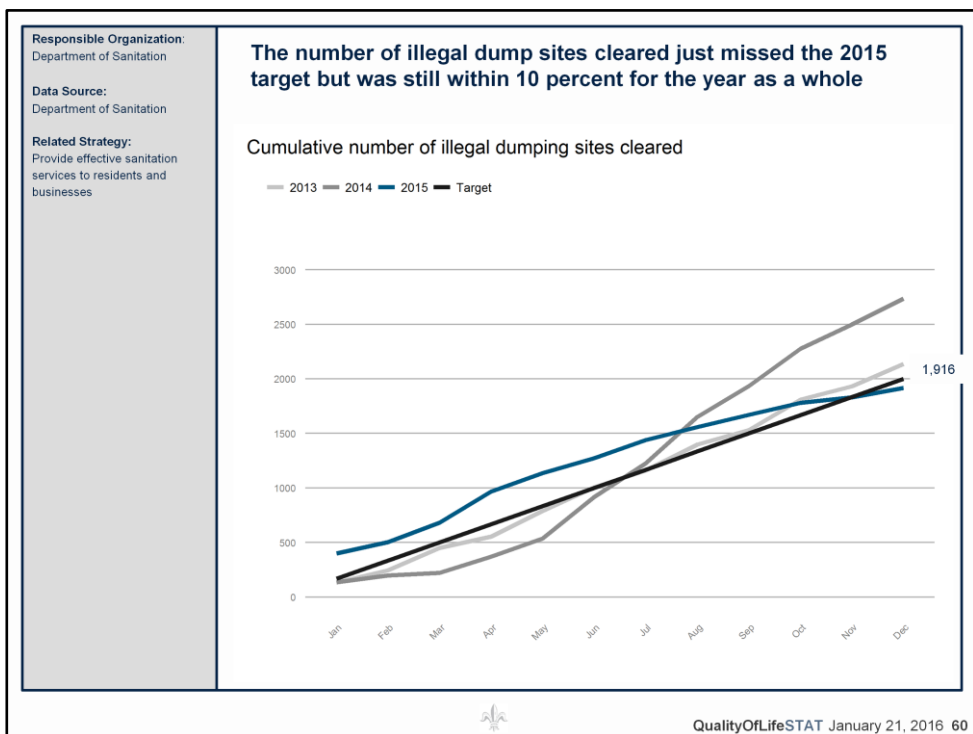
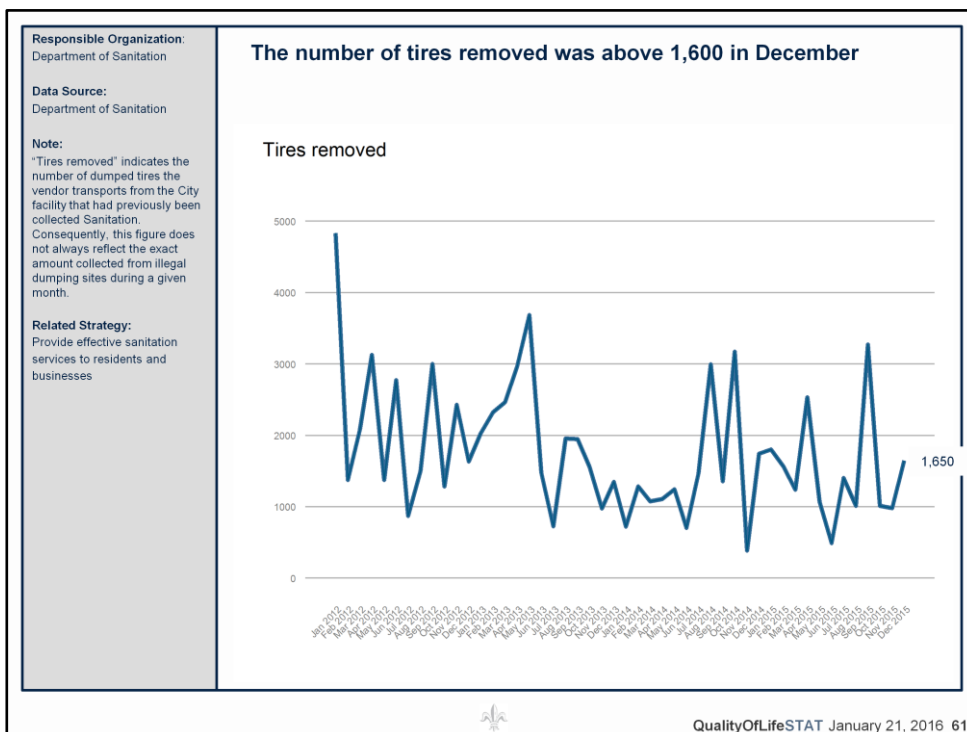


Figure should increase going forward as the Department has now staffed up to three sanitation rangers.



LDEQ has expressed interest in treating New Orleans as a test case for tire disposal practices.

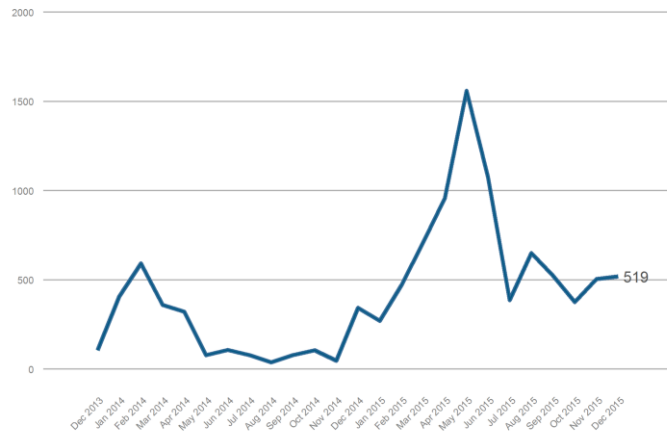
**Responsible Organization:**  
Department of Sanitation

**Data Source:**  
311

**Related Strategy:**  
Provide effective sanitation  
services to residents and  
businesses

## Open recycling requests were slightly higher, but the number of households registered increased as well

Residential Recycling Programs service requests open at end of month



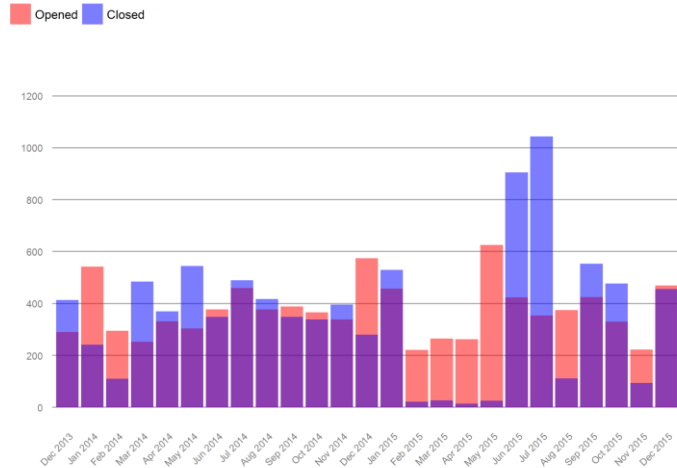
**Responsible Organization:**  
Department of Sanitation

**Data Source:**  
311

**Related Strategy:**  
Provide effective sanitation  
services to residents and  
businesses

## More recycling requests have been resolved than initiated during four of the past seven months

Residential Recycling Programs service requests net per month



**Responsible Organization:**  
Department of Sanitation  
vendors

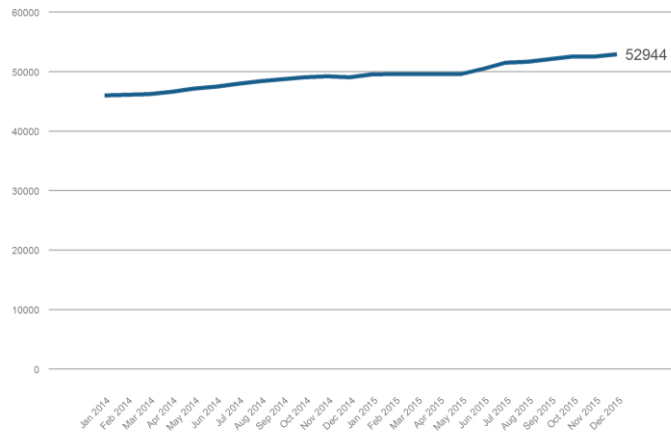
**Data Source:**  
Sanitation Department

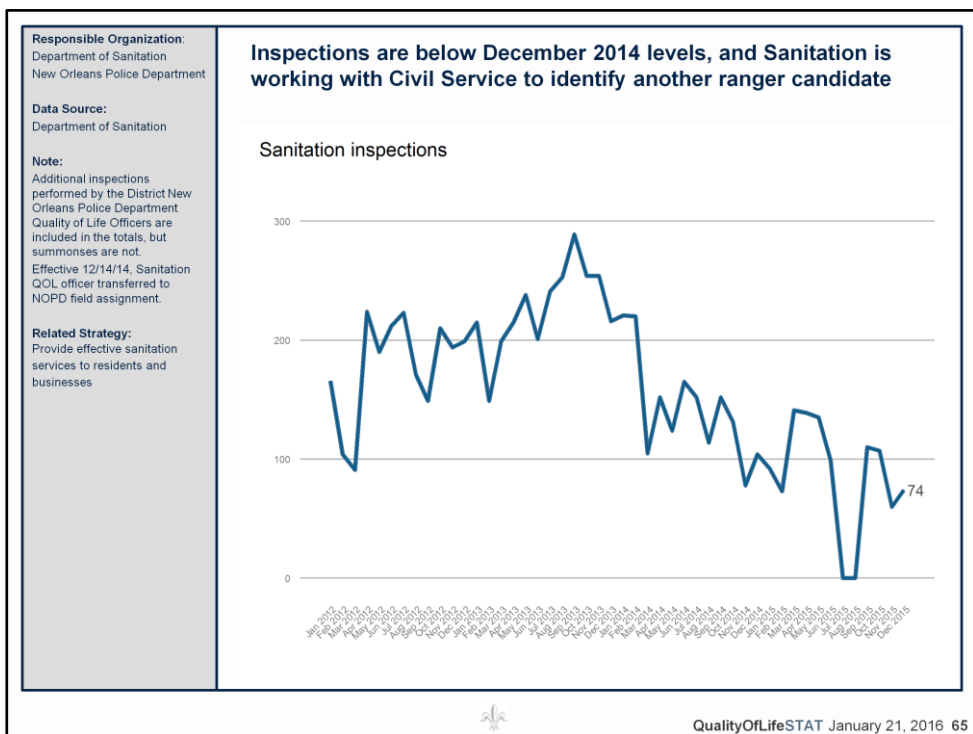
**Related Strategy:**  
Provide effective sanitation  
services to residents and  
businesses

**Definitions:**  
*Household:* Every household in  
New Orleans Parish receiving  
sanitation service. Current  
estimate is 134,891.  
*Households Registered for  
Recycling:* Every household  
that is not only registered for  
recycling, but has received a  
recycling cart.

## The number of houses registered for recycling has steadily trended upward

Houses registered for recycling





Figures do not reflect addition of two new Sanitation rangers – staff now up to three.

# Key Performance Indicators

KPI	2014		2015		
	Actual	Status	Actual	YTD Target	Status
Number of Illegal Dumping Sites Cleared	2,735	●	1,916	2,000	▲
Percent of 311 Illegal Dumping Service Requests Closed within 30 Days	91%	●	88.9%	80%	●
Percent of Households Registered for Recycling	37%	●	38.7%	40%	▲



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Department of Sanitation likely cleans up many more illegal dump sites that are not entered into 311 system.

**LAW**





**Responsible Organization:**  
Law Department

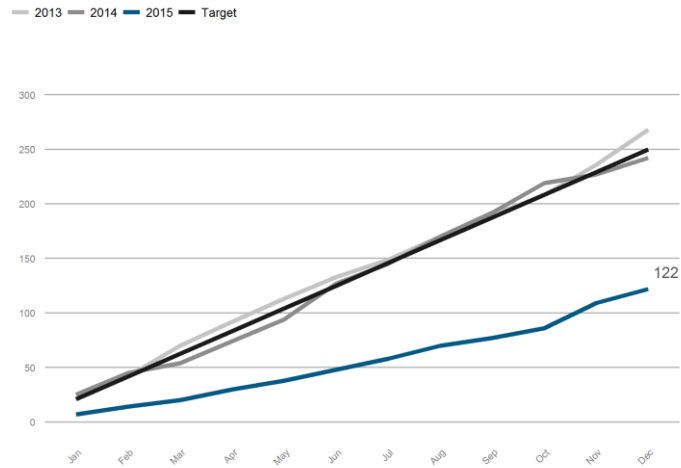
**Data Source:**  
Law Department

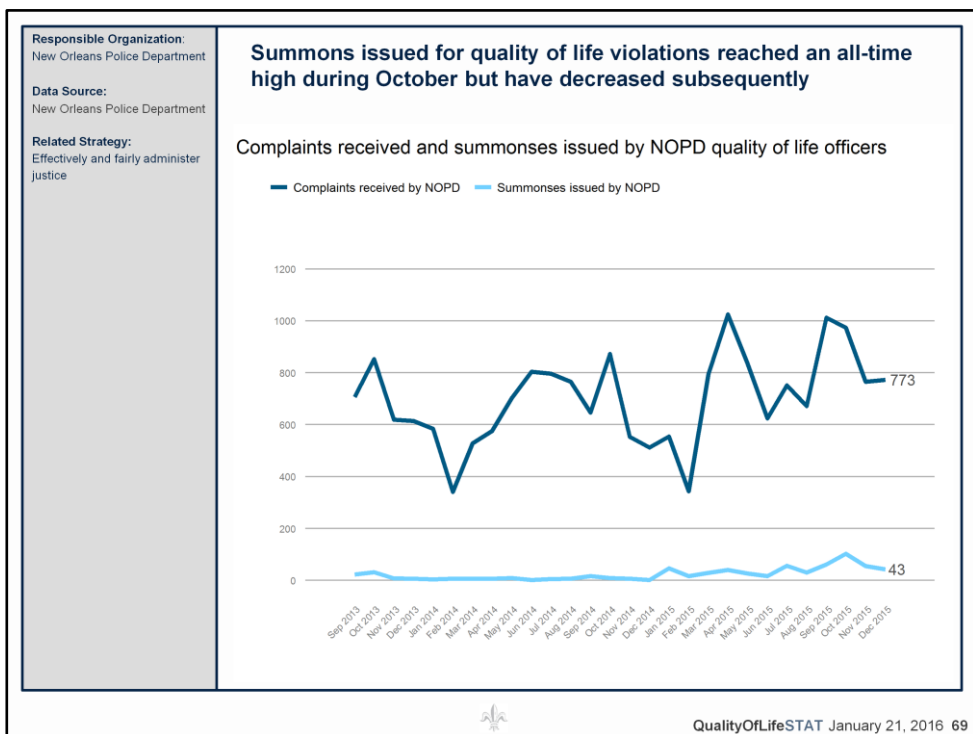
**Related Strategy:**  
Effectively and fairly administer justice

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

## ABO filings appear to be falling short of prior-year levels, but 13 new cases were brought in December

Cumulative number of ABO filings





Includes 170 vehicle complaints.

# Key Performance Indicators

KPI	2014		2015		
	Actual	Status	Actual	YTD Target	Status
Number of Tax and Public Nuisance Cases Filed before the ABO Board	242	▲	122	250	◆



# MOSQUITO AND TERMITE CONTROL



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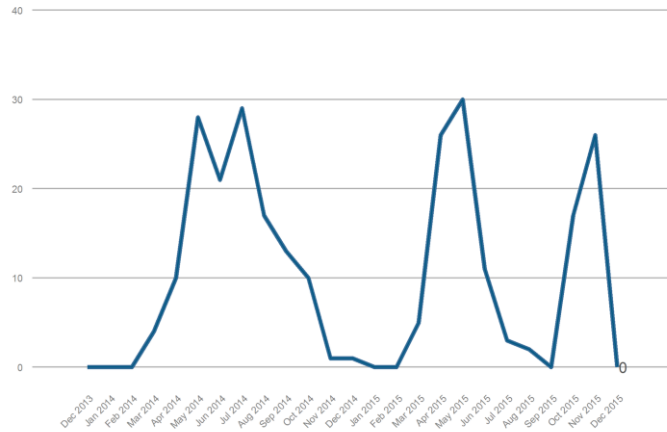
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
311

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

## The backlog of mosquito requests was pushed down to zero for the end of 2015

Mosquito Control service requests open at end of month



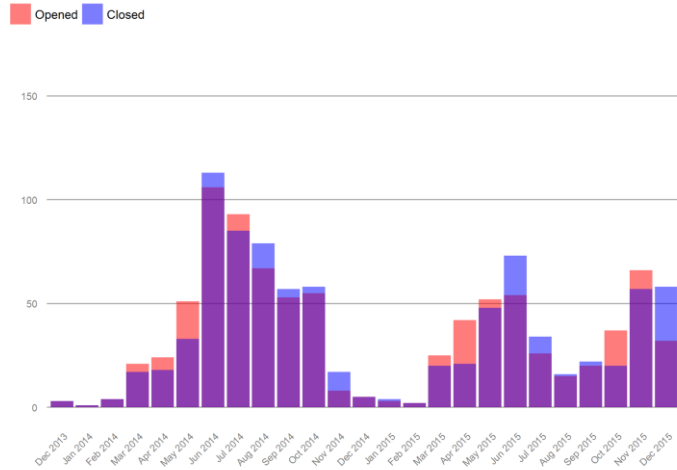
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
311

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

## MTRCB made a strong push in December to close out open service requests

Mosquito Control service requests net per month



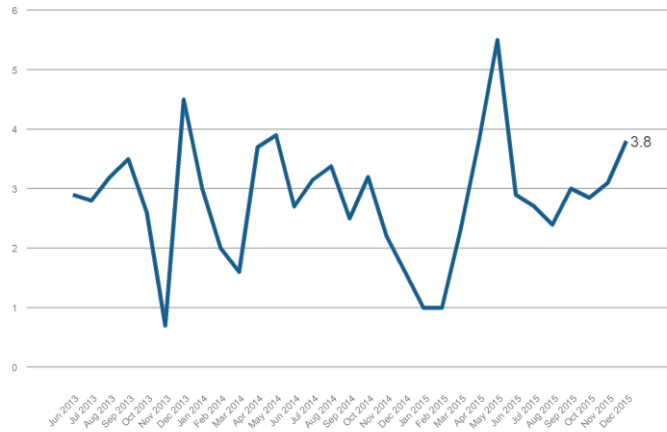
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
MTRCB

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

## The average time to close mosquito requests has fluctuated around three days

Average days to close mosquito request



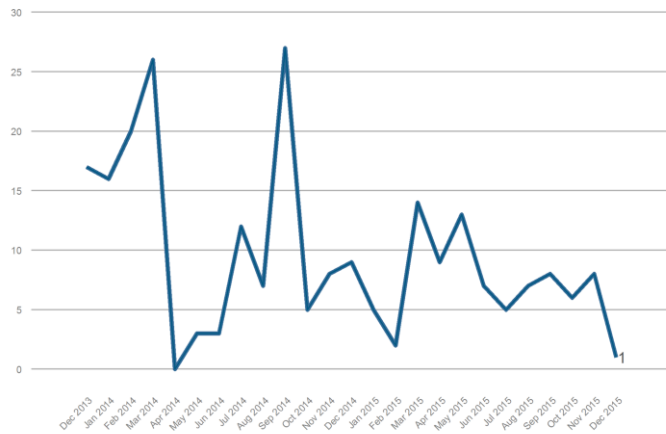
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
311

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

## The backlog of rodent service requests has been pushed down to near zero

Rodent Complaint service requests open at end of month





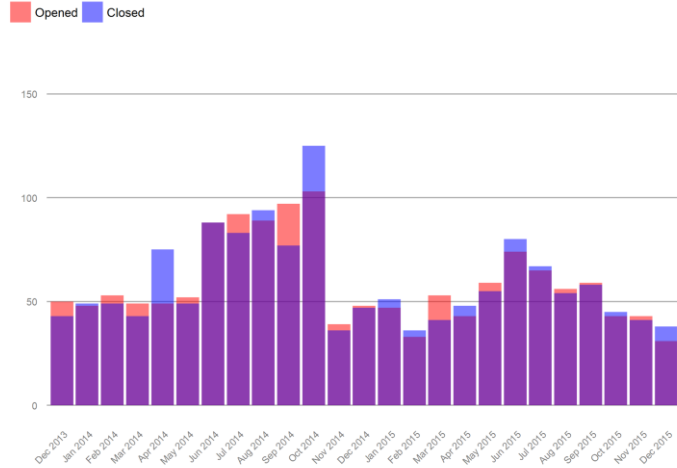
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
311

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

## Rodent service requests resolved are generally even with requests initiated

Rodent Complaint service requests net per month



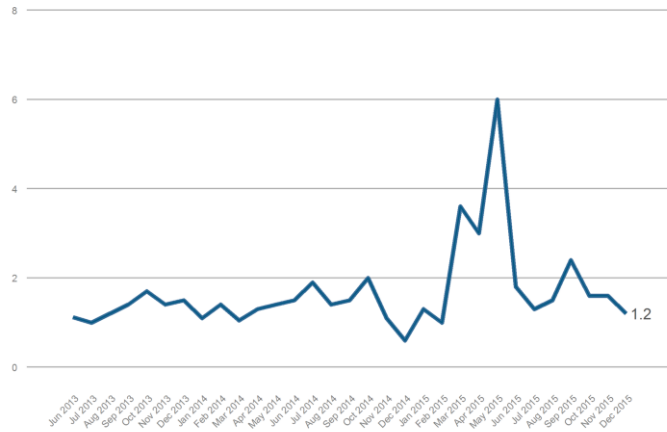
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
311

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

**Since October 2013, time to close rodent cases has generally been held under two days – only three months were above target**

Average days to close rodent request



# Key Performance Indicators

KPI	2014		2015		
	Actual	Status	Actual	YTD Target	Status
Average Business Days to Complete Mosquito Service Requests	3.0	●	2.9	3	●
Average Business Days to Complete Rodent Service Requests	1.5	●	2.2	3	●

