



CITY OF NEW ORLEANS

QualityofLifeSTAT

April 16, 2015
(Reporting Period: March 2014)

www.nola.gov/opa



QualityofLifeSTAT April 16, 2015

Agenda

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



Purpose and Scope

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

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

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

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



Action Items

Assigned	Responsible Parties	Action Item	Status
2/19/15	P. Sullivan; E. Seling	Continue to develop bid specifications to order equipment necessary for Parks & Parkways, Sanitation, and Public Works to meet their targets.	YTD, 16 orders for Sanitation, DPW, and Parks & Parkways have been placed.
2/19/15	M. Jernigan; P. Sullivan	Hire needed staff and order the vehicles necessary to achieve 2015 targets.	DPW is making their needed hires. 9 maintenance vehicles have been ordered, with more bid specifications under way. Pothole killer expected to be operational by the summer.
2/19/15	M. Jernigan; K. Davis	Disaggregate more serious roadwork repairs where needed from the 311 pothole/roadway surface repair requests.	
2/19/15	K. Davis; L. Gardere; D. Galloway	Incorporate the City's street repair plans into the 311 knowledgebase to aid in prioritizing those not scheduled for repair.	311 added www.roadwork.nola.gov to its knowledge base and Quick Info guide for call reps.
3/19/15	O. Wise; V. Spencer; D. Knaggs; M. Jernigan	Conduct analytics on which intersections are the most prone to accidents to determine if work is needed to improve the safety of those intersections.	
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	Sanitation sent a draft to Communications and is currently awaiting their approval to publish. Sent follow-ups to Communications on 11/4/14 and 1/13/15.
3/14/2014	D. Macnamara	Research feasibility of utilizing cameras and electronic processing of citations	Once Sanitation Rangers are allowed to issue citations, (per the action item below), Law can move forward with this.
7/1/2014	E. Williams, C. Sylvain-Lear; M. Torri	Draft procedures for review and approval to allow tickets to be issued and administrative hearings conducted for Quality of Life violations.	House Bill 940 was approved. Sanitation is working with the Law Department to develop an implementation plan.
3/20/2014	C. Sylvain-Lear; L. Gardere; D. MacNamara	Place cameras in spots with frequent illegal dumping	Sanitation partnered with the Mosquito, Termite, & Rodent Control Board to place cameras at two illegal dumping hot spots. They have identified additional illegal dumping hot spots to install more cameras.



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311 Dashboard

DPW closure rate largely negative, mosquito and taxi timeliness below targets.

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%)	88%	89%	80%	52%	75%	38%	51%	76%	9%	83%
Request Closure Rate (Closed Cases >= New Cases Yes/No)	Y	N	N	N	Y	N	Y	Y	Y	Y
Backlog to Closed Requests Ratio (<5, 5-7, >=8)	0.0	37.9	1.0	30.1	0.1	0.6	5.2	0.7	0.4	0.0
Notes	Note: Closures reflect Lagan, not LAMA.				Currently establishing new queues for SR's, prepping for Smoke-Free ordinance	New cases created faster than to close	Well above avg time to close grass, park maint & tree emergencies	Vendor has worked through backlog, recycling backlog is next	Result of working through backlog of L/F cases	

Department Adoption Rate										
Adoption Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	Sanitation	Taxi	EMS
Current Month	83.00%	82.00%	100.00%	100.00%	100.00%	100.00%	100.00%	83.00%	100.00%	100.00%
90d Average	78.00%	88.00%	100.00%	99.00%	100.00%	100.00%	100.00%	94.00%	94.00%	100.00%
DAR Avg To-Date	83.00%	89.00%	97.00%	99.00%	92.00%	99.00%	99.00%	99.00%	92.00%	100.00%

Trend Data										
Timeliness to Close 4mo earlier	92%	92%	83%	29%	88%	53%	46%	89%	4%	63%
Timeliness to Close 3mo earlier	99%	91%	85%	43%	64%	73%	68%	83%	14%	N/A
Timeliness to Close 2mo earlier	95%	67%	79%	24%	71%	52%	55%	88%	57%	100%
Timeliness to Close 1mo earlier	95%	96%	87%	29%	96%	68%	63%	73%	10%	N/A
Timeliness to Close current mo	88%	89%	80%	52%	75%	38%	51%	76%	9%	83%
Closure Rate 4mo earlier	1	-1	1	1	1	1	1	1	1	1
Closure Rate 3mo earlier	1	-1	1	1	1	1	1	1	1	1
Closure Rate 2mo earlier	1	-1	1	1	1	1	1	1	1	1
Closure Rate 1mo earlier	1	-1	1	1	1	1	1	1	1	1
Closure Rate current mo	1	-1	-1	-1	1	-1	1	1	1	1
Backlog to Closed 4mo earlier	0.0	149.4	0.5	16.2	0.0	0.5	7.7	0.3	1	0.0
Backlog to Closed 3mo earlier	0.0	41.1	0.6	12.3	0.3	0.7	16.3	0.5	4.7	N/A
Backlog to Closed 2mo earlier	0.0	47.1	0.5	3.4	0.0	0.2	14.6	0.4	11.5	0.3
Backlog to Closed 1mo earlier	0.1	71.6	0.9	5.4	0.4	0.3	11.3	1.2	0.8	0.5
Backlog to Closed current mo	0.0	37.9	1.0	30.1	0.1	0.6	5.2	0.7	0.4	0.0



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For taxi is working through their backlog. For sanitation the contractors worked through the backlog. For health, they are prepping for the smoke free ordinance.

Almost 75% of all EMD orders placed or ready to be bid, and many departments are close to having all orders placed including NORDC and NOPD.

	1/15/2015	2/10/2015	2/23/2015	3/2/2015	3/11/2015	3/16/2015	3/17/2015	3/19/2015	3/24/2015	4/6/2015
Orders Placed	13	14	15	32	32	36	40	43	43	54
Orders Remaining	57	56	55	38	38	34	31	31	31	19
% Complete	18.57%	20.00%	21.43%	45.71%	45.71%	51.43%	56.34%	58.11%	58.11%	74%

	Ordered	Total	% Ordered
Capital Projects	1	1	100%
Coroner	2	2	100%
District Attorney	3	3	100%
EMS	2	3	67%
Fire	2	3	67%
Health	2	2	100%
MTCB	1	1	100%
NOPD	7	8	88%
NORDC	6	6	100%
PPW	4	10	40%
Property Management	4	7	57%
Public Works	8	12	67%
Sanitation	10	13	77%
YSC	2	2	100%
Total	54	73	74%



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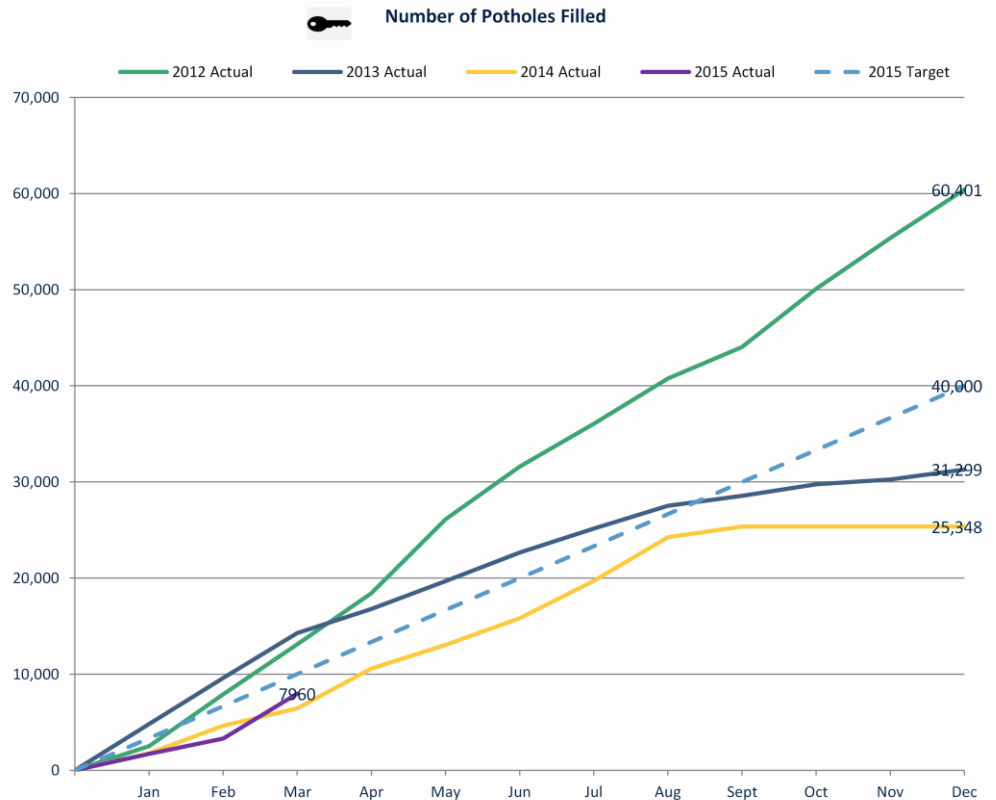
Moved from 50% of order letters completed to 75%. They are moving toward more complex orders.

Responsible Organization:
Department of Public Works
(DPW)

Data Source:
DPW Maintenance Reports

Related Strategy:
Maintain and improve road
surface infrastructure

DPW approaching target for cumulative potholes filled, but below YTD target. Slightly above Q1 2014.



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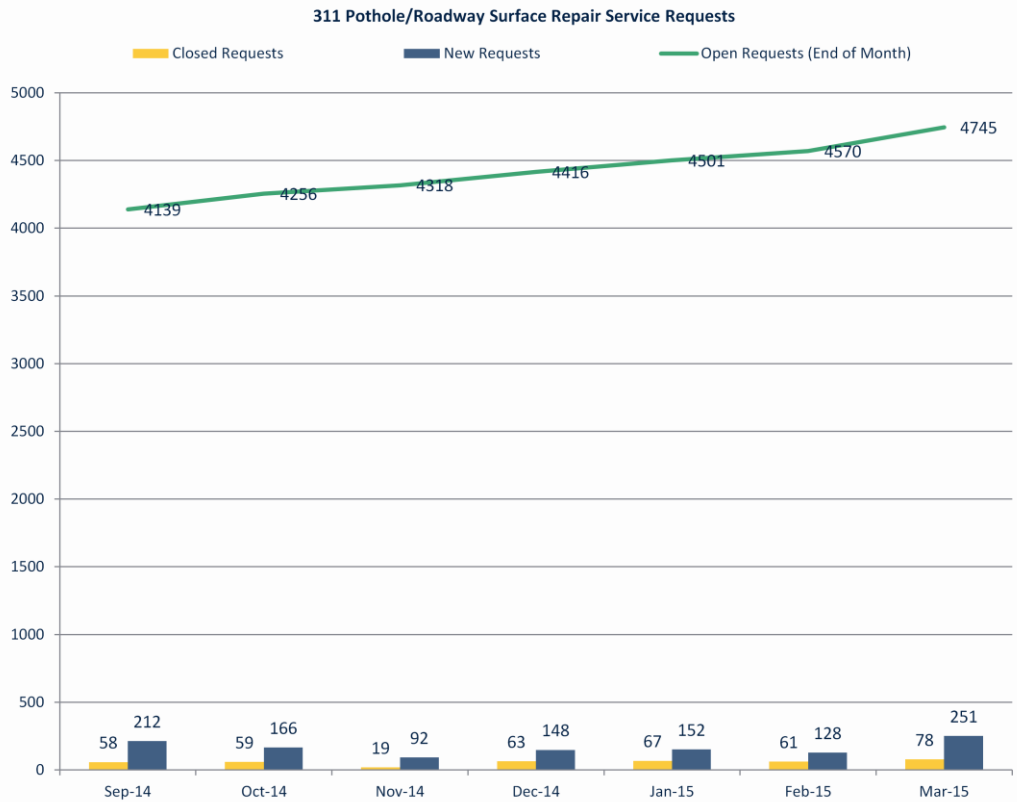
A little behind yearly target due to all of the rain. Staffed up for 2.5 pot hole repair crews, but they are down a truck so they can only two crews.

Responsible Organization:
Department of Public Works
(DPW)

Data Source:
DPW Maintenance Reports

Related Strategy:
Maintain and improve road
surface infrastructure

Pothole service requests increased considerably between February and March.



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 DPW maintenance 311 backlogs increased except for manhole cover maintenance requests.

Service Request (SR)	Open SRs (3/1)	New SRs	Closed SRs	Open SRs (3/31)	Δ from Prior Period	Avg. Age of Open SR	Avg. Days to Close
Manhole Cover Maintenance	218	8	9	217	-1	641	181
Road Shoulder Repair	333	13	4	342	9	641	4
Sidewalk Repair	890	29	18	901	11	695	53
Subsidence	536	59	18	577	41	321	45



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Action item: ITI to work with DPW to close out pothole service requests that have been addressed due to street repair.

311 will tell folks with pothole requests if the road will be getting repaired in the next 6 months.

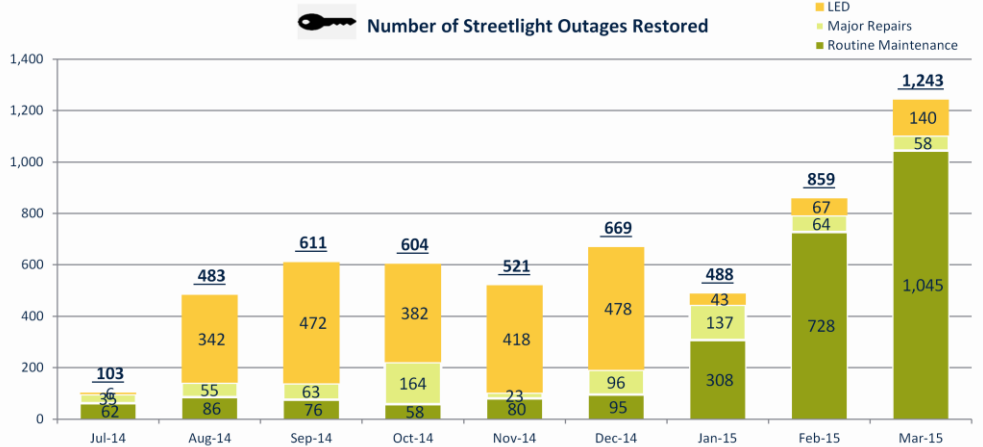
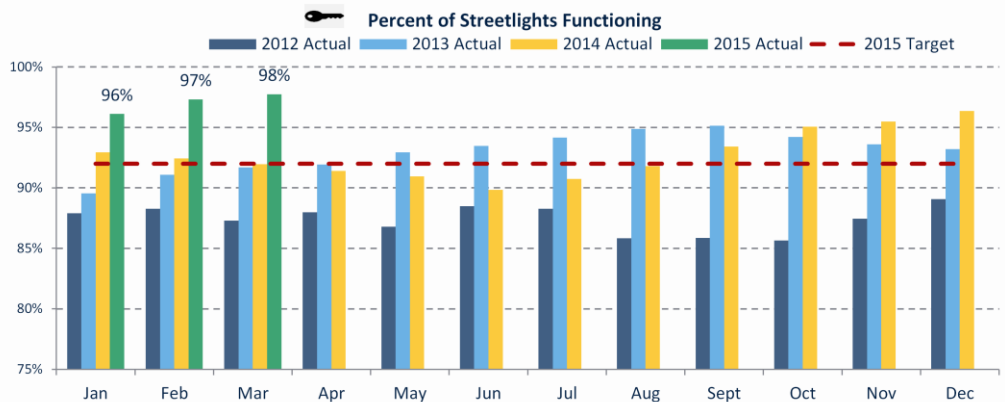
Responsible Organization:
Department of Public Works

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.

DPW restored significant number of streetlight outages in March.



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98% of street lights are working. The remaining 2% involve street lights that have been knocked down, longer term issues that require Entergy's help, etc.

Action item: DPW will make this information available to the City Council and Entergy.

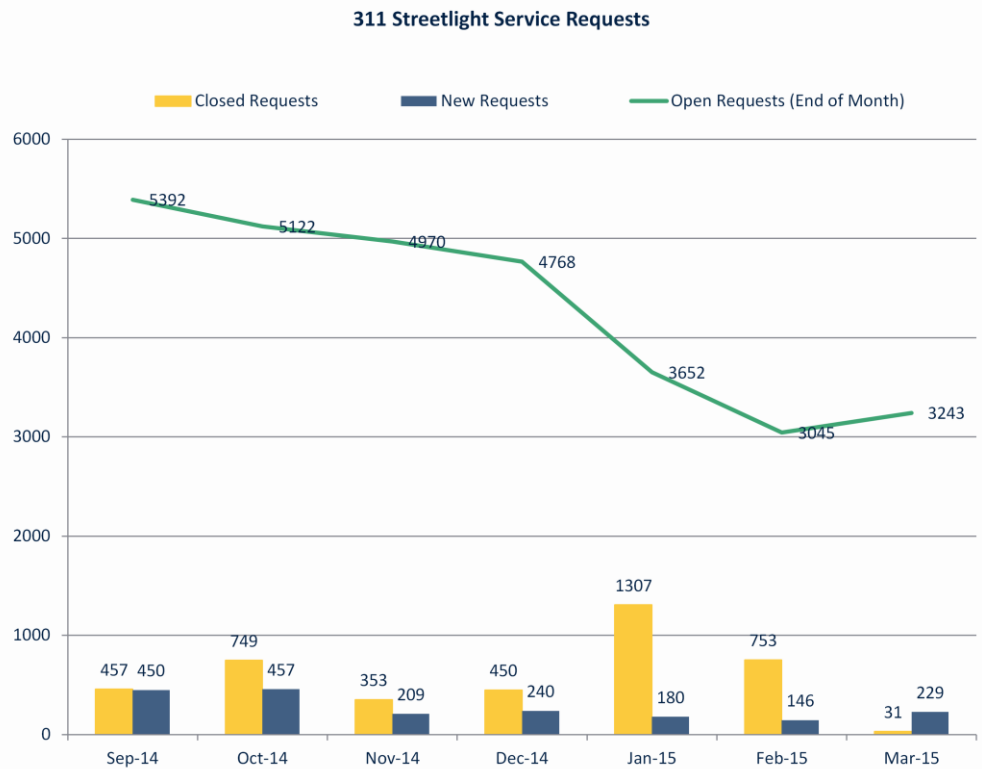
Responsible Organization:
Department of Public Works

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.

The backlog of 311 streetlight requests increased in March for the first time in several months.



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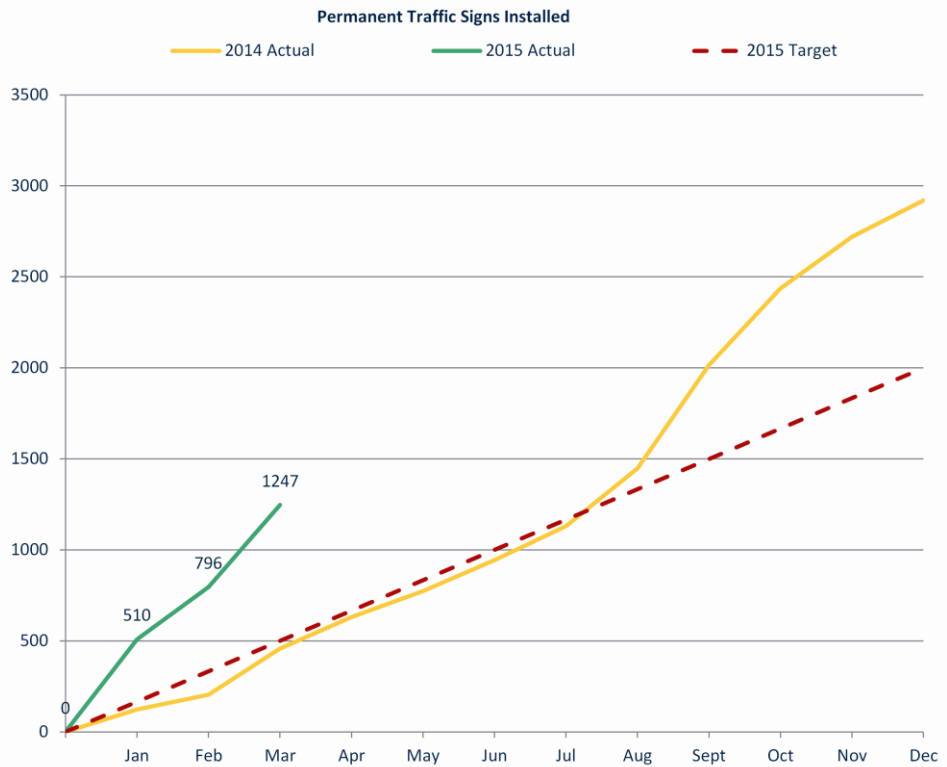
Responsible Organization:
Department of Public Works

Data Source:
311
DPW Maintenance Reports

Related Strategy:
Maintain and improve road
surface infrastructure

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

Rate of permanent traffic sign installation increased in March. DPW well above YTD target.



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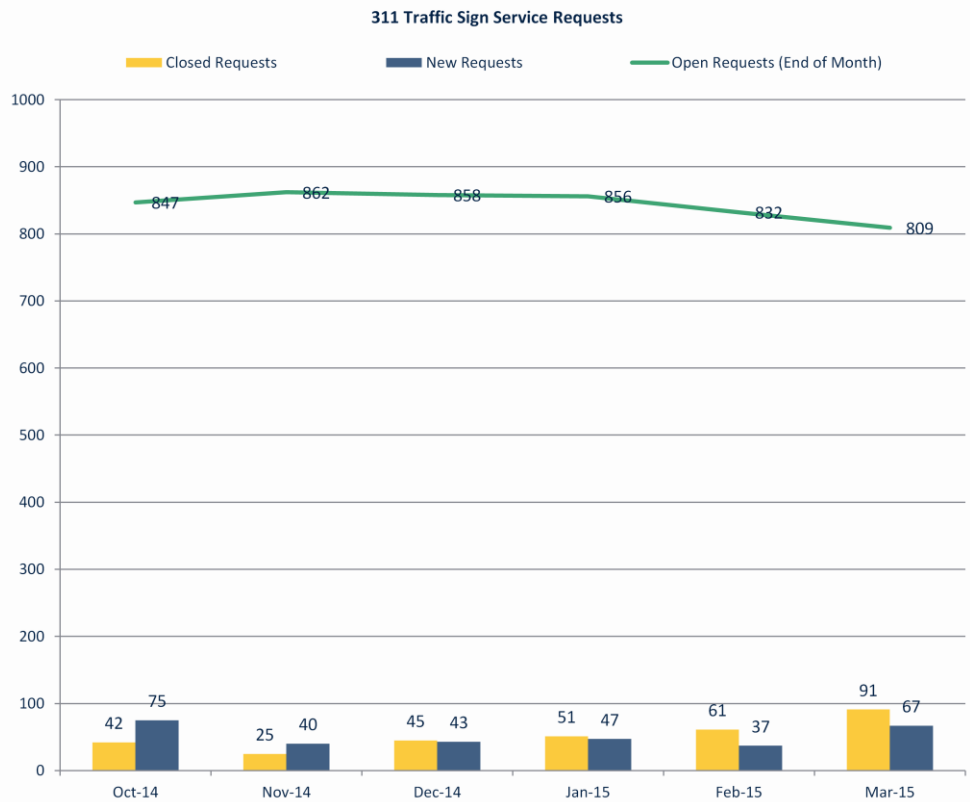
Responsible Organization:
Department of Public Works

Data Source:
311
DPW Maintenance Reports

Related Strategy:
Maintain and improve road
surface infrastructure

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

Backlog of 311 traffic sign requests decreased slightly between February and March.



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DPW was able to hire a new traffic engineer, so reduction in backlog is expected to continue.

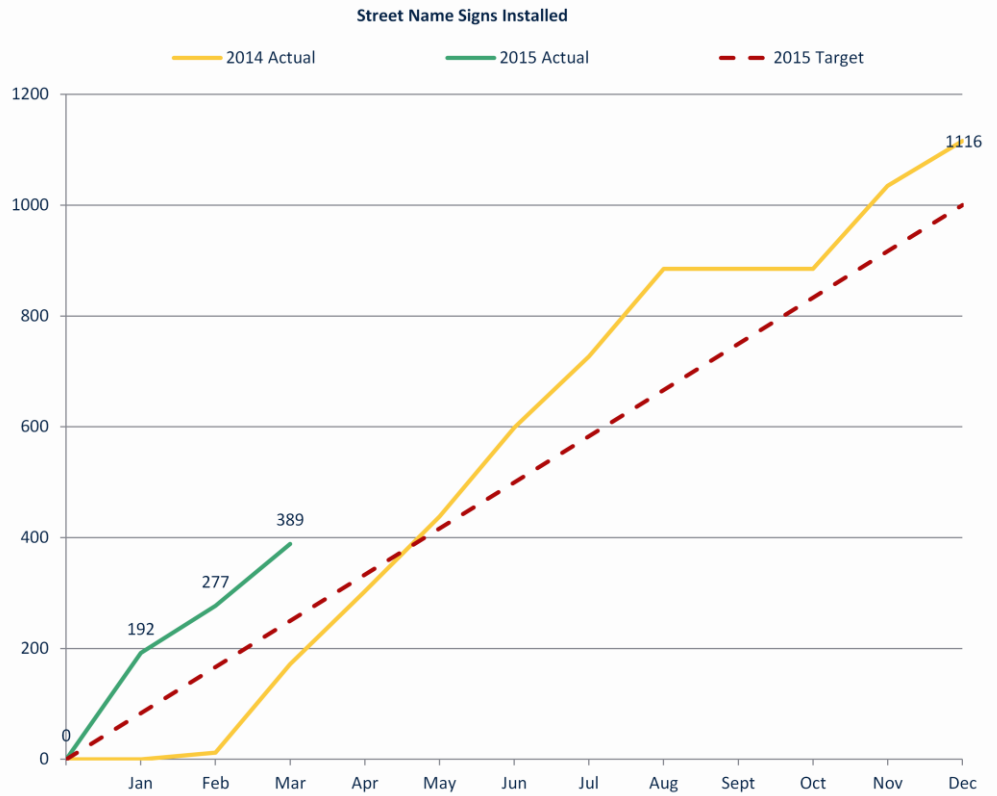
Responsible Organization:
Department of Public Works

Data Source:
311
DPW Maintenance Reports

Related Strategy:
Maintain and improve road surface infrastructure

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

DPW exceeding its 2015 target for street name sign installation.



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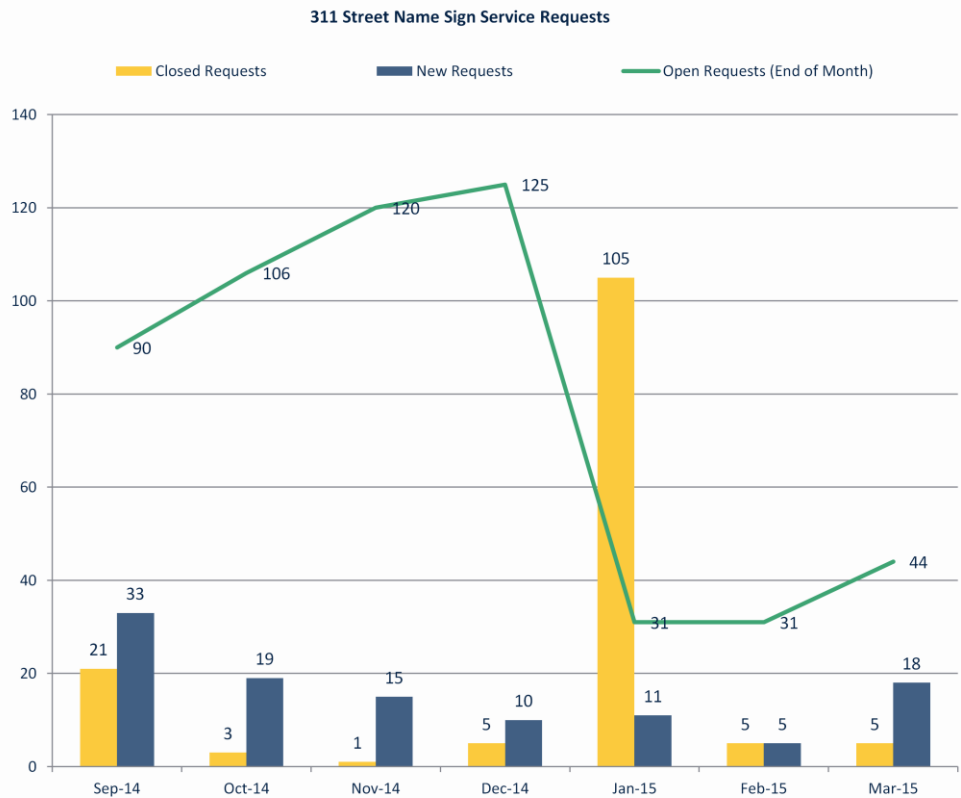
Responsible Organization:
Department of Public Works

Data Source:
311
DPW Maintenance Reports

Related Strategy:
Maintain and improve road surface infrastructure

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

Open street name sign requests ticked up in March.



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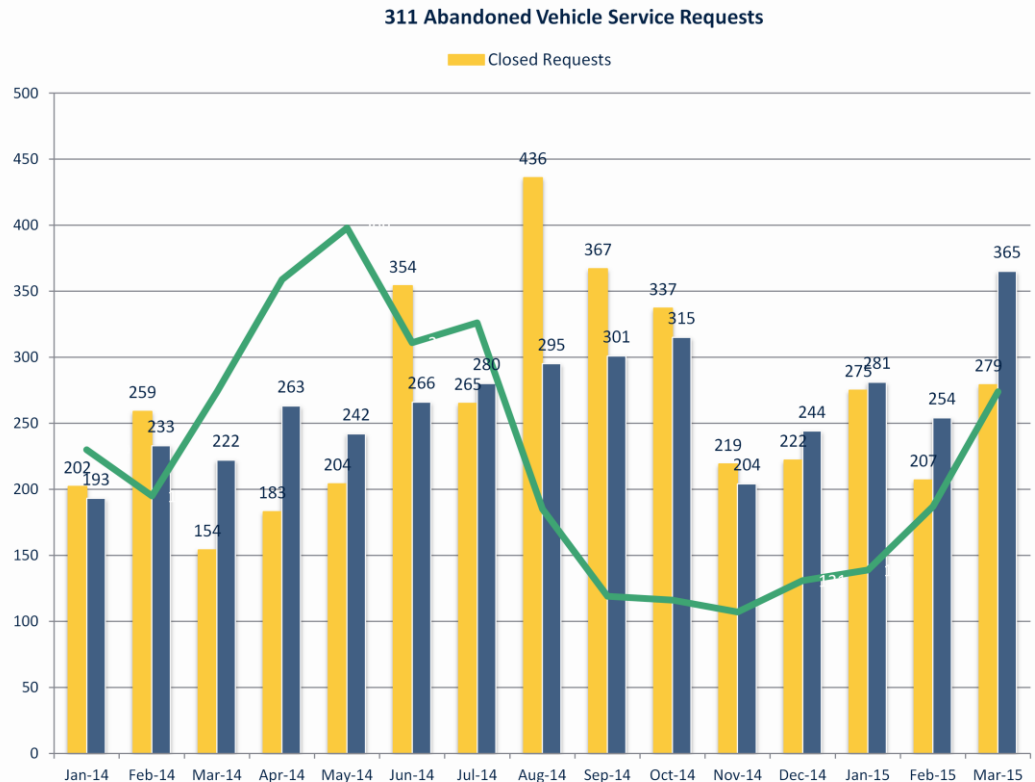
Current backlog includes street name tiles and traffic mast arm signs which need to be special ordered.

Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality
Neighborhoods

Open abandoned vehicle requests continued to increase throughout March.



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Record breaking month for open requests. Re-advertising for junk car removal contractor since they received no bids the first time. A tow truck and more staff are needed to get closed requests number back up.

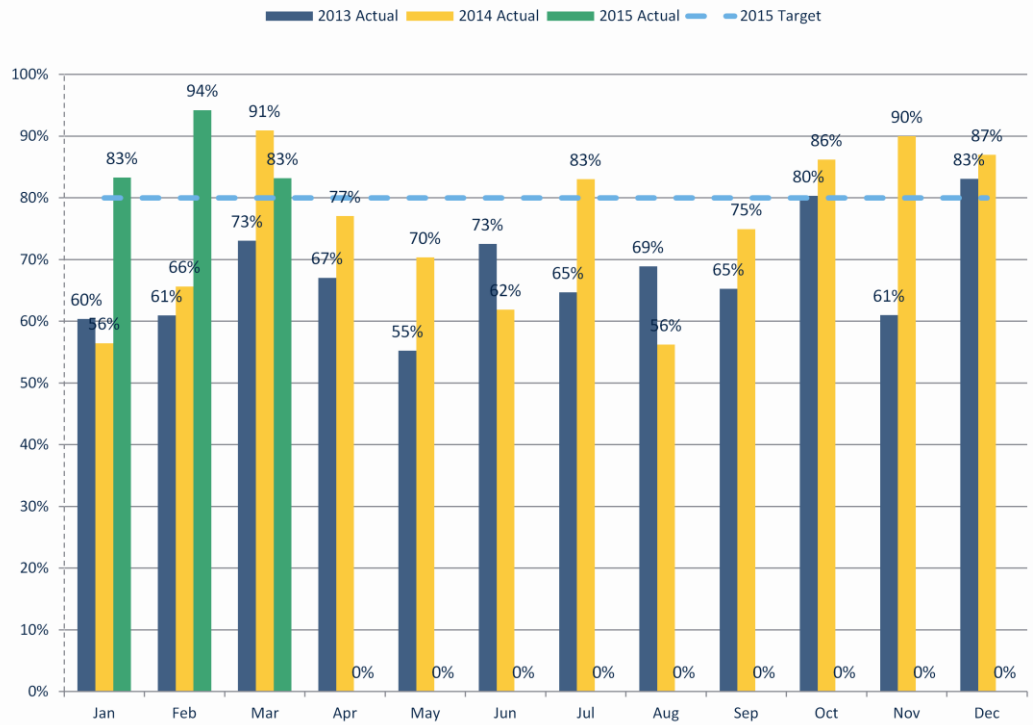
Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality
Neighborhoods

DPW met target for percentage of abandoned vehicle service requests closed within 30 days in March.

 Percent of 311 Abandoned Vehicle Service Requests Closed Within 30 Days



Responsible Organization:
Department of Public Works
(DPW)

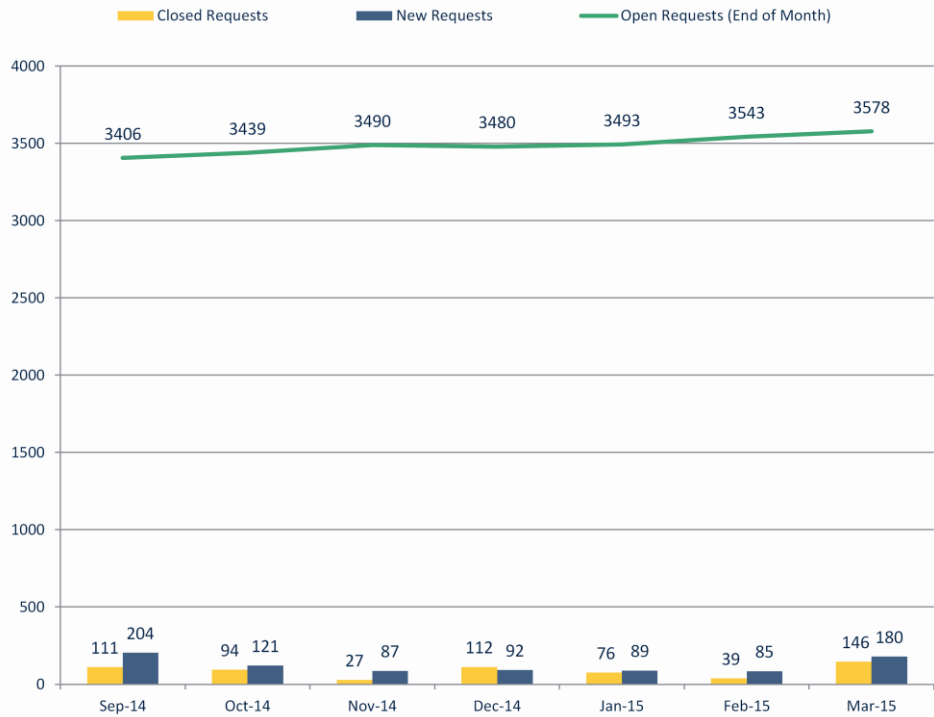
Data Source:
311
DPW Maintenance Reports

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

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

DPW closed out a higher than average number of street flooding requests in March, but a higher than average number were opened, too.

311 Street Flooding/Drainage Service Requests



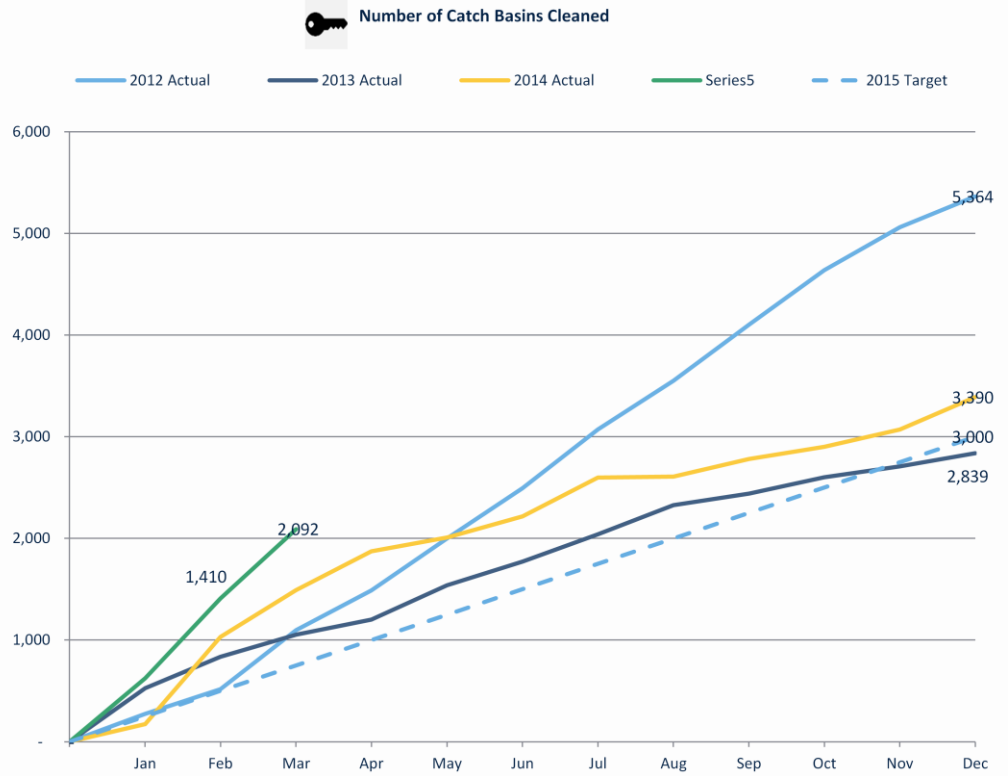
Responsible Organization:
Department of Public Works
(DPW)

Data Source:
311
DPW Maintenance Reports

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

















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

Catch basin repairs exceeded target in Q1 of 2015.



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Key Performance Indicators – Public Works

KPI	2014		2015		Status
	Actual	Target Met?	YTD Actual	Target	
Number of Potholes Filled	25,348		7,960	40,000	
Percent of Streetlights Functioning	96%		98%	> 92%	
Number of Streetlight Outages Restored	3,018		2,590	5,000	
Percent of 311 Streetlight Service Requests Closed within 90 Days	27%	N/A	7%	75%	
Number of Permanent Traffic Signs Installed	2,921		1,247	2,000	
Number of Street Name Signs Installed	1,116		389	1,000	
Percent of 311 Abandoned Vehicle Requests Closed within 30 Days	73%		83%	80%	
Number of Catch Basins Cleaned	3,390		380	3,000	
Percent of Catch Basins Cleaned	5%	N/A	1.1%	4.4%	



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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

Sewerage and Water Board of New Orleans Customer Service Report Indicators of Metric Results March 2015

Operations Support	Goal	Goal Met	Within Control Limits	Trend
Billing Accuracy / Reasonable				
	Meters Read	Green	Green	Green
	Estimated Bills	Yellow	Green	Green
	High Bill Complaints	Red	Green	Red
	Adjusted Bills	Red	Green	Red
Problem Resolution				
	Customer Contacts	Red	Red	Red
	Call Wait Time	Green	Green	Green
	Abandoned Calls	Red	Green	Green
	Emergency Abandoned Calls	Red	Green	Green
	Low Water Pressure	Yellow	Green	Yellow
	Water System Leaks	Yellow	Green	Green
	Sewer System Leaks	Yellow	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



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Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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

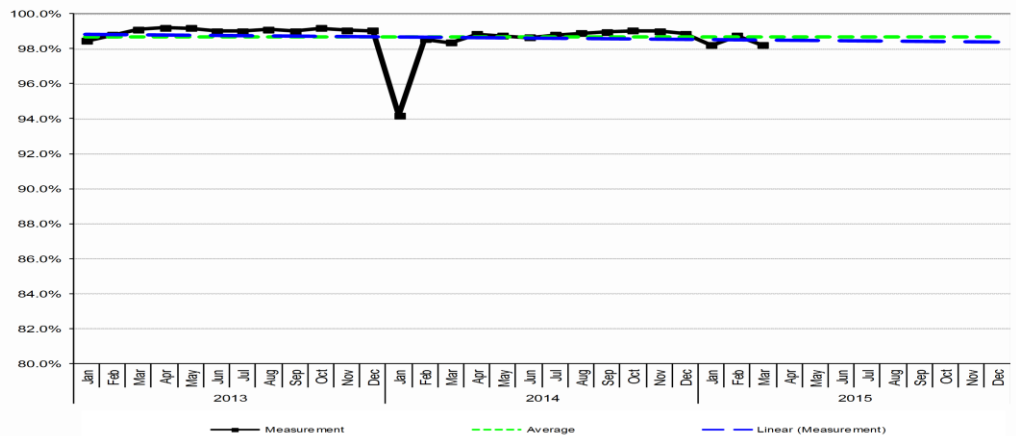
Trend: Level

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 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.



	Data Table											
	Jan	Feb	Mar	Aprate Bills		Jun	Jul	Aug	Sep	Oot	Nov	Dec
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%	98.9%
2015	98.2%	98.7%	98.2%									



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Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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

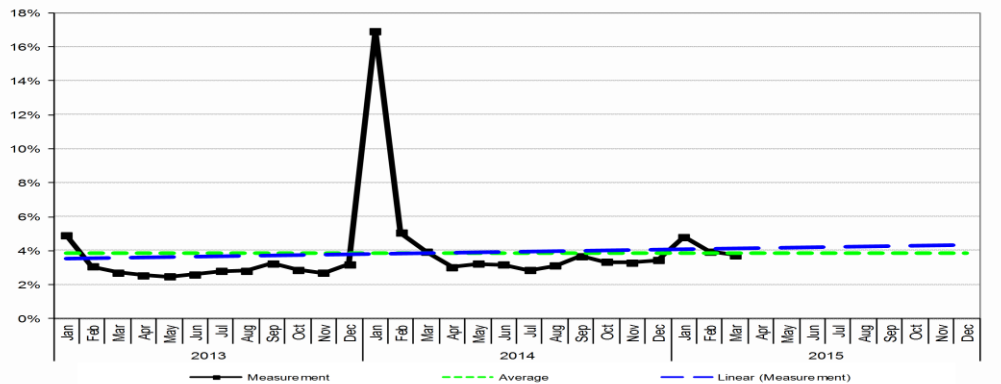
Trend: Level

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
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%	3.4%
2015	4.8%	4.0%	3.7%									



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

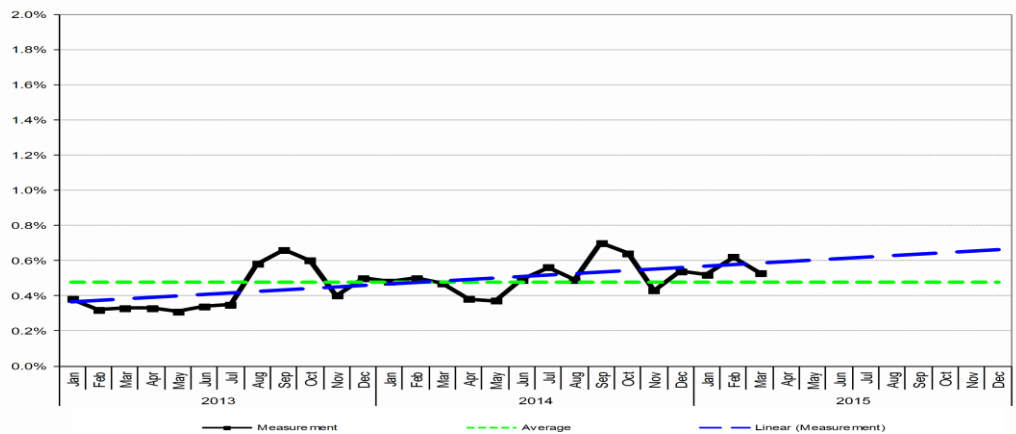
Trend: **Unfavorable**

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.



Data Table												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2013	0.4%	0.3%	0.3%	0.3%	0.3%	0.3%	0.4%	0.6%	0.6%	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%	0.5%
2015	0.5%	0.6%	0.5%									



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Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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:
Yes

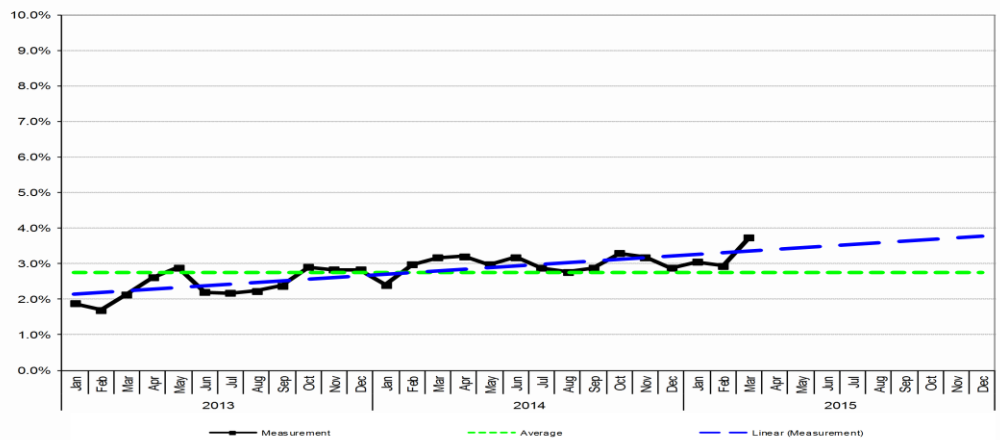
Trend: Unfavorable

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.



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2013	1.9%	1.7%	2.1%	2.6%	2.9%	2.2%	2.2%	2.2%	2.4%	2.9%	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%
2015	3.1%	2.9%	3.7%								



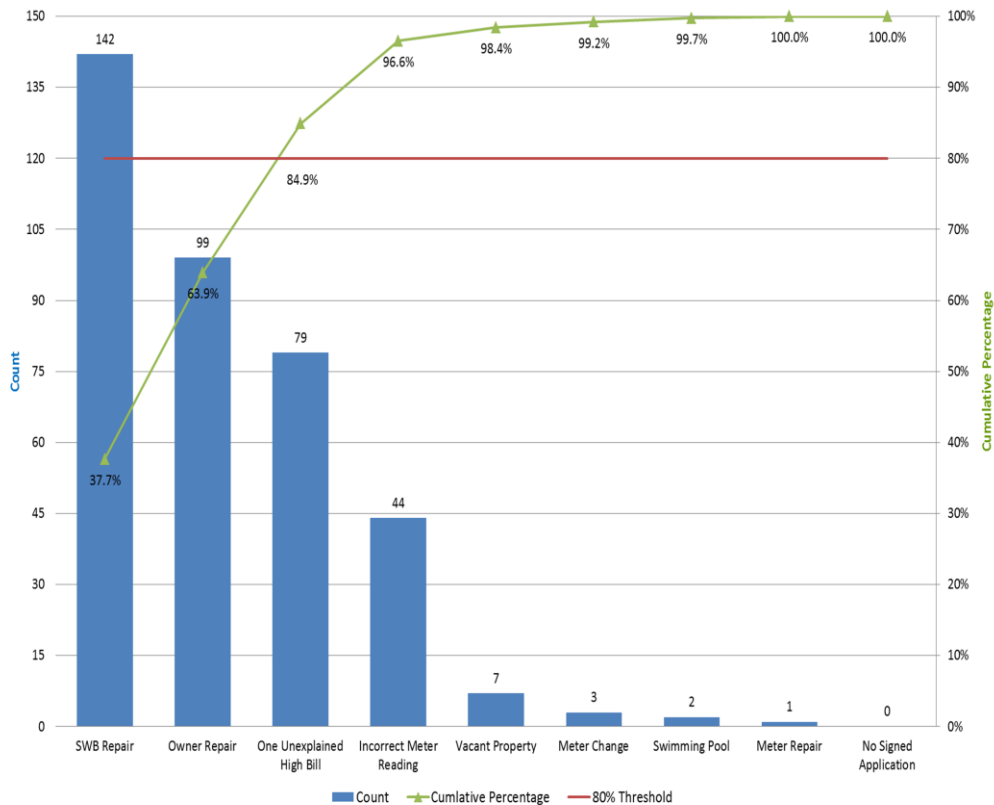
QualityofLifeSTAT April 16, 2015 25

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
March 2015



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Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Sewerage and Water Board of New Orleans Total Inbound Customer Contacts

Constituency:
Customer
Ratepayers

Currently Meeting
Goal: No

Objective: Provide Timely
Information and Respond
Promptly to Requests

Process Operating
Within Control
Limits: No

Goal: Reduce
Triggers of
Customer Calls

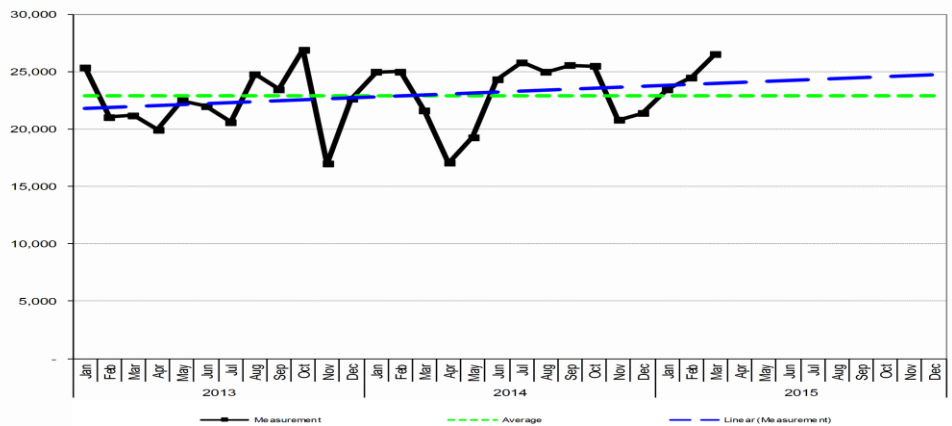
Trend: Unfavorable

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
2013	25,331	21,051	21,194	19,937	22,446	21,994	20,602	24,764	23,439	26,892	16,980
2014	24,945	24,992	21,579	17,032	19,276	24,315	25,800	24,967	25,532	25,467	20,775
2015	23,470	24,496	26,546								22,610



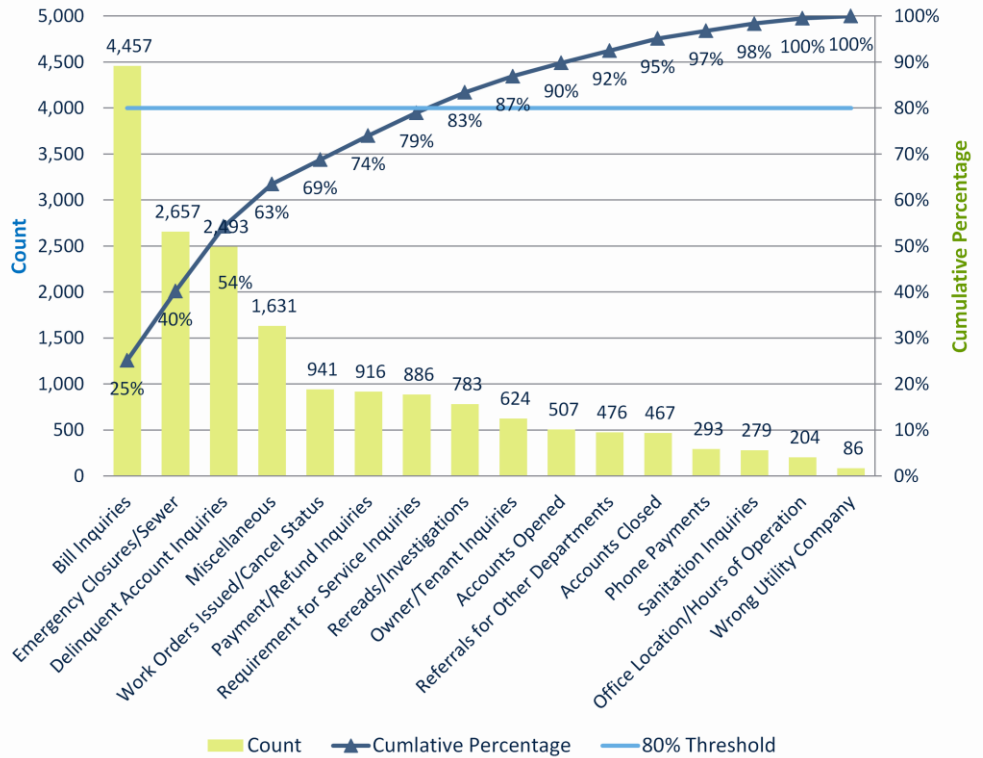
QualityofLifeSTAT April 16, 2015 27

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 March 2015



QualityofLifeSTAT April 16, 2015

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

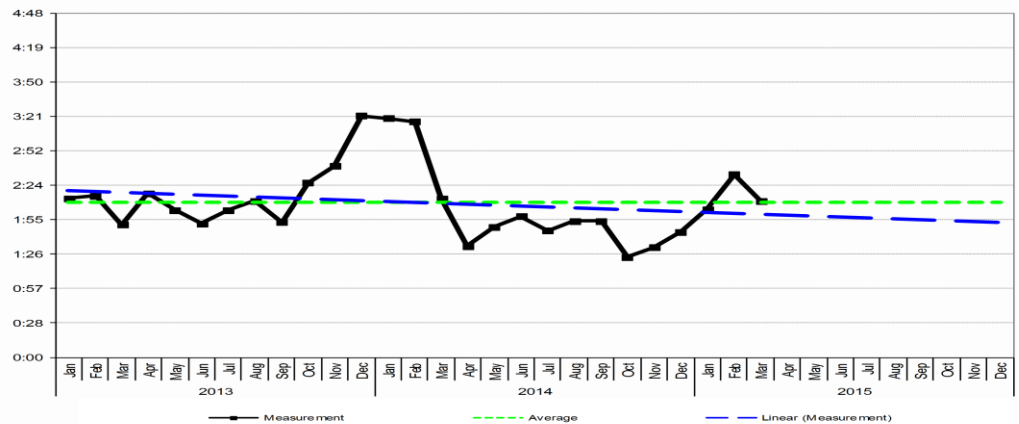
Trend: Favorable

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.



Data Table											
2013	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
	2:13	2:15	1:51	2:17	2:03	1:52	2:03	2:11	1:53	2:26	2:40
2014	3:20	3:17	2:13	1:33	1:49	1:58	1:46	1:54	1:54	2:26	2:40
2015	2:04	2:33	2:11								



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Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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: No

Process Operating
Within Control Limits:
Yes

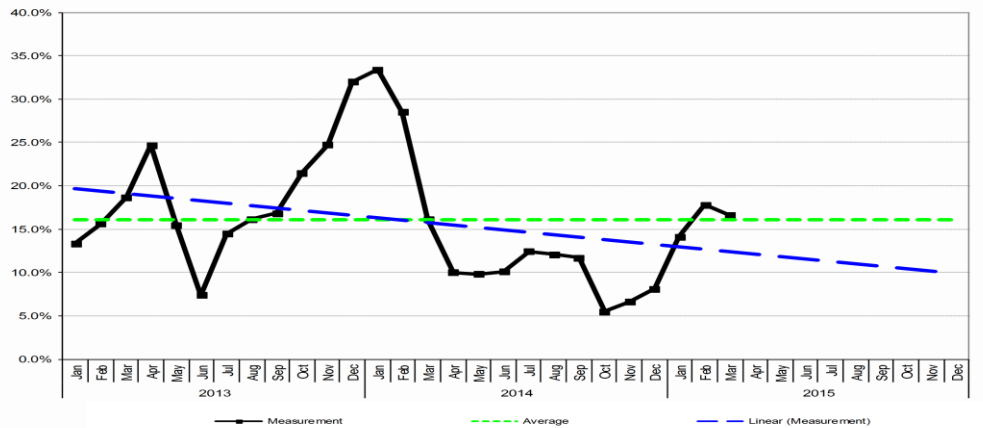
Trend: Favorable

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.

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
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%	8.1%
2015	14.1%	17.8%	16.6%									



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Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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
5% abandoned

Currently Meeting
Goal: **No**

Process Operating
Within Control Limits:
Yes

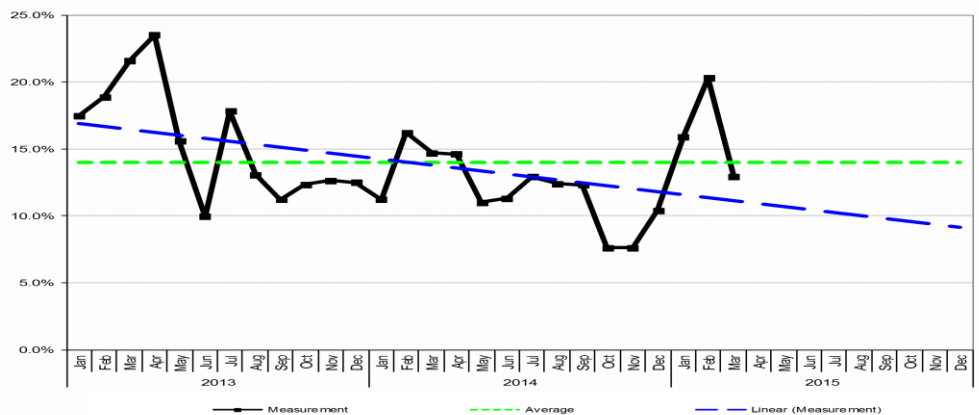
Trend: **Favorable**

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 have been hired and are being trained. Call rollover time has been 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.



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2013	17.5%	18.9%	21.6%	23.5%	15.6%	10.0%	17.8%	13.1%	11.2%	12.3%	12.7%
2014	11.2%	16.2%	14.7%	14.6%	11.0%	11.3%	12.9%	12.4%	12.3%	7.6%	7.6%
2015	15.9%	20.3%	12.9%								



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Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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

Constituency:
Customer
Ratepayers

Currently Meeting
Goal: Close

Objective: Provide Timely
Information and Respond
Promptly to Requests

Process Operating
Within Control
Limits: Yes

Goal: Reduce
Number of Service
Requests

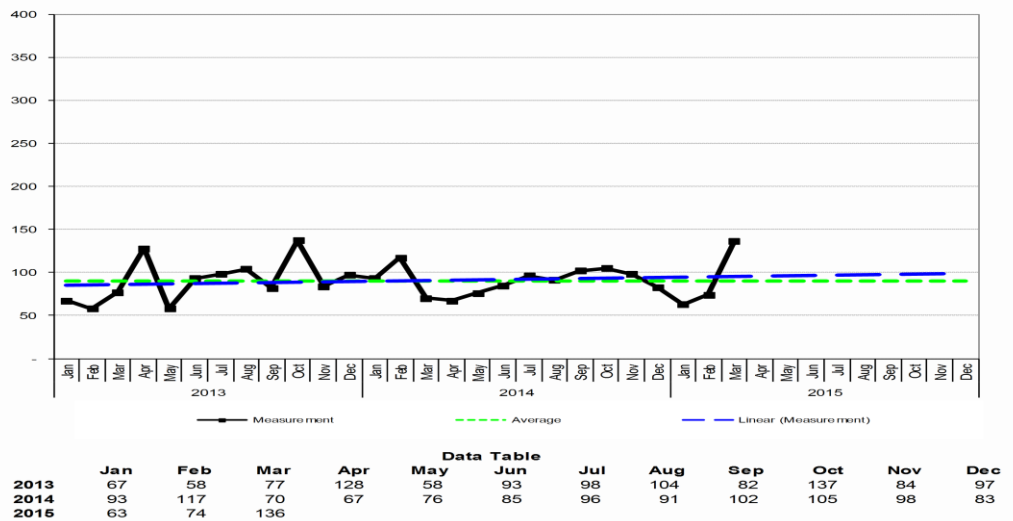
Trend: Level

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.



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Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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

Constituency:

Customer
Ratepayers

Currently Meeting

Goal: Close

Objective: Provide Timely
Information and Respond
Promptly to Requests

Process Operating
Within Control
Limits: Yes

Goal: Reduce
Number of Service
Requests

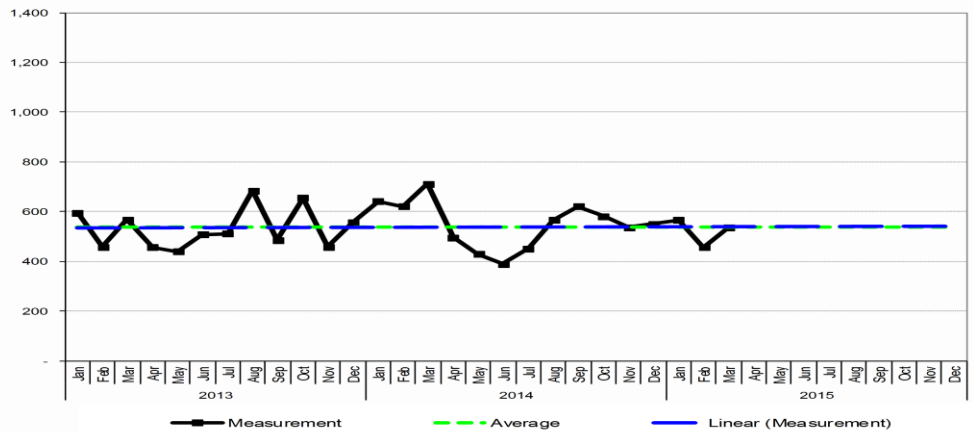
Trend: Level

Analysis

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

Plans for Improvement

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



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2013	594	457	567	456	439	508	511	683	485	654	457
2014	641	621	711	495	428	390	451	565	621	581	536
2015	566	456	535								556



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Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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

Constituency:

**Customer
Ratepayers**

Currently Meeting

Goal: Close

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

**Process Operating
Within Control
Limits: Yes**

**Goal: Reduce
Number of Service
Requests**

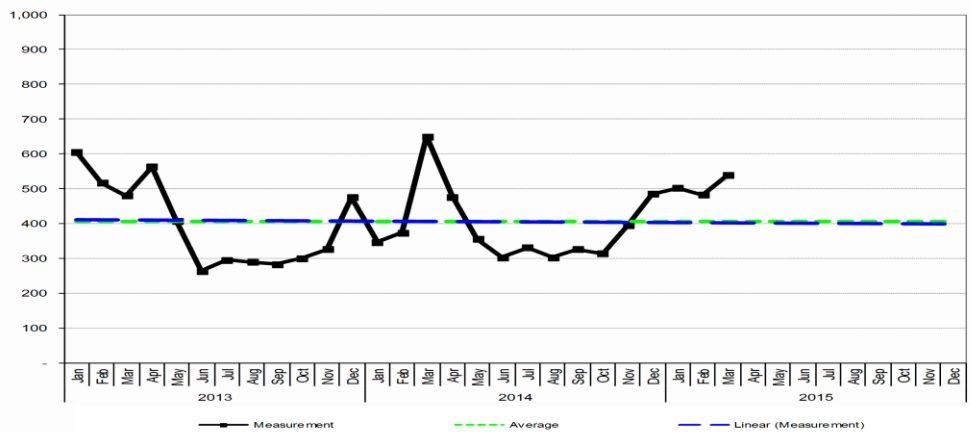
Trend: Level

Analysis

Customers contact the Sewerage and Water Board to request repairs to leaking sewer collection mains and service lines.

Plans for Improvement

Staff has recently expanded the use of Networks Department field staff focused on sewer system repairs.



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2013	604	516	480	563	406	264	295	289	302	283	300
2014	346	374	650	476	355	302	331	302	326	314	326
2015	502	482	539								



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Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Sewerage and Water Board of New Orleans Total Accounts Turned Off for Non-Payment

Constituency:
Customer
Ratepayers

Currently Meeting
Goal: Not
Applicable

Objective: Ensure
Collection of Payments for
Services Provided

Process Operating
Within Control
Limits: Yes

Goal: None
Established

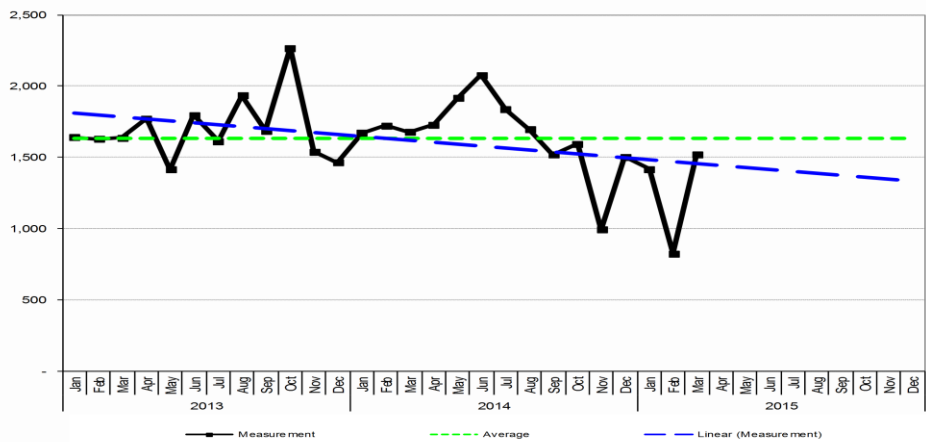
Trend: Favorable

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
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	1,502
2015	1,417	823	1,517									



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Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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

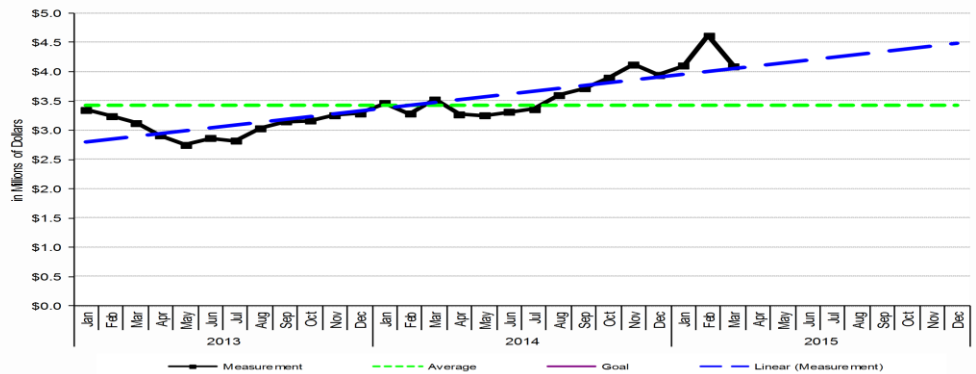
Trend: Level, when
adjusted for rate
increases.

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.

Plans for Improvement

Annual collection rates now exceed 98.8% of annual billings. Staff intends to use standard process improvement methods to continue collection practices pending implementation of new billing and collection system.



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



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Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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

EUM Attribute:
Financial Viability

Description: Establishes and maintains an effective balance
between long-term debt, asset values, operations and maintenance
expenditures, and operating revenues

Constituency:
Customer
Ratepayers

Objective: Efficient use of
resources in providing services

Goal: None established

Currently Meeting
Goal: Not Applicable

Process Operating
Within Control Limits:
Yes

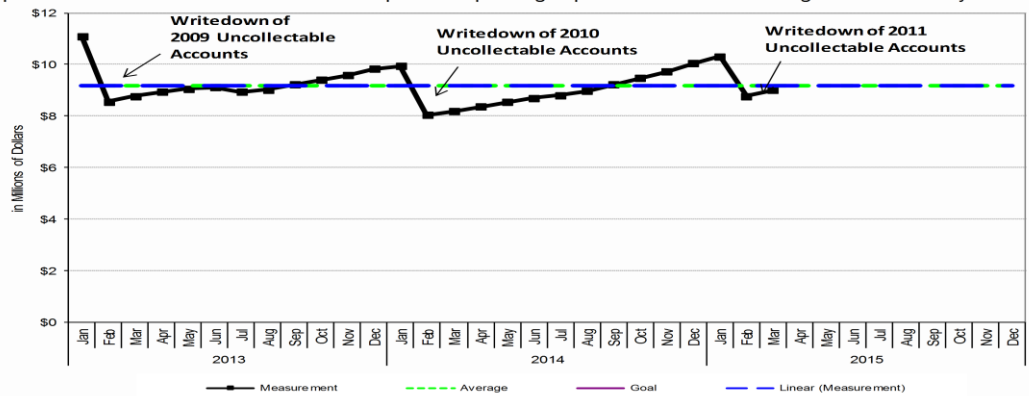
Trend: Level

Analysis

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

Plans for Improvement

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



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	\$ 10.046
2015	\$ 10.317	\$ 8.781	\$ 9.012									



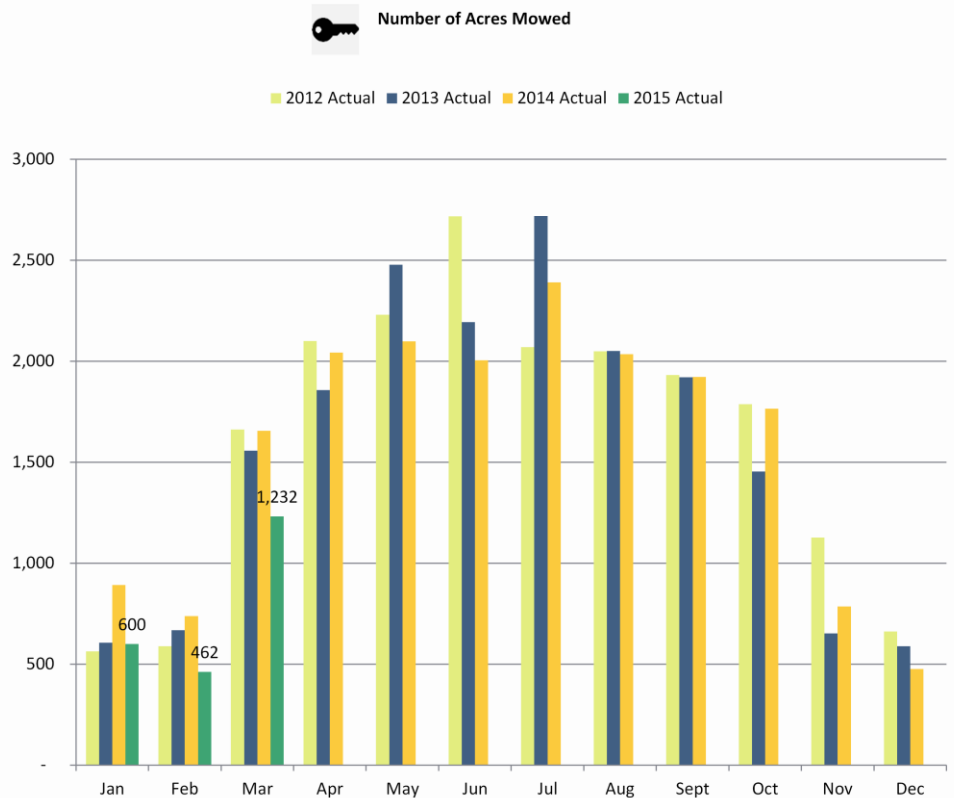
Responsible Organization:
Department of Parks and Parkways

Data Source:
Department of Parks and Parkways

Related Strategy:
Protect and preserve parks and other green spaces

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

Acres mowed in March below 2014, 2013, and 2012 acreage for that month.



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In Jan 2012, Parks and Parkways did a lot of work in advance of the super bowl, so in comparison to that, the numbers for this year don't look as good. Also, the rain has been slowing them down. They should be able to mow more acres in the long run because the bid per acre came in lower this year.

Responsible Organization:
Department of Parks and
Parkways

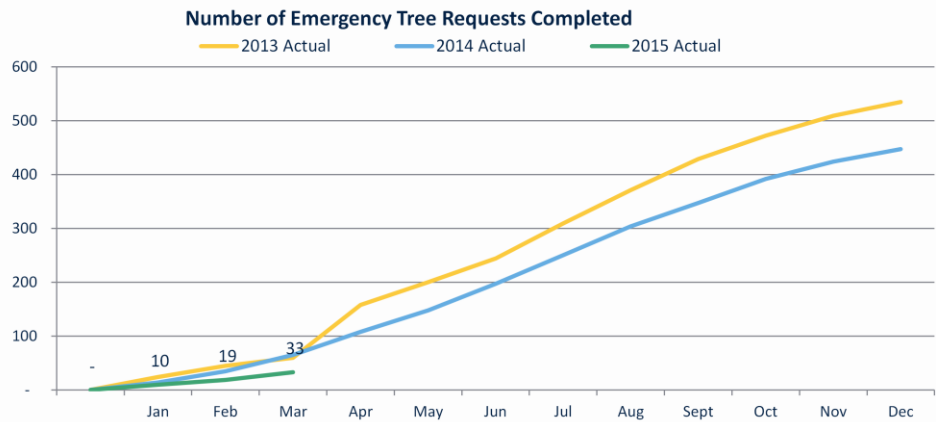
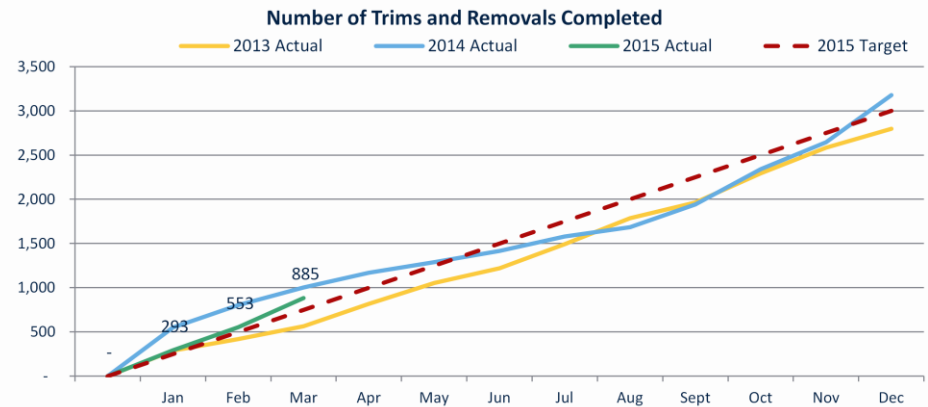
Data Source:
Department of Parks and
Parkways

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

Trims and removals above target for 2015 in March.



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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.

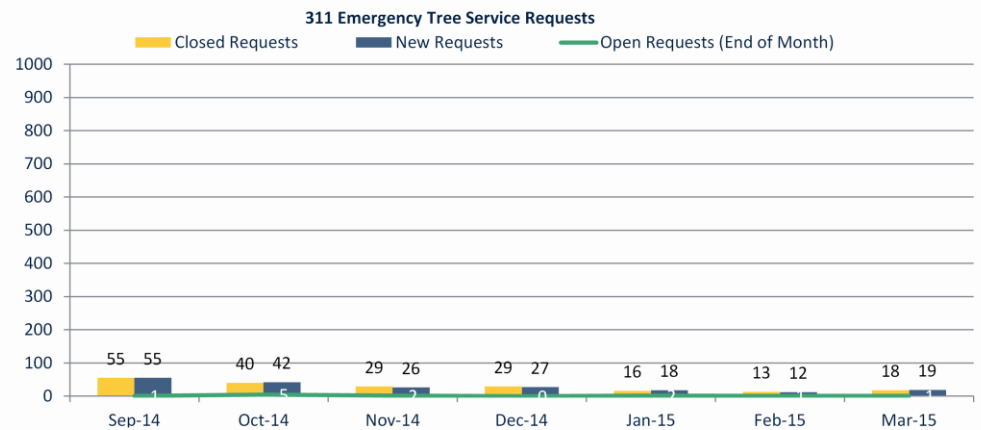
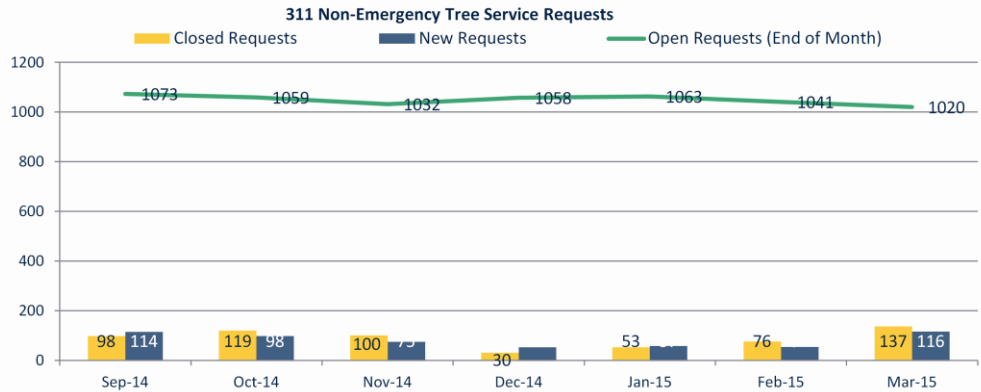
Related Strategy:

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.

Backlog of non-emergency tree requests decreased slightly in March.



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.

Grass service requests increased with the start of spring, but have been resolved in a timely manner.

Service Request (SR)	Open SRs (3/1)	New SRs	Closed SRs	Open SRs (3/31)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Grass Service	0	40	37	3	3	17	2
Park Maintenance	2	3	4	1	-1	39	3



Key Performance Indicators – Parks & Parkways

KPI	2014		2015		
	Actual	Target Met?	YTD Actual	Target	Status
Number of Acres Mowed	18,801		2,294	19,000	
Number of Trims and Removals Completed	3,178	N/A	885	3,000	
Number of Emergency Tree Requests Completed	447	Management Statistic	47	Management Statistic	Management Statistic



QualityofLifeSTAT April 16, 2015

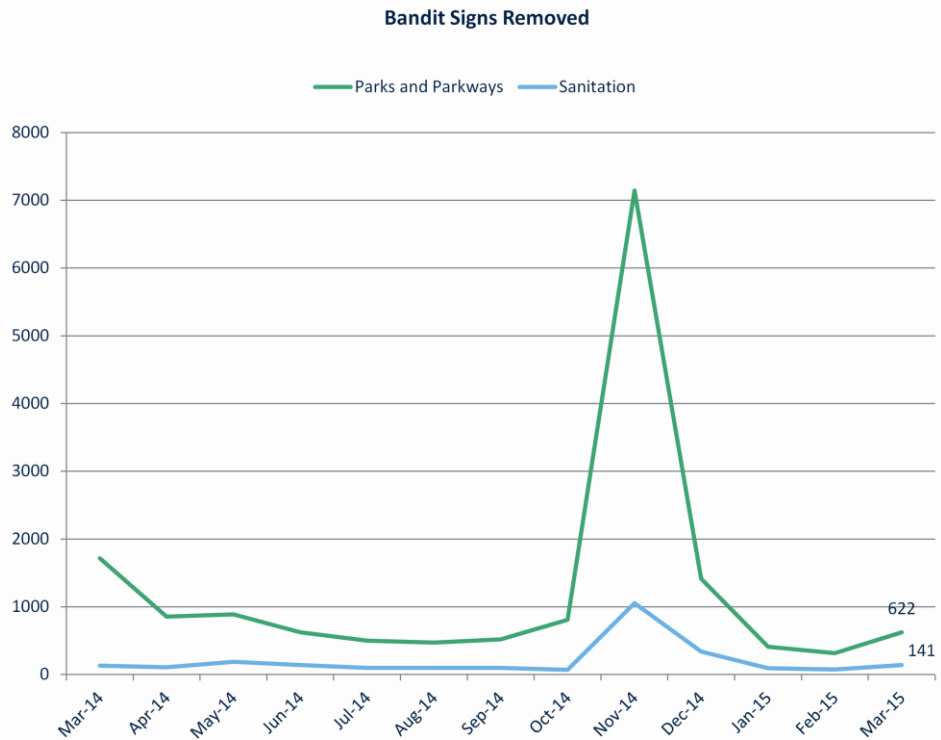
Responsible Organization:
Department of Sanitation
Department of Parks and
Parkways

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

Number of bandit signs removed, both by Sanitation and Parks and Parkways, nearly doubled from previous month



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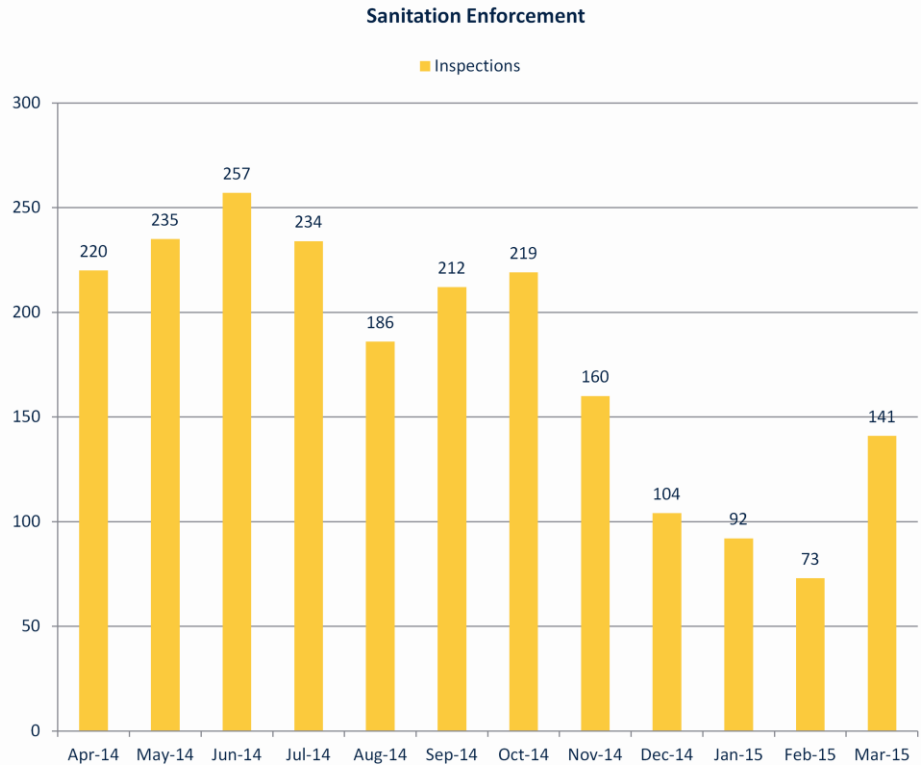
Responsible Organization:
Department of Sanitation
New Orleans Police Department

Data Source:
Department of Sanitation

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

Related Strategy:
Provide effective sanitation services to residents and businesses

Sanitations inspections nearly doubled from 73 in February to 141 March.



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They have a registration open for a sanitation ranger position since they lost their Sanitation QOL officer. Getting another ranger should help these numbers.

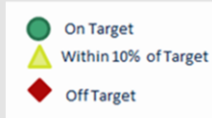
An audience member noted that the tire repair shop working out of a trailer by the flea market in Algiers. Cynthia will check to see if it's on the LDEQ list.

Responsible Organization:
Department of Sanitation

Data Source:
Department of Sanitation

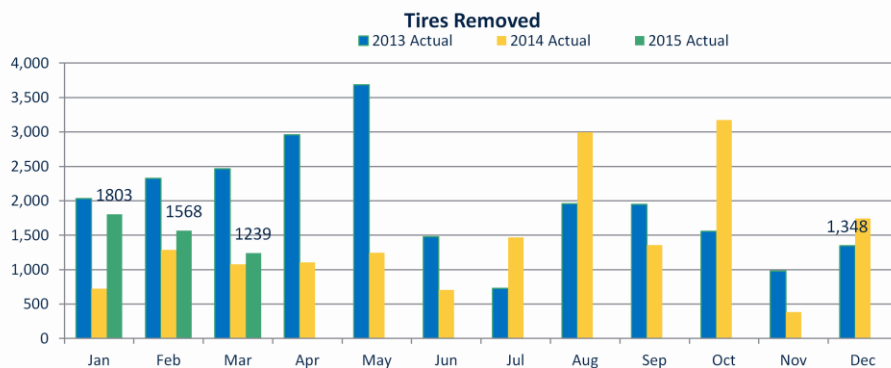
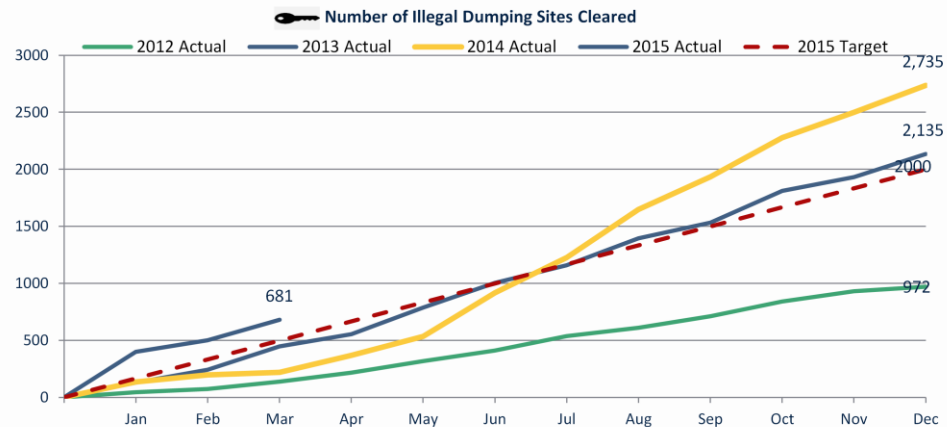
Related Strategy:
Provide effective sanitation services to residents and businesses

Legend:



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

681 dumping sites cleared – well above March target of 500.



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2013 numbers are higher because sanitation was cleaning ditches in New Orleans East.

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.

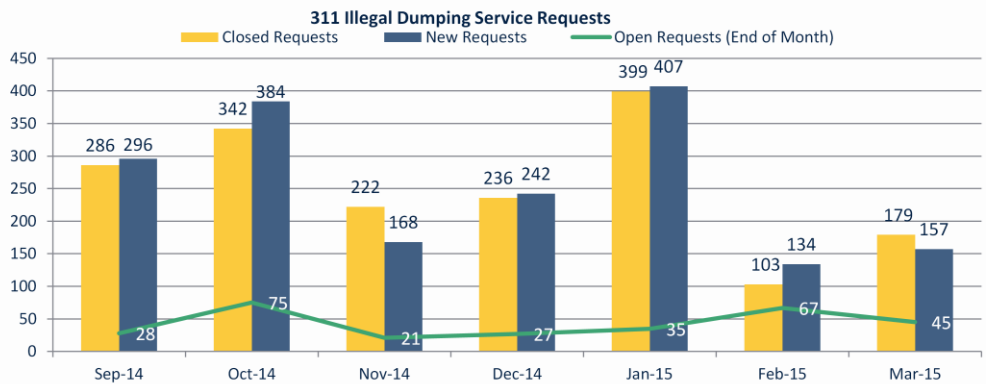
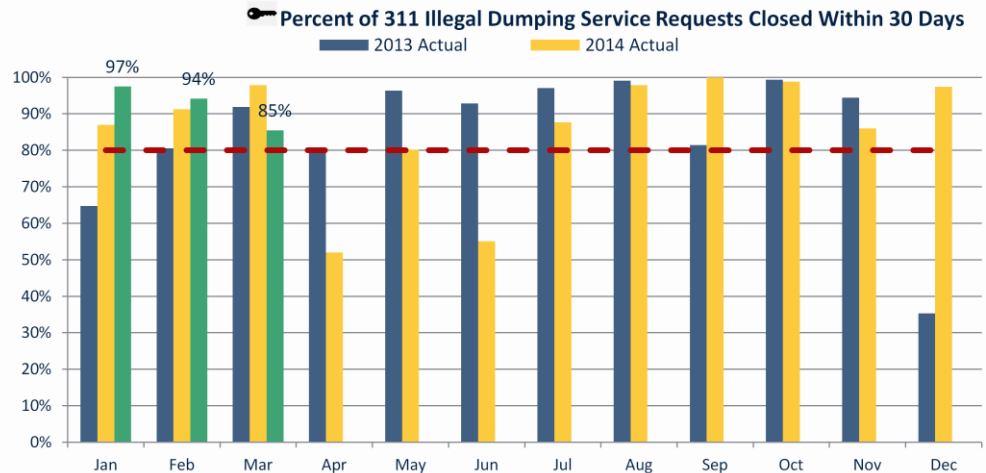
"Tires removed" indicates the number of dumped tires the vendor transports from the City facility that had previously been collected Sanitation. Consequently, this figure does not always reflect the exact amount collected from illegal dumping sites during a given month.

Legend:

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

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

Sanitation again ahead of its target on 311 illegal dumping timeliness.



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. Current estimate is 134,891.
Households Registered for Recycling: Every household that is not only registered for recycling, but has received a recycling cart.

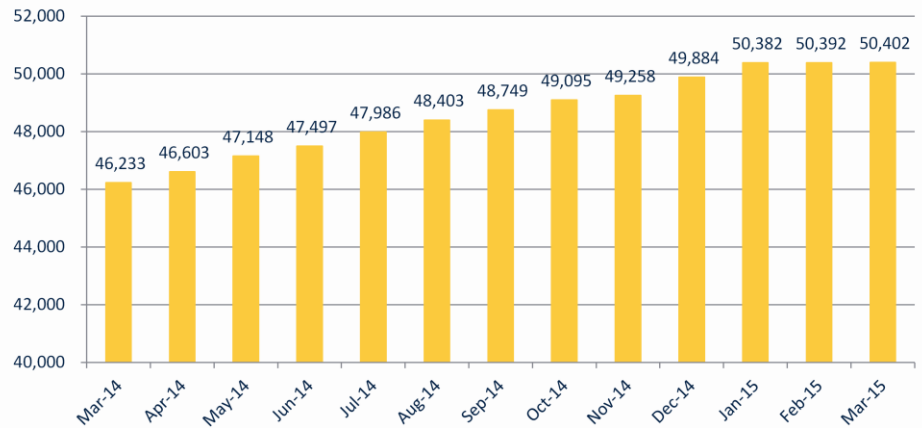
Legend:

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

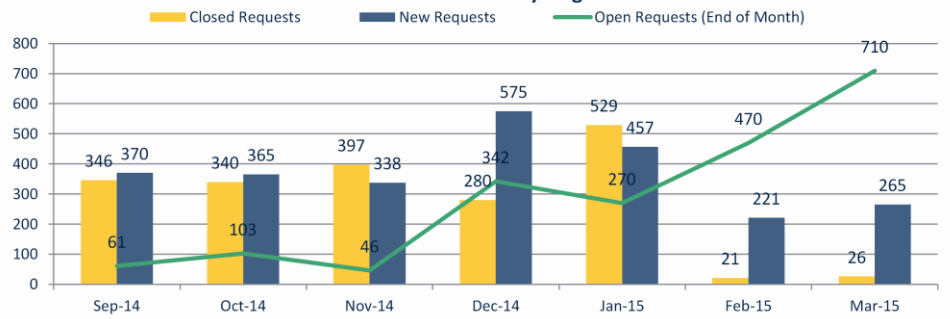
Key measure that best indicates whether City activities are achieving the desired results

New 311 residential recycling request greatly exceed closed requests again in March

Number of Household Registered for Recycling



311 Residential Recycling



Responsible Organization:
Department of Sanitation and vendors

Data Source:
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.

Open 311 Trash/Garbage Pickup requests increased, but the age of the queues remained relatively low.







Service Request (SR)	Open SRs (3/1)	New SRs	Closed SRs	Open SRs (3/31)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Dead Animal Pickup (Vendor)	2	14	16	0	-2	0	2
Large Item Pickup (Vendor)	45	260	277	28	-17	6	5
Trash/Garbage Pickup (Vendor)	254	456	656	54	-200	6	16
Change size of Trash Cart	1	5	6	1	<u>0</u>	11	7
Damage Caused By Contractor	0	10	8	1	<u>1</u>	5	6
Missed Collection	14	133	139	4	<u>-10</u>	1	4
Repair Trash Cart	27	88	100	15	<u>-13</u>	4	6
Replace Trash Cart	13	36	43	6	<u>-7</u>	9	6
Start Trash Service	198	164	340	22	<u>-176</u>	8	35
Stop Trash Service	0	0	0	0	<u>-</u>	0	0
Trash/Garbage Pickup	1	18	18	1	<u>0</u>	0	1



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Contractors are doing a better job of closing service requests.

Key Performance Indicators – Sanitation

KPI	2014		2015		Status
	Actual	Target Met?	YTD Actual	Target	
Number of Illegal Dumping Sites Cleared	2,735		681	1,000	
Percent of 311 Illegal Dumping Service Requests Closed within 30 Days	91%		92%	80%	
Percent of Households Registered for Recycling	37%		37%	40%	



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Status of “Percent of households registered for recycling” will be re-visited.

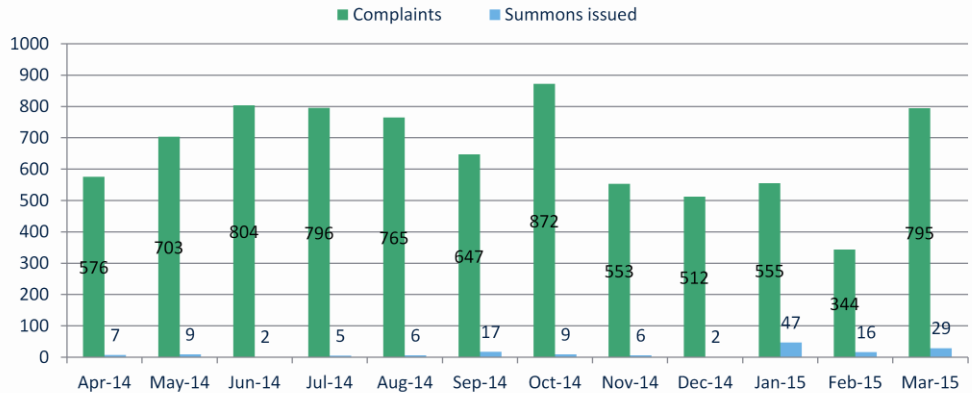
Responsible Organization:
New Orleans Police Department

Data Source:
New Orleans Police Department

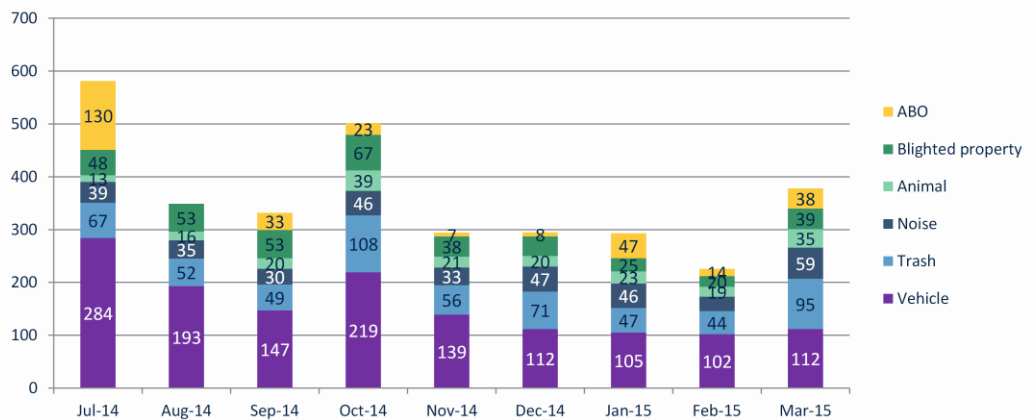
Related Strategy:
Effectively and fairly administer justice

Complaints received increased with trash complaints more than doubling since the previous month.

Complaints Received and Summons Issued by NOPD Quality of Life Officers



Recurring NOPD Complaints



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Some complaints are self-initiated and some are citizen-initiated, so Feb numbers were low due to officers being reassigned for Mardi Gras.

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.

Abandoned vehicle request backlog increased, others remained mostly neutral in March.

Priority 311 Service Requests

**Service Requests with Priority High
– Very High**

Service Request (SR)	Open SRs (3/1)	New SRs	Closed SRs	Open SRs (3/31)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Abandoned Vehicle Reporting/Removal	43	46	18	71	28	31	18
Code Enforcement General Request	0	14	14	0	0	0	14
Illegal Dumping Reporting	5	5	8	2	-3	17	8
Large Item Trash/Garbage Pickup	0	0	0	0	0	0	0
Park Maintenance	0	0	0	0	0	0	0
Pothole/Roadway Surface Repair	9	0	1	8	-1	387	1
Rodent Complaint	0	0	0	0	0	0	0
Street Flooding/Drainage	1	1	0	0	0	545	0
Street Light	9	1	0	10	1	199	0
Traffic Sign	4	0	0	4	0	367	0
Traffic Signal	1	0	0	1	0	592	0
Trash/Garbage Pickup	0	0	0	0	0	0	0
Tree Service	0	0	0	0	0	0	0
Tree Service Emergency	0	0	0	0	0	0	0



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“Average age of open” numbers are very high for some categories because there is not enough money to fix requests like one of many traffic lights at an intersection are out or street name tiles missing. Need to separate these out and close the loop so the quality of life officers know why something isn’t being fixed.

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:

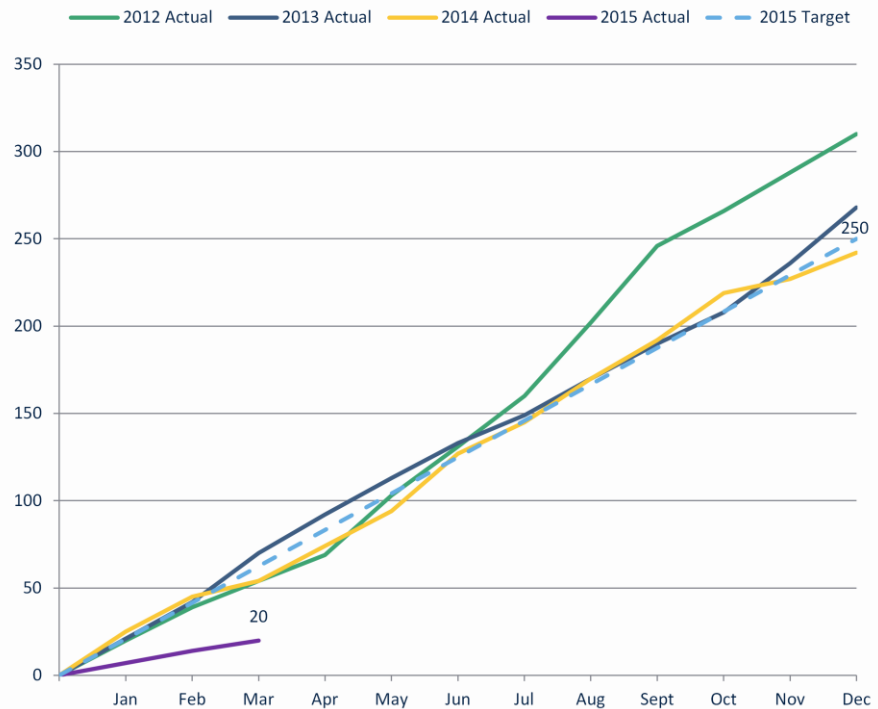
- On Target
- ▲ Within 10% of Target
- ◆ Off Target

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

20 ABO filings in March falls well below the target YTD of 62.




Number of Tax and Public Nuisance Cases Filed before the ABO Board



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They are done violators so they are taking proactive steps. Collaborative investigations are taking place. Successfully shut down one nuisance bar that was listed as a restaurant. They anticipate the number increasing.

Key Performance Indicators – Law

KPI	2014		2015		Status
	Actual	Target Met?	YTD Actual	Target	
Number of Tax and Public Nuisance Cases Filed before the ABO Board	242		20	250	



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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:

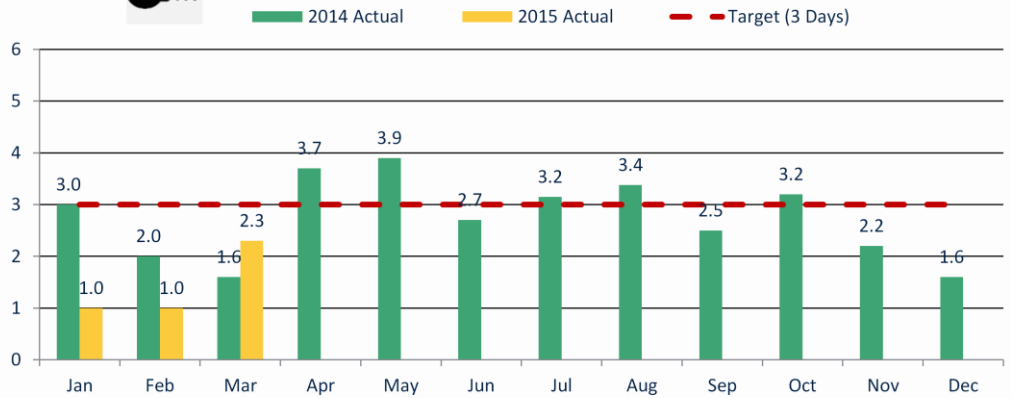
- On Target
- ▲ Within 10% of Target
- ◆ Off Target

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

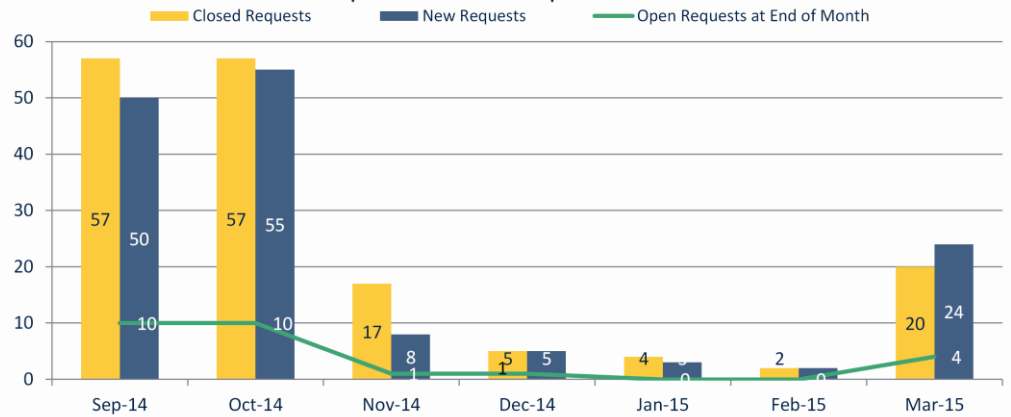
The Mosquito Board was just under target on the timeliness of mosquito service requests in March.



Average Business Days to Close Mosquito Service Requests



311 Mosquito Control Service Requests



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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

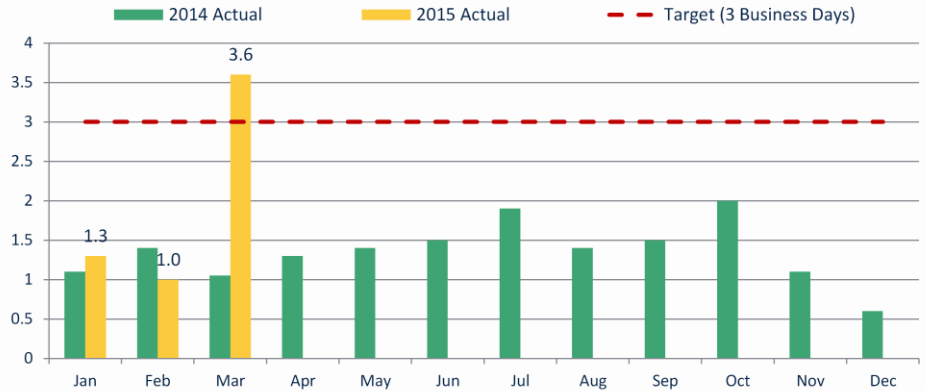
Legend:



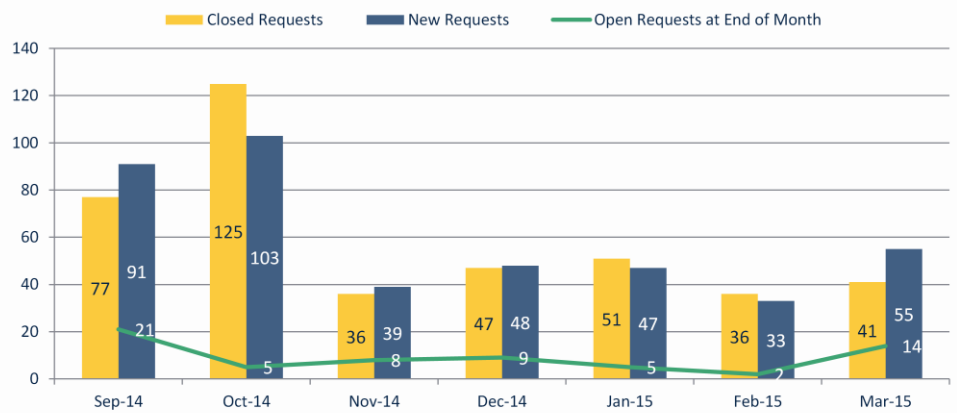
Key measure that best indicates
whether City activities are achieving
the desired results

Average days to close rodent complaints exceeded target in March.

Average Business Days to Complete Rodent Service Requests



311 Rodent Complaints



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Two staff members out with injuries/illness which impacted numbers. They are working across departments to work on prevention of rodent problems.

They are getting calls from tenants complaining that their landlords aren't maintaining pest control contracts, which they are referring to GNOHA.

Cross-departmental efforts are underway to address public feeding.

Key Performance Indicators – Mosquito, Termite, & Rodent Control Board

KPI	2014		2015		Status
	Actual	Target Met?	YTD Actual	Target	
Average Business Days to Complete Mosquito Service Requests	3.0		1.4	3	
Average Business Days to Complete Rodent Service Requests	1.5		1.96	3	



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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, CIO - imgardere@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
 - Matt Torri, Deputy Director – mrtorri@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 –
 - Sgt. Jonette Williams - jrwilliams@nola.gov
- Law Department –
 - Dan MacNamara - dmacnamara@nola.gov
 - Eraka Williams - evwilliams@nola.gov

