



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

July 16, 2015  
(Reporting Period: June, 2015)

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

# Agenda

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



# Purpose and Scope

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

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

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

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



# Action Items

Assigned	Responsible Parties	Action Item	Notes
2/19/15	M. Jernigan; P. Sullivan	Hire needed staff and order the vehicles necessary to achieve 2015 targets.	Hiring ongoing
2/19/15	M. Jernigan; K. Davis	Disaggregate more serious roadwork repairs where needed from the 311 pothole/roadway surface repair requests.	Ongoing
6/18/15	M. Jernigan; A. Macdonald	Determine plan for maintenance of streetlights in the City's parks.	PPW and DPW to consider budget offers
7/1/2014	E. Williams, D. Macnamara, 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. Research feasibility of utilizing cameras and electronic processing of citations.	Draft ordinance is in review
3/20/2014	C. Sylvain-Lear; L. Gardere; D. MacNamara	Place cameras in spots with frequent illegal dumping	Sanitation partnered with the MTCB to place cameras at two illegal dumping hot spots. They have identified additional illegal dumping hot spots to install more cameras.



Action items updated at meeting.

# 311 and EMD



Responsible Organization:  
311

Data Source:  
311 performance reporting

**311 department adoption rate strong for all departments reported. DPW Parking, MTCB, and Taxi all very low in timeliness. Health, Parkways, and Taxi all saw net gain in requests.**

### 311 Dashboard

Existing Onboarded Departments										
Onboarding Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	Sanitation	Taxi	EMS
Timeliness to Close Requests (Closed cases meeting target > 80%, 50-80% < 50%)	99%	59%	0%	60%	57%	28%	85%	50%	24%	N/A
Request Closure Rate (Closed Cases >= New Cases Yes/No)	Y	Y	Y	Y	N	Y	N	Y	N	Y
Backlog to Closed Requests Ratio (<5, 5-7, >=8)	0.0	14.2	0.7	3.9	0.3	0.1	4.8	0.8	1.8	N/A
Notes	Note: Closures reflect Lagan, not LAMA.	Address case backlog.	Note: DPW Parking is picking up on avg over 1300 cars per month for the year.	Backlog is starting to be worked through and is trending down.	Currently establishing new queues for SR's	Target days have been established by MTCB	Currently regular tree service requests are on a 52 week backlog	Sanitation continues to monitor vendor backlog	Need to address open Lost/Found cases for July	Launched 12/18/13

Department Adoption Rate										
Adoption Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	Sanitation	Taxi	EMS
Current Month	100.00%	100.00%	100.00%	100.00%	82.00%	100.00%	100.00%	100.00%	100.00%	100.00%
90d Average	84.00%	88.00%	100.00%	100.00%	94.00%	100.00%	100.00%	100.00%	94.00%	100.00%
DAR Avg Year-To-Date	81.00%	88.00%	100.00%	99.00%	97.00%	100.00%	100.00%	97.00%	94.00%	100.00%



Low timeliness performance is largely because many departments are working through their service request backlogs. The GIS reconciliation of pothole and street flooding requests with major roadwork and other capital projects, especially, has lowered DPW's timeliness scores, but increased its request closure performance. The Taxi Cab Bureau, however, still has many outstanding complaints.

Responsible Organization:  
EMD


Data Source:  
EMD internal report

91% of all EMD orders placed by mid July. Total number of vehicles to order has increased since May.

	January	February	March	April	May	June	July 15
Orders Placed	13	15	43	54	57	83	86
Orders Remaining	57	55	31	19	22	5	8
% Complete	19%	21%	58%	74%	72%	94%	91%

Dept	Totak	Ordered	% ordered
Capital Proj	1	1	100%
Coroner	2	2	100%
Dist Attny	3	3	100%
EMS	4	3	75%
Fire	4	3	75%
Health	2	2	100%
MTCB	1	1	100%
NOPD	11	10	91%
NORDC	6	6	100%
PKWY	14	14	100%
Prop Mgmt	10	10	100%
Public Works	15	14	93%
Sanitation	18	15	83%
YSC	3	2	67%
	94	86	91%



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EMD recently received several heavy vehicles, including a road grader and several 100 foot transfer trailers for Sanitation.

# PUBLIC WORKS





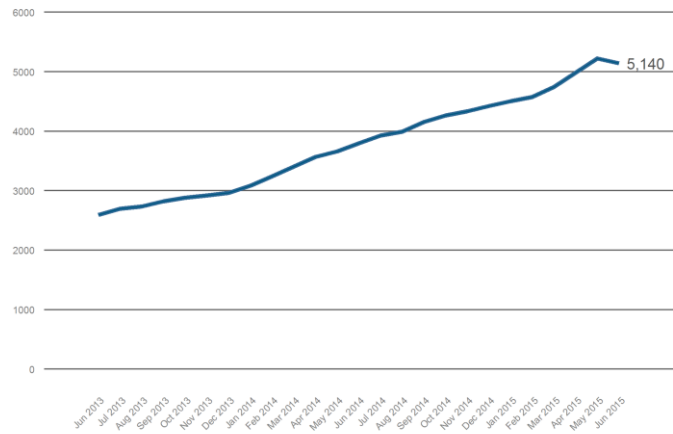
**Responsible Organization:**  
Department of Public Works  
(DPW)

**Data Source:**  
311

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

## Pothole request backlog decreased in June for first time in at least two years.

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



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

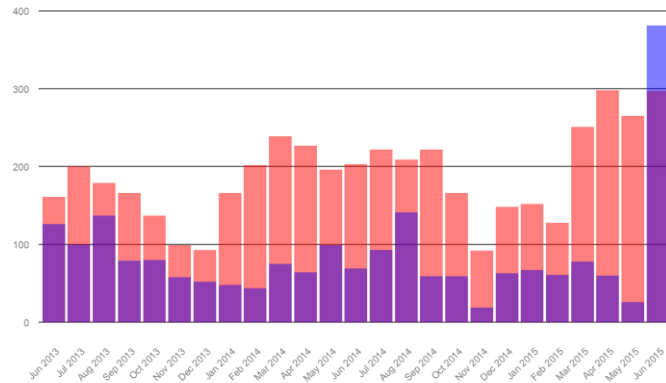
**Data Source:**  
311

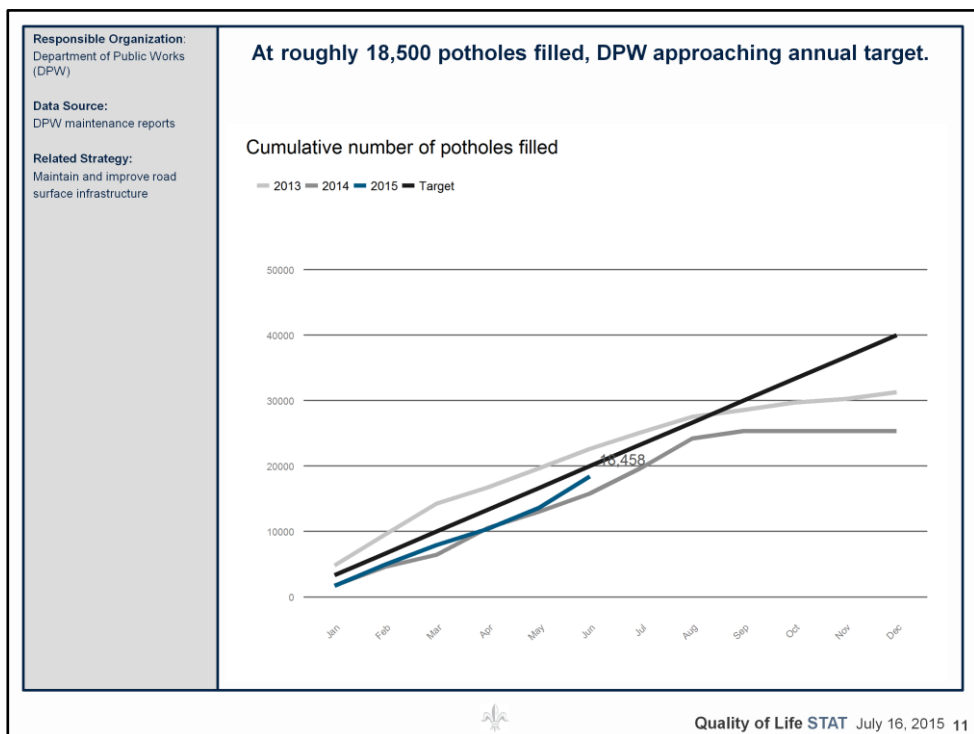
**Related Strategy:**  
Maintain and improve road  
surface infrastructure

## Despite high volume of service requests, DPW closed almost 100 more requests than those that came in due to GIS data reconciliation with major roadwork.

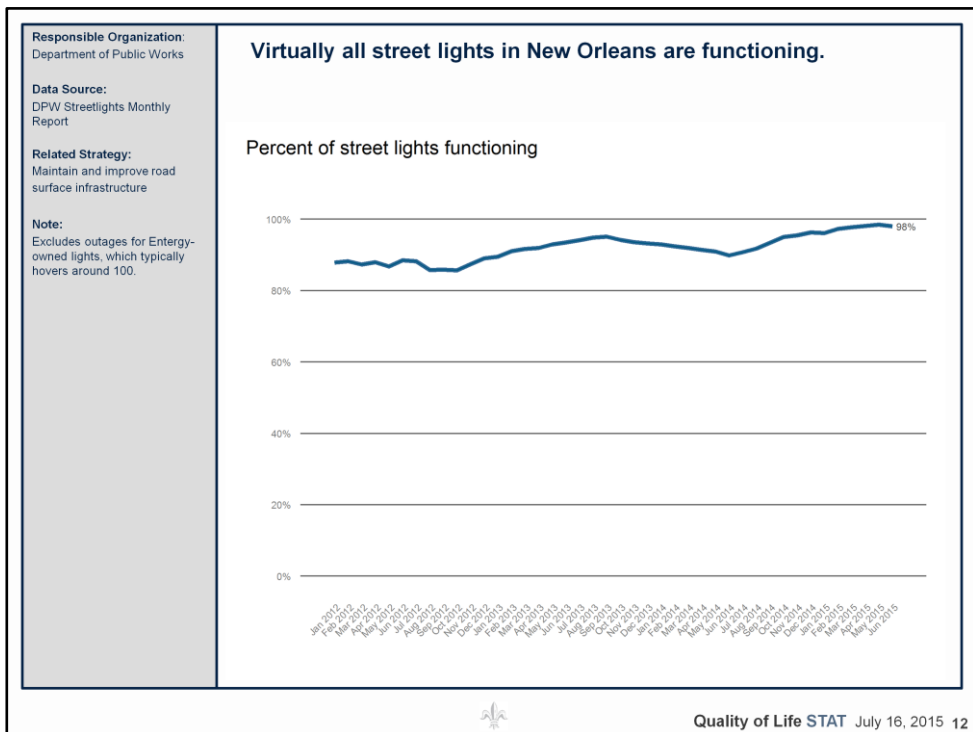
Pothole/Roadway Surface Repair service requests net per month

Opened Closed

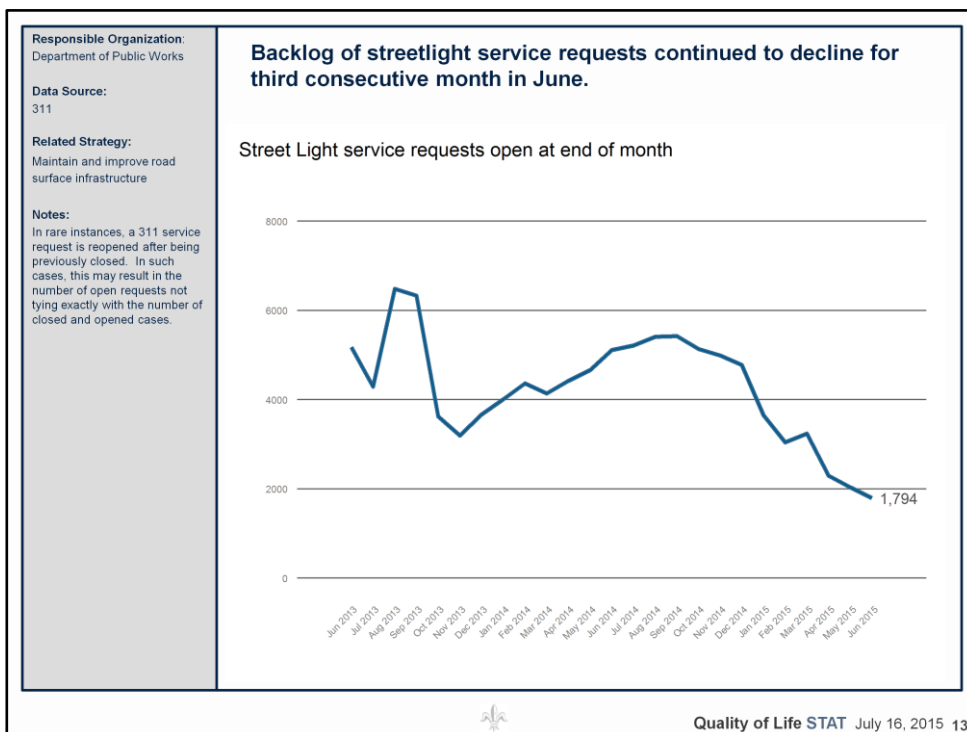




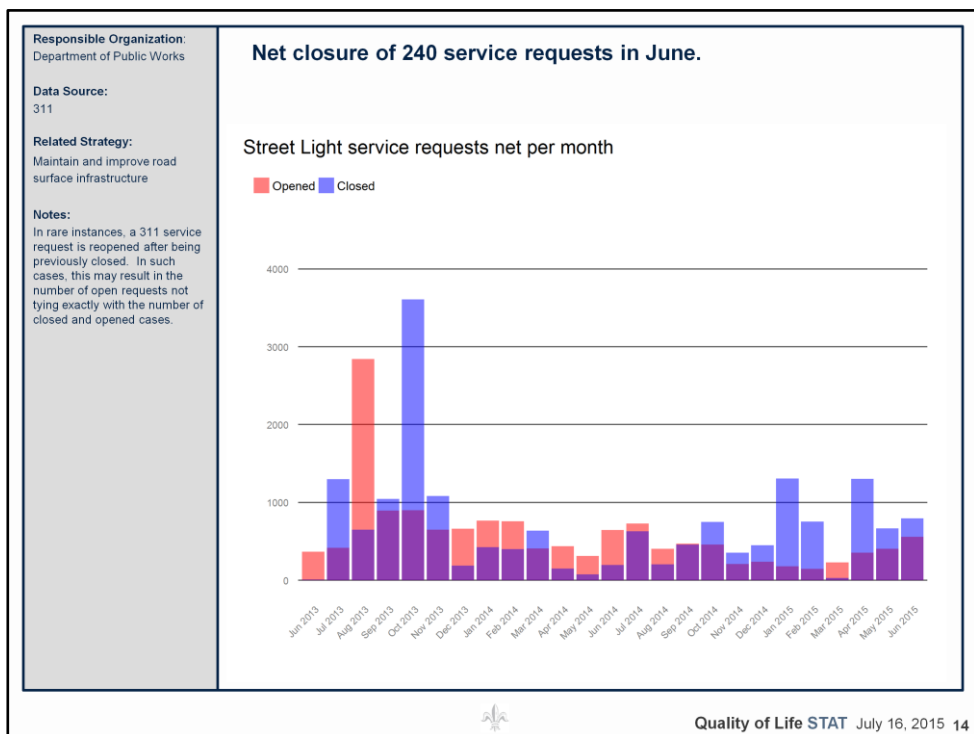
Two new pothole killers coming online should help DPW reach their annual target.



DPW expects this high rate of functioning street lights to hold for the rest of the year.



A lag in closing out tickets accounts, in part, for the discrepancy between the number of open service requests and the number of outages. Additionally, some streetlight service requests are for tree trims, not outages, so the number of open requests will never be totally equal to the number of outages.



DPW is continuing to work through their backlog. Additionally, their contractor is doing nightly outage patrols.

**Responsible Organization:**  
Department of Public Works

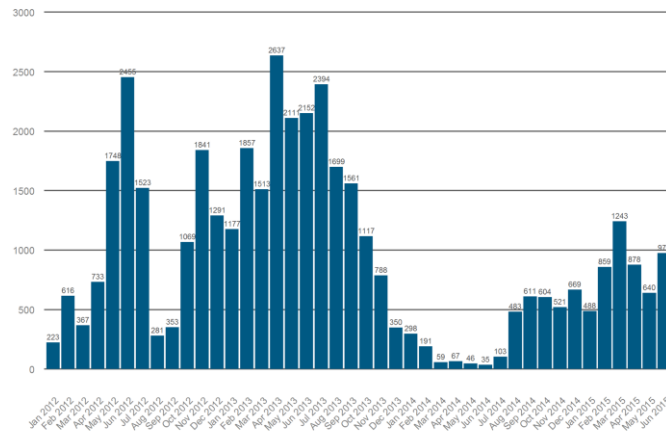
**Data Source:**  
DPW Streetlights Monthly Report

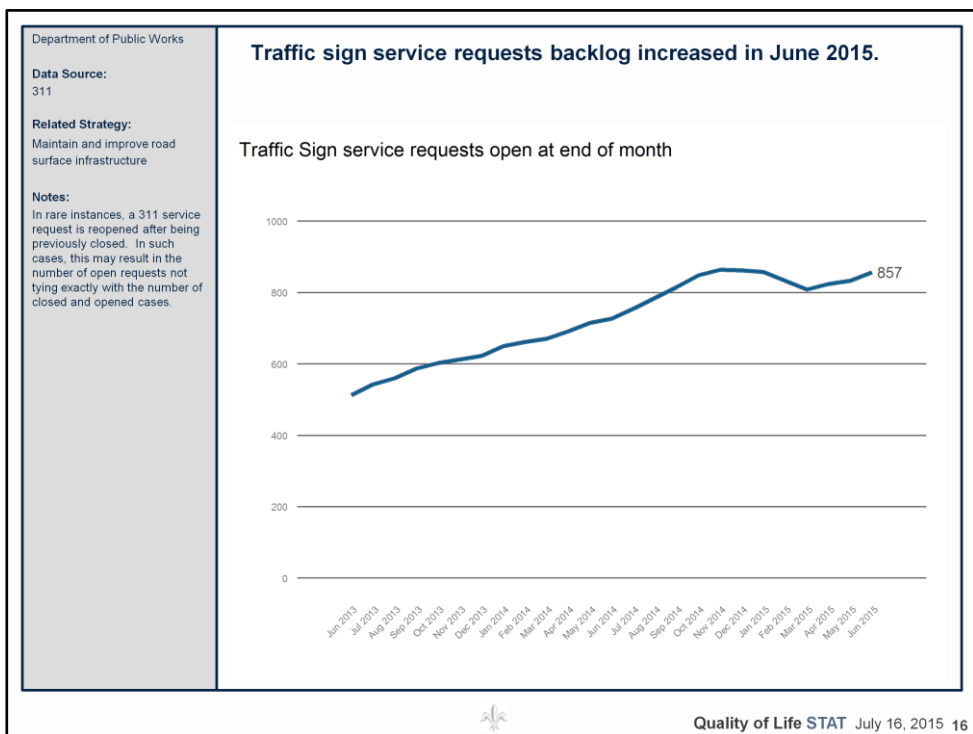
**Related Strategy:**  
Maintain and improve road surface infrastructure

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

## Almost 1,000 outages restored in June.

Number of streetlight outages restored





A staff member is out on maternity leave, causing this increase.



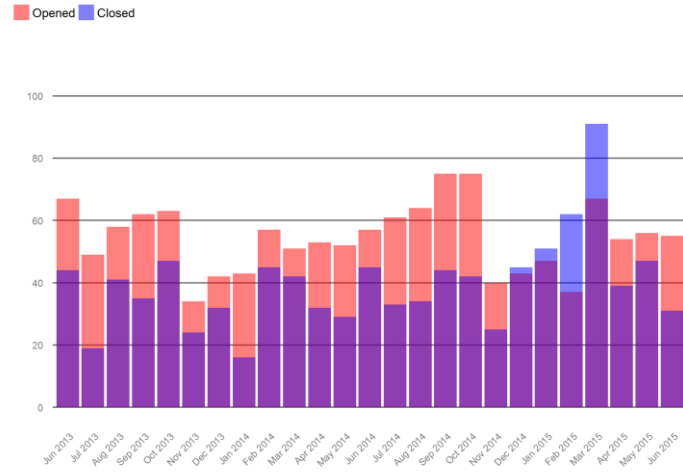
**Data Source:**  
311

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

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

## Net addition of 24 service requests for traffic signs.

Traffic Sign service requests net per month



**Responsible Organization:**  
Department of Public Works

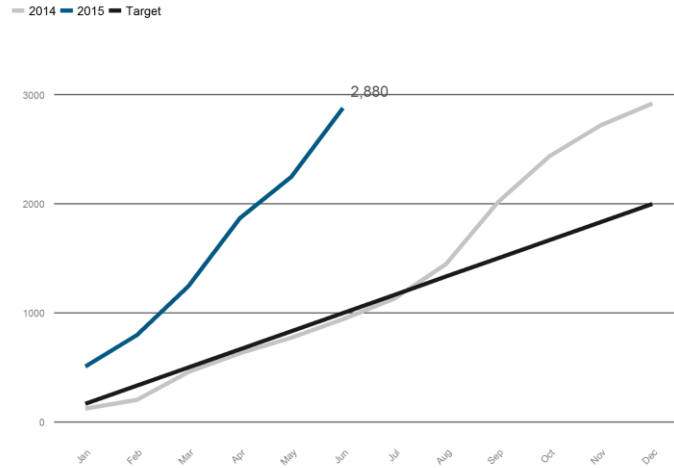
**Data Source:**  
DPW Maintenance Reports

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

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

**DPW at 144% of its annual target by end of June. Annual target  
will likely be revised for 2015.**

Cumulative number of traffic signs installed



Department of Public Works

**Data Source:**  
311

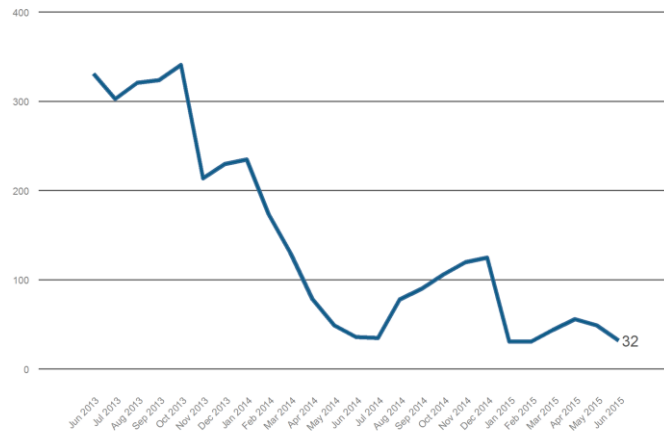
**Related Strategy:**  
Maintain and improve road  
surface infrastructure

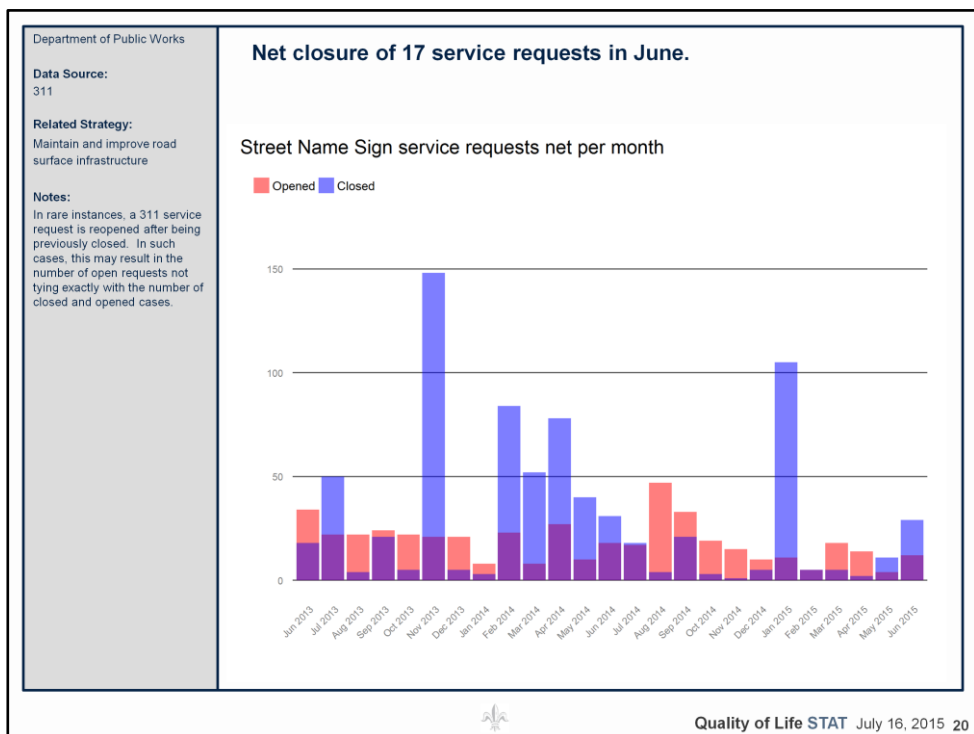
**Notes:**

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.

## Street name sign request backlog at historic low.

Street Name Sign service requests open at end of month





DPW has a 7 – 10 turnaround on these service requests.

**Responsible Organization:**  
Department of Public Works

**Data Source:**  
DPW Maintenance Reports

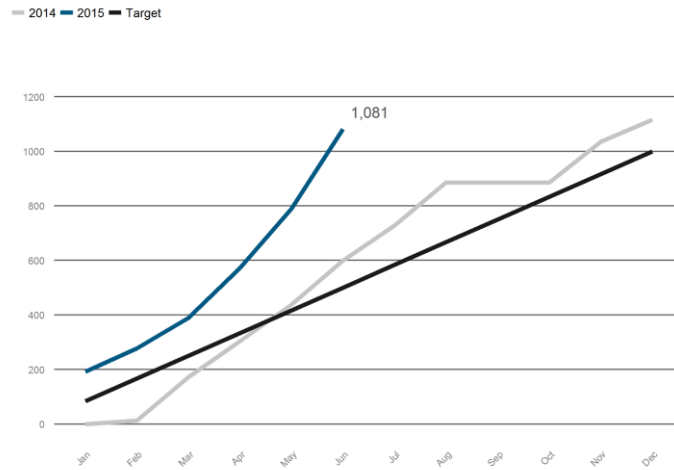
**Related Strategy:**  
Maintain and improve road  
surface infrastructure

**Notes:**

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

**DPW exceeded annual target in June. Target will likely be revised.**

Cumulative number of street name signs installed



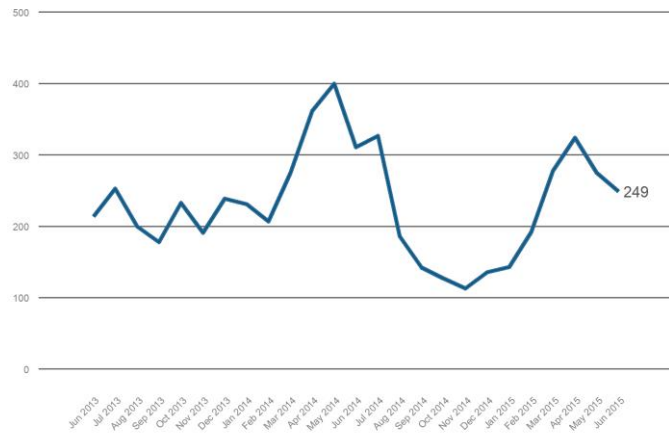
**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311

**Related Objective:**  
Promote Quality Neighborhoods

## Abandoned vehicle request backlog continued to decline in June.

Abandoned Vehicle Reporting/Removal service requests open at end of month



Responsible Organization:  
Department of Public Works

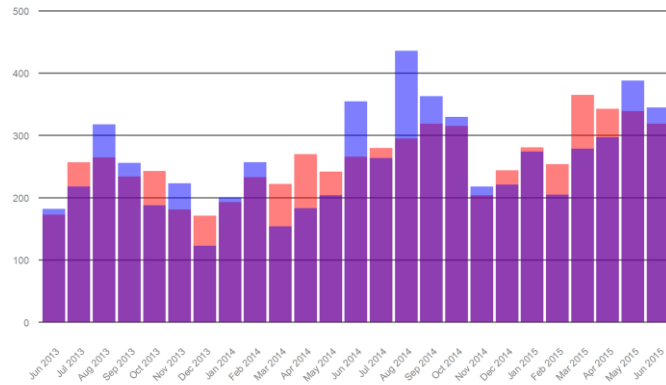
Data Source:  
311

Related Objective:  
Promote Quality Neighborhoods

## Net closure of 26 service requests in June.

Abandoned Vehicle Reporting/Removal service requests net per month

Opened Closed



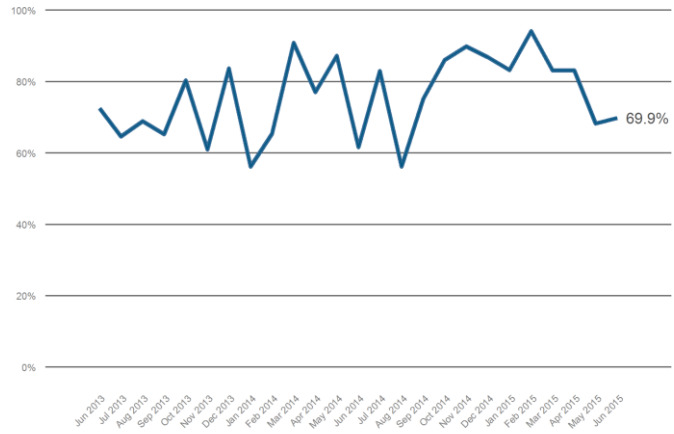
**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311

**Related Objective:**  
Promote Quality Neighborhoods

### Number of service requests closed within 30 days declined in May and June as DPW worked through request backlog.

Percent of Abandoned Vehicle Reporting Removal resolved in 30 days





**Responsible Organization:**  
Department of Public Works

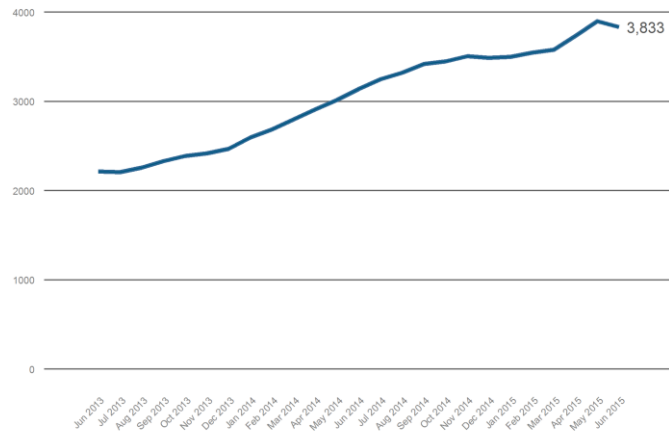
**Data Source:**  
311

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

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

## Street flooding service request backlog decreased for first time in at least two years.

Street Flooding/Drainage service requests open at end of month



**Responsible Organization:**  
Department of Public Works

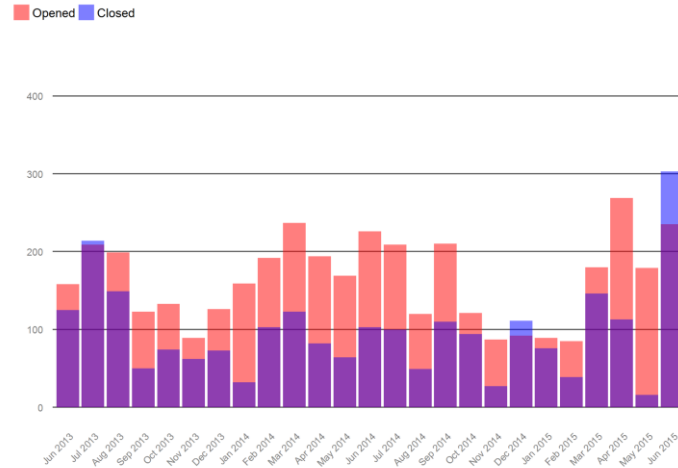
**Data Source:**  
311

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

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

## Despite high volume of incoming calls, DPW closed out a net of 68 flooding service requests due to GIS data reconciliation with street repairs.

Street Flooding/Drainage service requests net per month



**Responsible Organization:**  
Department of Public Works

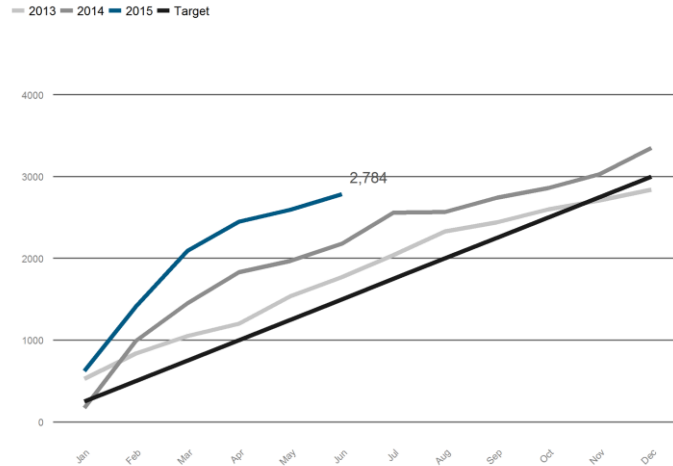
**Data Source:**  
DPW maintenance reports

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

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

## DPW continued ahead of annual target for catch basin cleaning in June. On track to reach end of year target by end of the summer.

Cumulative number of catch basins cleaned



# Key Performance Indicators

KPI	2014		2015		
	Actual	Target Met?	Actual	Target	Status
Number of Potholes Filled	25,348	●	18,458	40,000	▲
Percent of Streetlights Functioning	96%	●	98%	92%	●
Number of Streetlight Outages Restored	3,018	◆	5,083	5,000	●
Percent of 311 Streetlight Service Requests Closed within 90 Days	27%	N/A	23%	75%	◆
Number of Permanent Traffic Signs Installed	2,921	●	2,880	2,000	●
Number of Street Name Signs Installed	1,116	◆	1,081	1,000	●
Percent of 311 Abandoned Vehicle Requests Closed within 30 Days	73%	▲	79%	80%	▲
Number of Catch Basins Cleaned	3,390	▲	2,784	3,000	●
Percent of Catch Basins Cleaned	5%	N/A	4%	5%	▲



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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  
drainage infrastructure to  
ensure resilient neighborhoods

## 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			



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Sewerage and Water Board of  
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**Data Source:**  
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**Related Strategy:**  
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## Meters read as percentage of total meters

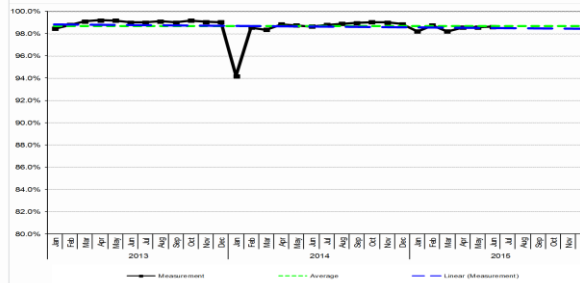
<b>Constituency:</b> Customer Ratepayers	<b>Objective:</b> Provide Accurate Bills	<b>Goal:</b> Read 98% or more of meters each month
<b>Currently Meeting Goal:</b> Yes	<b>Process Operating Within Control Limits:</b> Yes	<b>Trend:</b> Level

### 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.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2013	98.4%	98.6%	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%	98.6%	98.9%	99.0%	99.0%	99.0%	98.9%
2015	98.2%	98.7%	98.2%	98.5%	98.6%	98.6%	98.6%	98.6%	98.6%	98.6%	98.6%	98.6%



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

**Data Source:**  
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## Bills estimated as a percentage of total bills

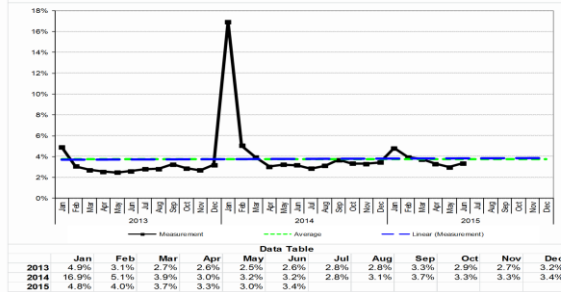
<b>EUM Attribute:</b> Customer Satisfaction		<b>Description:</b> Provides reliable, responsive, and affordable services in line with explicit, customer-accepted service levels. Receives timely customer feedback to maintain responsiveness to customer needs and emergencies.
<b>Constituency:</b> Customer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

### 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.





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Sewerage and Water Board of  
New Orleans

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

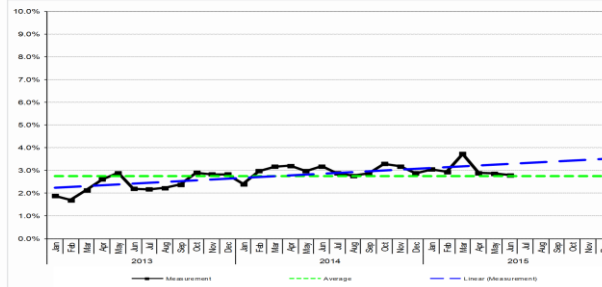
**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient neighborhoods

## Bills adjusted as a percentage of total computed

<b>Constituency:</b> Customer Ratepayers		<b>Objective:</b> Provide Accurate Bills		<b>Goal:</b> Reduce percentage over time
<b>Currently Meeting</b> <b>Goal:</b> No		<b>Process Operating</b> <b>Within Control Limits:</b> Yes		<b>Trend:</b> Unfavorable

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

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



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2013	1.9%	1.7%	2.1%	2.6%	2.9%	2.2%	2.2%	2.2%	2.4%	2.9%	2.6%	2.6%
2014	2.4%	3.0%	3.2%	3.2%	3.0%	3.2%	2.9%	2.8%	2.9%	3.3%	3.2%	2.9%
2015	3.1%	2.9%	3.7%	2.9%	2.9%	2.8%						



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## Total inbound customer contacts

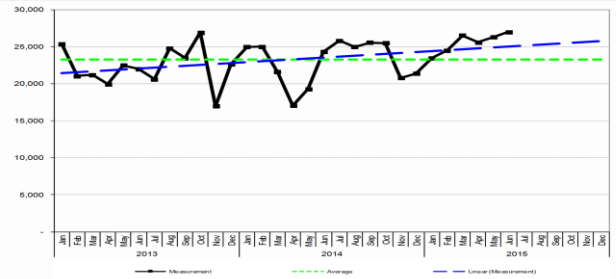
<b>Constituency:</b> <b>Customer Ratepayers</b>		<b>Objective: Provide Timely Information and Respond Promptly to Requests</b>		<b>Goal: Reduce Triggers of Customer Calls</b>
<b>Currently Meeting Goal: No</b>		<b>Process Operating Within Control Limits: Close</b>		<b>Trend: Unfavorable</b>

### Analysis

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

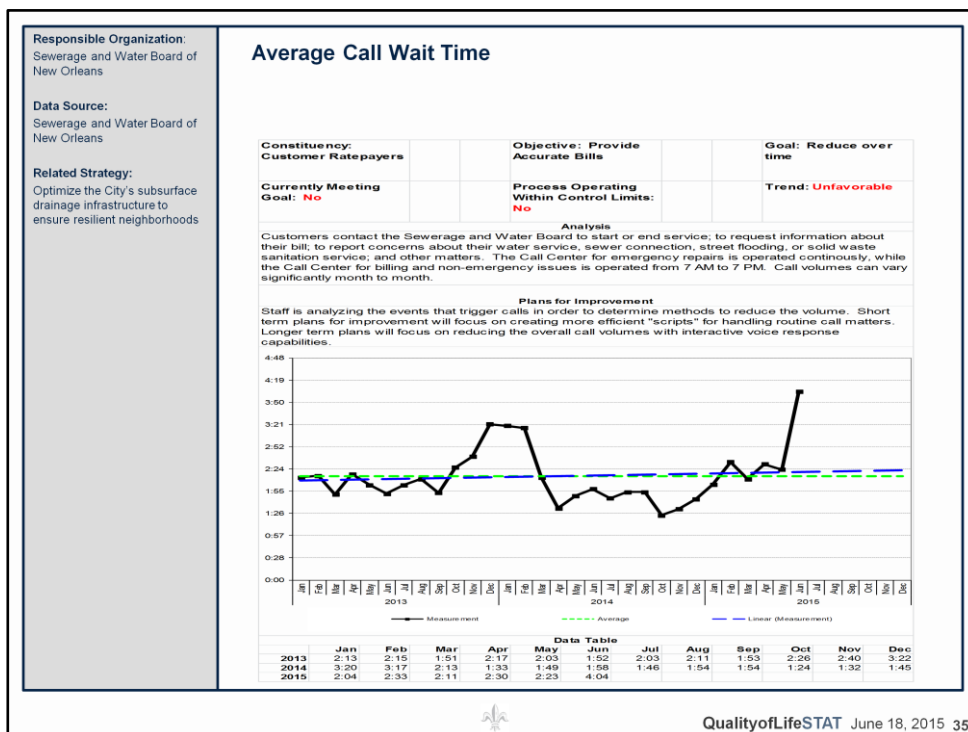
### Plans for Improvement

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



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2013	25,331	21,051	21,194	19,937	22,446	21,994	20,602	24,764	23,439	26,892	16,960	22,610
2014	24,945	24,992	21,579	17,032	19,276	24,315	25,800	24,967	25,532	25,467	20,775	21,366
2015	23,470	24,496	26,486	25,565	26,261	26,963						





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Last month, SW&B adopted a new call center platform. Mr. Miller believes this spike in wait time may not be reflective of reality, but rather reflective of some user errors or user adoption issues among his staff.

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Sewerage and Water Board of  
New Orleans

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

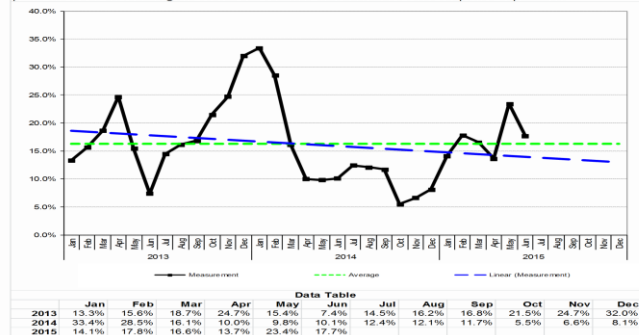
**Related Strategy:**  
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## Calls Abandoned by Customers as a Percentage of Total

<b>Constituency:</b> Customer Ratepayers		<b>Objective:</b> Provide Timely Information and Respond Promptly to Requests		<b>Goal:</b> Respond to calls with less than 10% abandoned
<b>Currently Meeting</b> <b>Goal:</b> Yes		<b>Process Operating</b> <b>Within Control Limits:</b> No		<b>Trend:</b> 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.



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

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

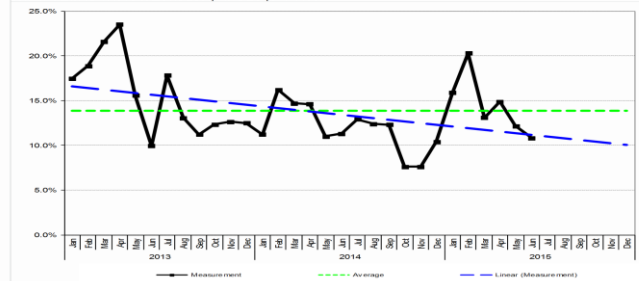
**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient neighborhoods

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

<b>Constituency:</b> Customer Ratepayers	<b>Objective:</b> Provide Timely Information and Respond Promptly to Requests	<b>Goal:</b> Respond to calls with less than 10% abandoned
<b>Currently Meeting Goal:</b> Yes	<b>Process Operating Within Control Limits:</b> Yes	<b>Trend:</b> 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.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2013	17.5%	18.9%	21.6%	23.5%	15.6%	10.0%	17.8%	13.1%	11.2%	12.3%	12.7%	12.5%
2014	11.2%	16.2%	14.7%	14.6%	11.0%	11.3%	12.9%	12.4%	12.3%	7.6%	7.6%	10.4%
2015	15.9%	20.3%	13.1%	14.9%	12.2%	10.6%						

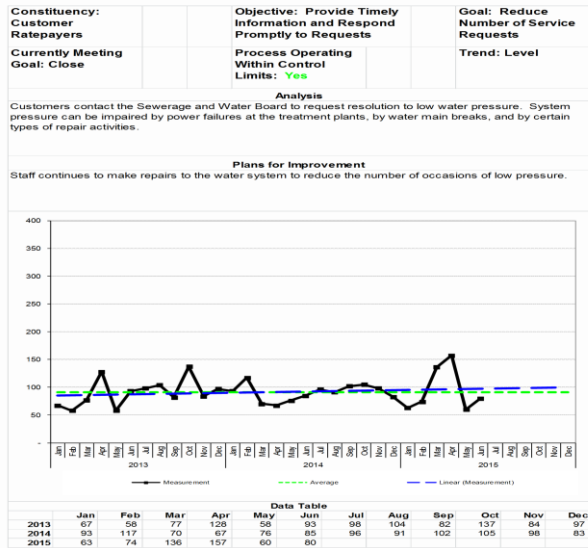


**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

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

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

## Total Service Requests about Low Water Pressure

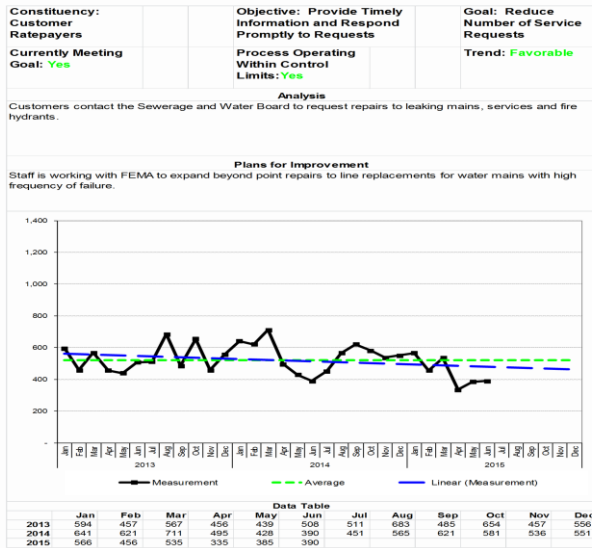


**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

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

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

## Total Service Requests for Water System Leaks



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

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

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

## Total Service Requests for Sewer System Leaks

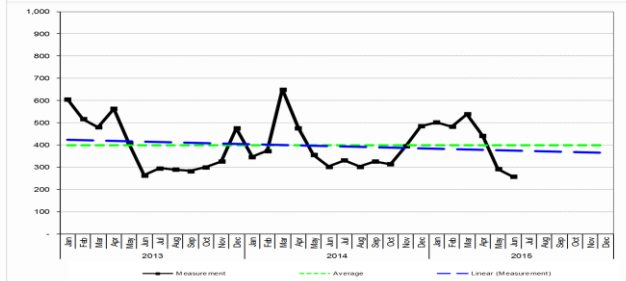
<b>Constituency:</b> Customer Ratepayers		<b>Objective:</b> Provide Timely Information and Respond Promptly to Requests		<b>Goal:</b> Reduce Number of Service Requests
<b>Currently Meeting Goal:</b> Yes		<b>Process Operating Within Control Limits:</b> Yes		<b>Trend:</b> Favorable

### Analysis

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

### Plans for Improvement

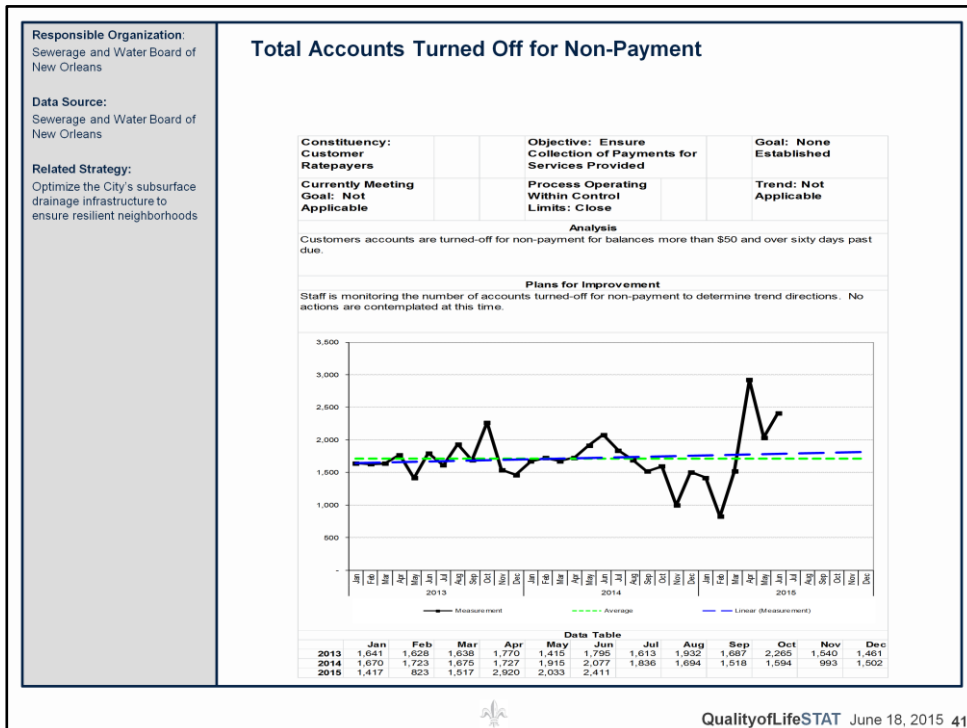
Staff has recently expanded the use of Networks Department field staff focused on sewer system repairs.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2013	604	516	480	503	406	264	295	289	283	300	326	475
2014	346	374	650	476	355	302	331	302	326	314	394	485
2015	502	462	539	441	292	257						







SW&B does not believe this increase is due to rate increases. They will research it further.

**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

## Water and Sewer Receivables 30 to 120 Days Old

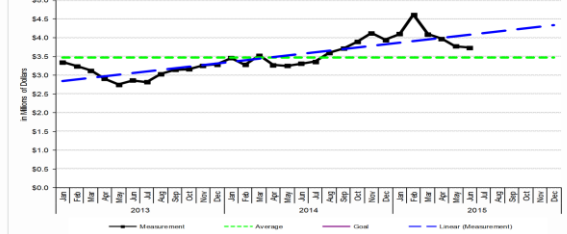
<b>EUM Attribute:</b> Financial Viability		<b>Description:</b> Establishes and maintains an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues	
<b>Constituency:</b> Customer Ratepayers		<b>Objective:</b> Efficient use of resources in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

### Analysis

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

### Plans for Improvement

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



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2013	\$3.348	\$3.243	\$3.127	\$2.907	\$2.748	\$2.860	\$2.819	\$3.031	\$3.149	\$3.161	\$3.258	\$3.287
2014	\$3.458	\$3.280	\$3.524	\$3.271	\$3.249	\$3.314	\$3.361	\$3.598	\$3.715	\$3.893	\$4.122	\$3.941
2015	\$4.104	\$4.612	\$4.091	\$3.971	\$3.769	\$3.732						



**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

## Water and Sewer Receivables 120 Days and Older

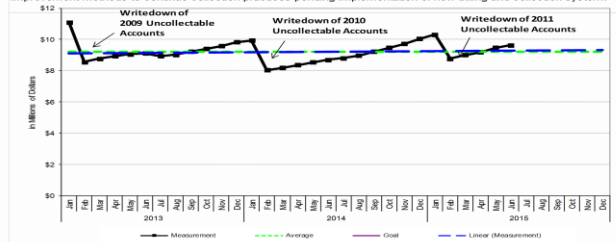
<b>EUM Attribute:</b> Financial Viability		<b>Description:</b> Establishes and maintains an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues	
<b>Constituency:</b> Customer Ratepayers		<b>Objective:</b> Efficient use of resources in providing services	<b>Goal:</b> None established
<b>Currently Meeting Goal:</b> Not Applicable		<b>Process Operating Within Control Limits:</b> Yes	<b>Trend:</b> 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	\$ 8.760	\$ 8.928	\$ 9.055	\$ 9.113	\$ 8.939	\$ 9.029	\$ 9.224	\$ 9.398	\$ 9.565	\$ 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	\$ 9.188	\$ 9.471	\$ 9.625						



# PARKS AND PARKWAYS



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

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

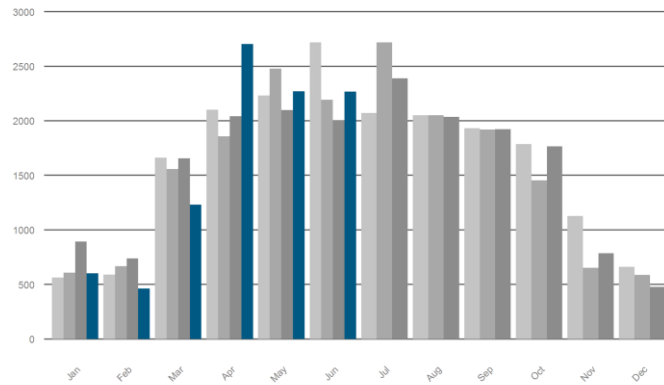
**Related Strategy:**  
Protect and preserve parks and  
other green spaces

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

## PPW mowed more acres in June 2015 than June 2014 and 2013.

### Acres mowed

2012 2013 2014 2015



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

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

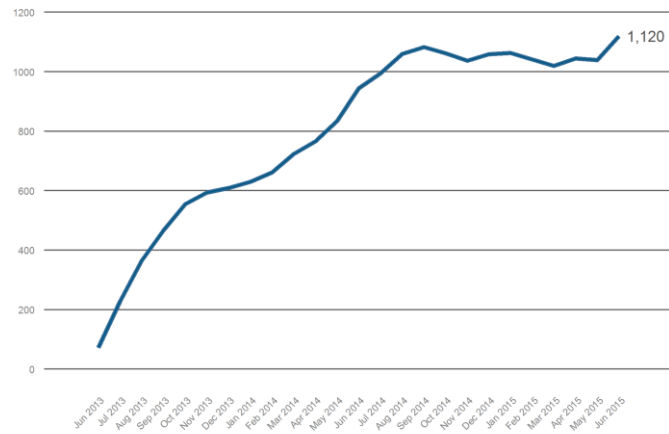
**Note:**  
Forestry work orders represent  
the actual work completed  
within a tree "work order."

Excludes stumps, which are  
done intermittently.

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

## Tree service request backlog increased sharply in June.

Tree Service service requests open at end of month



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

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

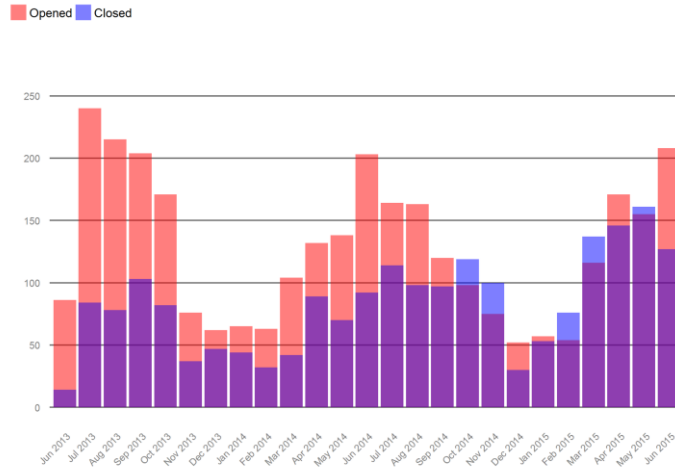
**Note:**  
Forestry work orders represent  
the actual work completed  
within a tree "work order."

Excludes stumps, which are  
done intermittently.

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

## Net addition of 81 service requests to backlog in June.

Tree Service service requests net per month



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

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

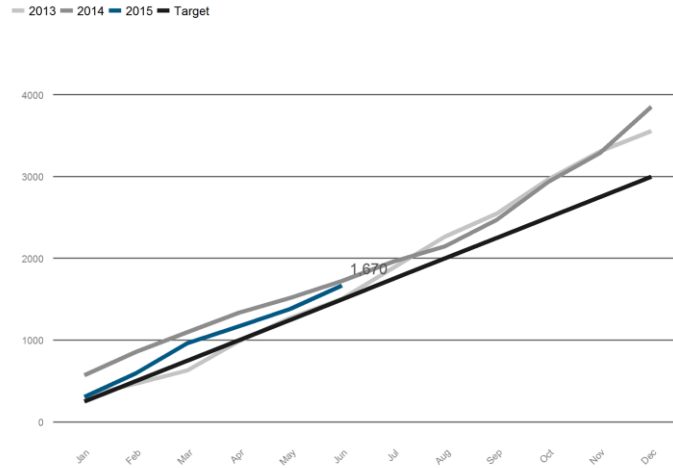
**Note:**  
Forestry work orders represent  
the actual work completed  
within a tree "work order."

Excludes stumps, which are  
done intermittently.

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

## PPW on track to exceed annual target by end of the year.

Cumulative number of tree trims and removals





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

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

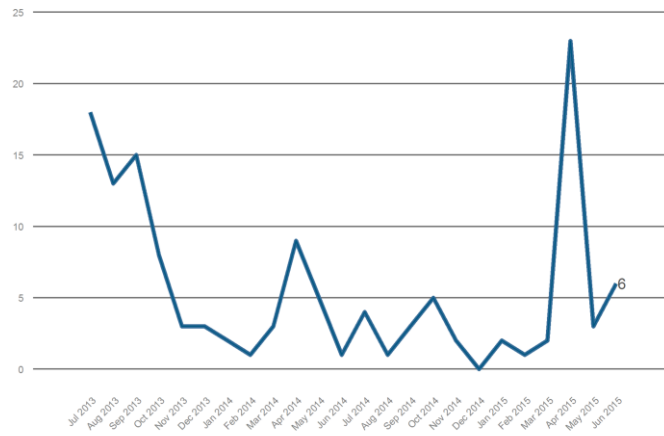
**Note:**  
Forestry work orders represent  
the actual work completed  
within a tree "work order."

Excludes stumps, which are  
done intermittently.

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

## Six open emergency tree service requests at the end of June.

Tree Service Emergency service requests open at end of month



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

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

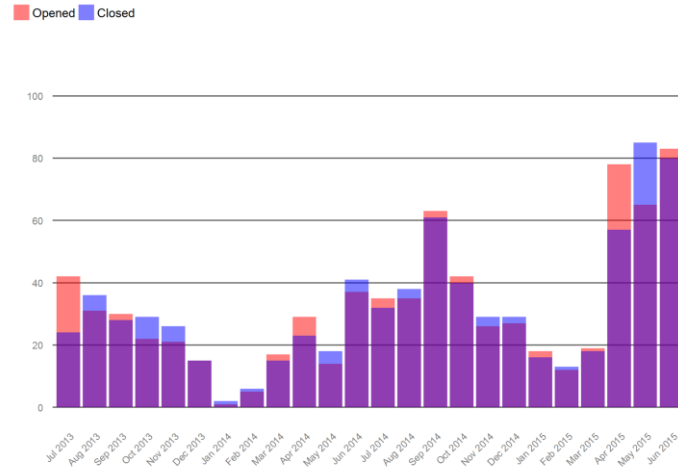
**Note:**  
Forestry work orders represent  
the actual work completed  
within a tree "work order."

Excludes stumps, which are  
done intermittently.

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

## Slight net addition to emergency service queue at the end of June.

Tree Service Emergency service requests net per month



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

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

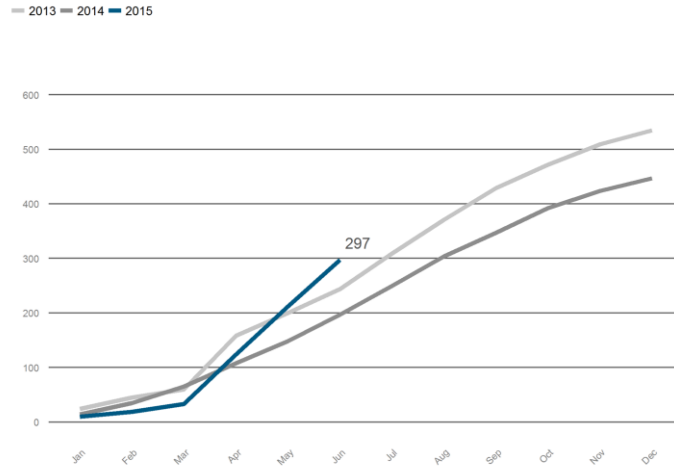
**Note:**  
Forestry work orders represent  
the actual work completed  
within a tree "work order."

Excludes stumps, which are  
done intermittently.

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

## Emergency tree service requests this year exceeds 2014 and 2013.

Cumulative number of emergency tree requests



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

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

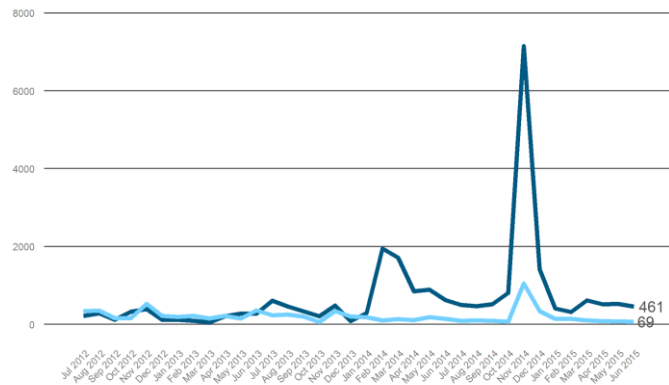
**Definition:**  
*Bandit sign:* A flyer or  
advertisement posted on a  
public row in an unauthorized  
location.

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

## Over 500 bandit signs removed by PPW and Sanitation department in June.

### Bandit signs removed

— Parks and Parkways — Sanitation



# Key Performance Indicators

KPI	2014		2015		Status
	Actual	Target Met?	Actual	Target	
Number of acres mowed	18,801		9,534	19,000	
Number of tree trims and removals	NA		1,670	3,000	



# SANITATION



Quality of Life STAT July 16, 2015 54

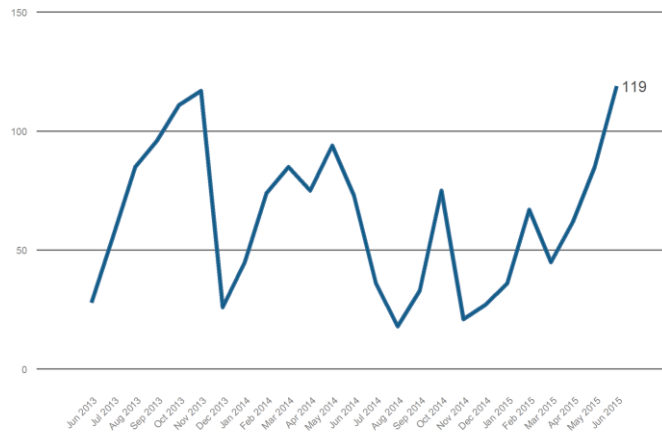
**Responsible Organization:**  
Department of Sanitation

**Data Source:**  
311

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

## Illegal dumping service requests climbed sharply in June.

Illegal Dumping Reporting service requests open at end of month



**Responsible Organization:**  
Department of Sanitation

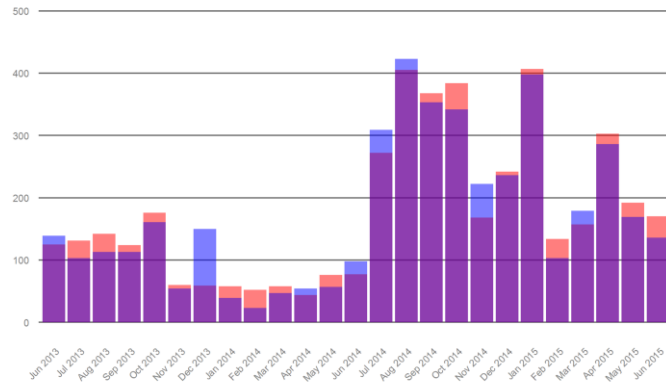
**Data Source:**  
311

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

## Net addition of 34 service requests in June.

Illegal Dumping Reporting service requests net per month

Opened Closed





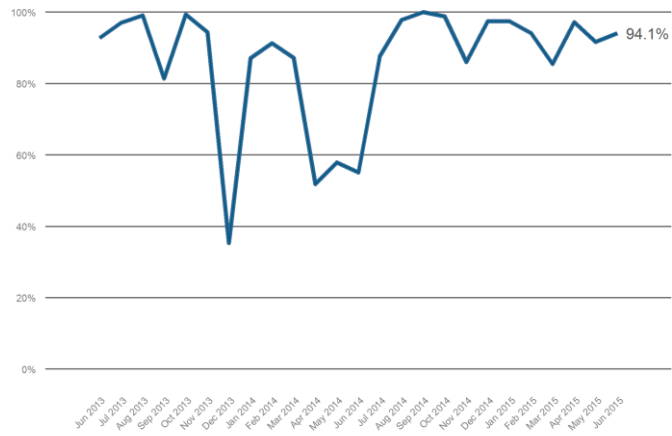
**Responsible Organization:**  
Department of Sanitation

**Data Source:**  
311

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

**However, majority of closed requests were closed within 30 days.**

**Percent of Illegal Dumping Reporting resolved in 30 days**



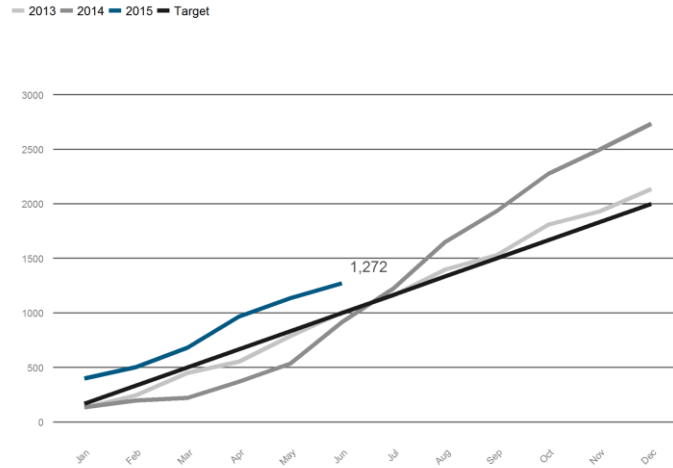
**Responsible Organization:**  
Department of Sanitation

**Data Source:**  
Department of Sanitation

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

## Sanitation continued on track to exceed annual target for clearing illegal dumping sites.

Cumulative number of illegal dumping sites cleared



**Responsible Organization:**  
Department of Sanitation

**Data Source:**  
Department of Sanitation

**Note:**

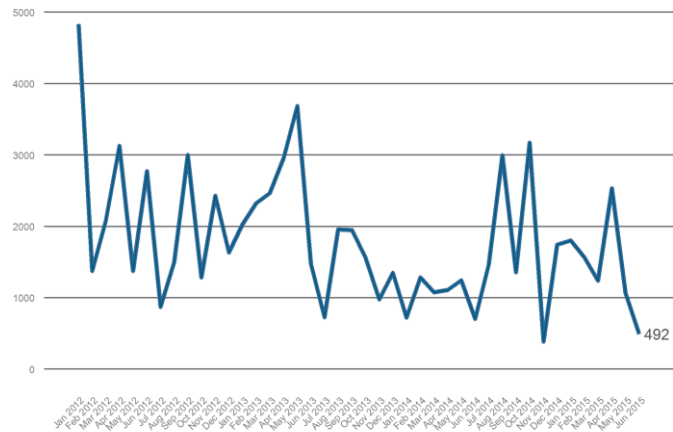
"Tires removed" indicates the number of dumped tires the vendor transports from the City facility that had previously been collected. Consequently, this figure does not always reflect the exact amount collected from illegal dumping sites during a given month.

**Related Strategy:**

Provide effective sanitation services to residents and businesses

## Relatively low number of tires removed in June.

Tires removed



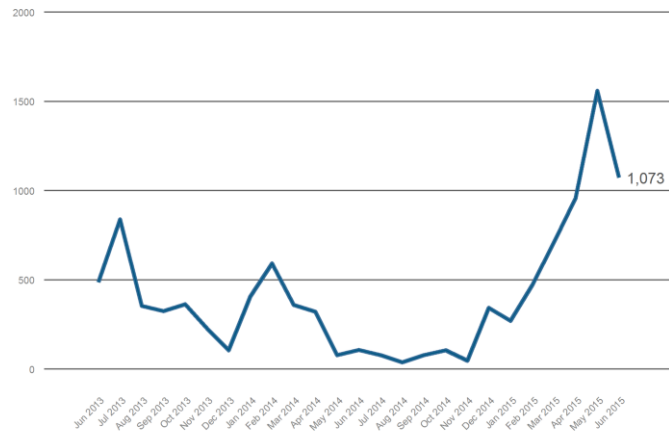
**Responsible Organization:**  
Department of Sanitation

**Data Source:**  
311

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

### After several months of increases, Sanitation reduced recycling request backlog by almost 500 in June.

Residential Recycling Programs service requests open at end of month



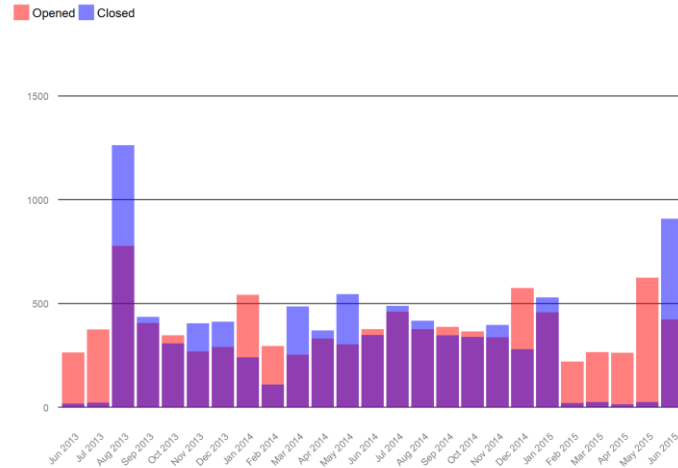
**Responsible Organization:**  
Department of Sanitation

**Data Source:**  
311

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

## Net closure of 486 service requests in June after receiving new vehicles to deliver carts.

Residential Recycling Programs service requests net per month



**Responsible Organization:**  
Department of Sanitation  
vendors

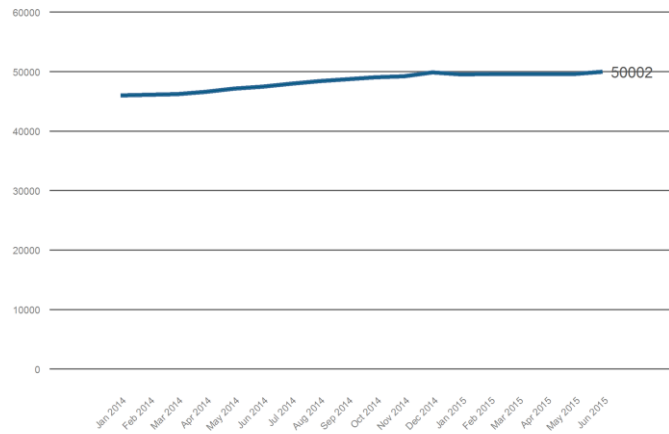
**Data Source:**  
Sanitation Department

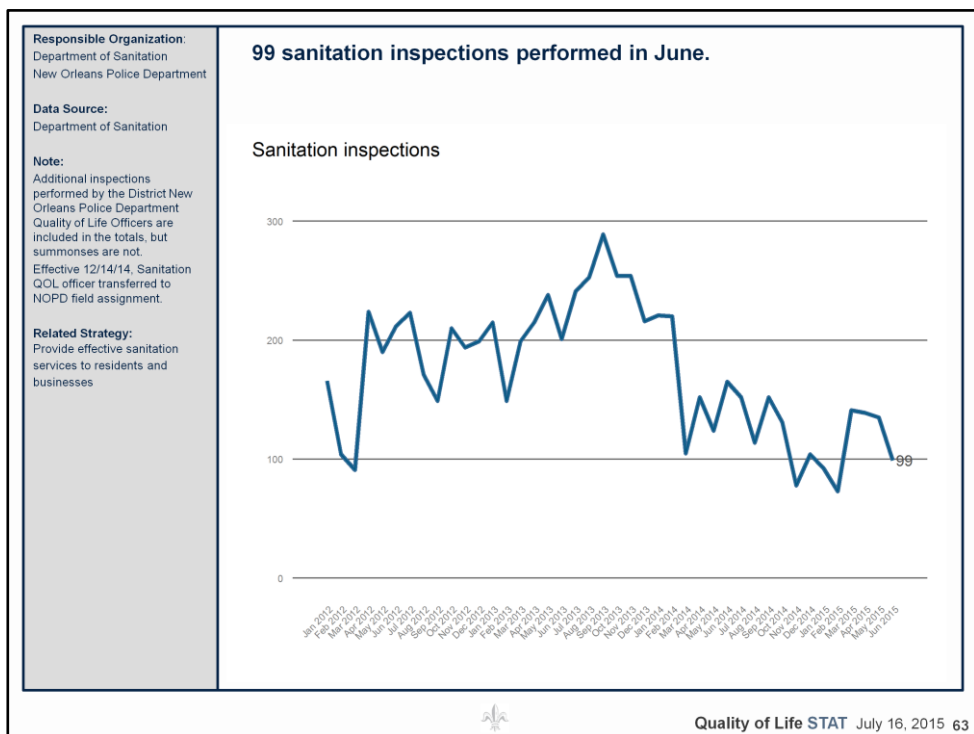
**Related Strategy:**  
Provide effective sanitation  
services to residents and  
businesses

**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.

**Number of houses registered for recycling at 50,002 by end of June. Target is 55,700.**

Houses registered for recycling





Sanitation is looking to hire another sanitation ranger.

# Key Performance Indicators

KPI	2014		2015		
	Actual	Target Met?	Actual	Target	Status
Number of Illegal Dumping Sites Cleared	2,735	●	1,272	1,000	●
Percent of 311 Illegal Dumping Service Requests Closed within 30 Days	91%	●	94%	80%	●
Percent of Households Registered for Recycling	37%	●	38%	40%	▲





**LAW**



**Responsible Organization:**  
Law Department

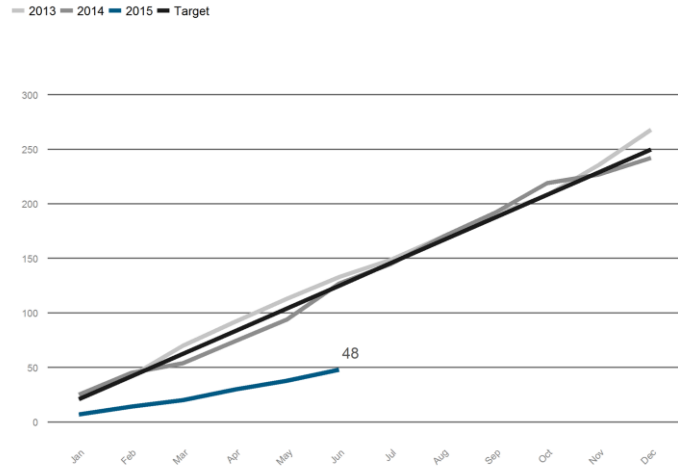
**Data Source:**  
Law Department

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

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

## Law significantly off target for number ABO filings.

Cumulative number of ABO filings



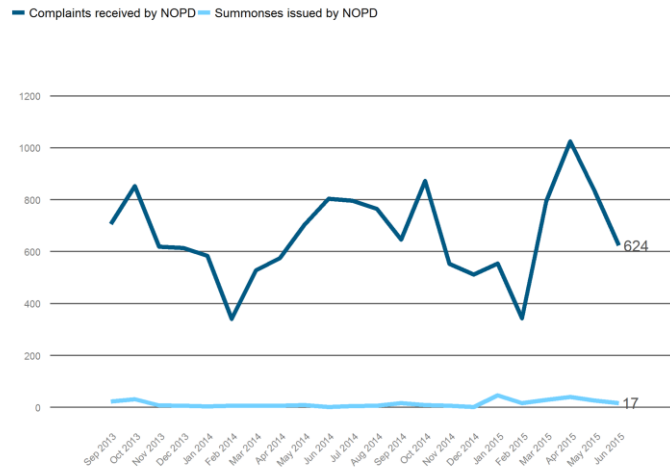
**Responsible Organization:**  
New Orleans Police Department

**Data Source:**  
New Orleans Police Department

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

## Number of complaints declined sharply in June from March peak.

Complaints received and summonses issued by NOPD quality of life officers



# Key Performance Indicators

KPI	2014		2015		
	Actual	Target Met?	Actual	Target	Status
Number of Tax and Public Nuisance Cases Filed before the ABO Board	242		48	250	



# MOSQUITO AND TERMITE CONTROL



Quality of Life STAT July 16, 2015 69

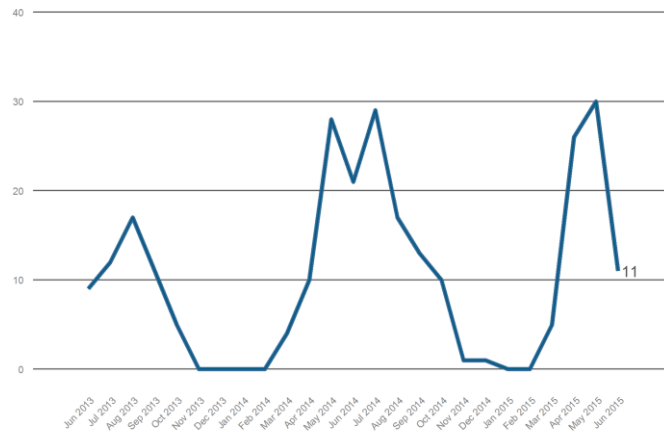
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
311

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

## Backlog of mosquito control service requests reduced to 11 in June.

Mosquito Control service requests open at end of month



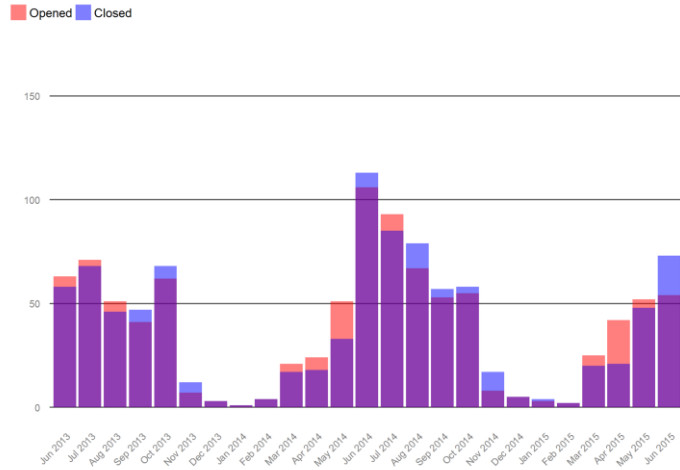
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
311

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

## Net closure of 19 service requests in June.

Mosquito Control service requests net per month



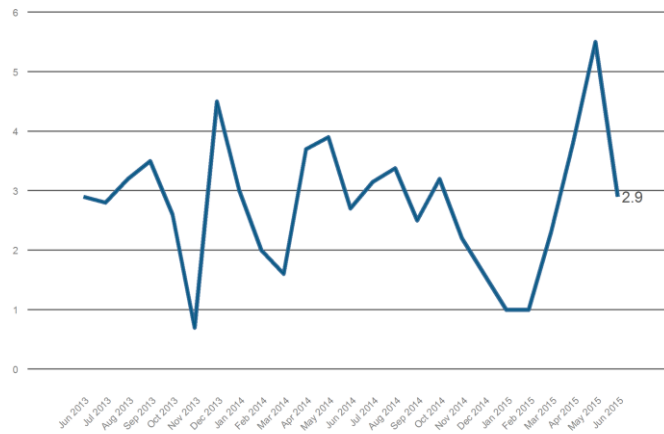
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
MTRCB

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

## Average days to close request declined in June.

Average days to close mosquito request





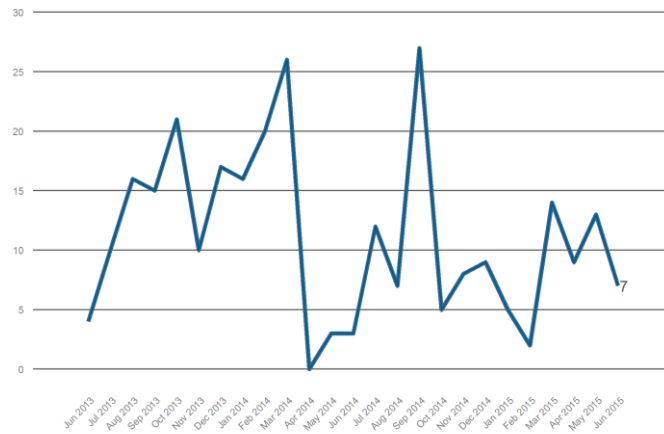
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
311

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

## Rodent service request backlog at seven at end of June.

Rodent Complaint service requests open at end of month



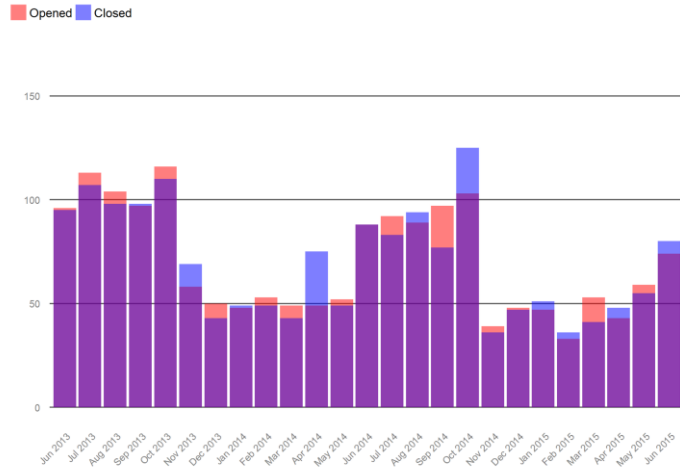
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
311

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

## Net closure of six service requests in June.

Rodent Complaint service requests net per month



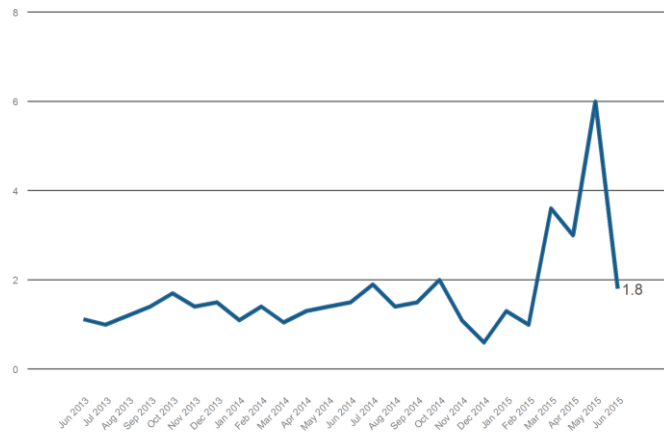
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
311

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

## Average days to close rodent service request significantly reduced in June.

Average days to close rodent request



# Key Performance Indicators

KPI	2014		2015		
	Actual	Target Met?	Actual	Target	Status
Average Business Days to Complete Mosquito Service Requests	3.0	●	2	3	●
Average Business Days to Complete Rodent Service Requests	1.5	●	2.3	3	●

