



CITY OF NEW ORLEANS
Quality of Life STAT

June 18th, 2015
(Reporting Period: May 2015)

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.	DPWs making their needed hires. Most vehicles have been ordered, with more on the 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.	
6/18/15	M. Jernigan; A. Macdonald	Determine plan for maintenance of streetlights in the City's parks.	
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.	OPA conducted analysis and produced maps of the intersections with the highest number of crashes, particularly those related to bicyclists and pedestrians.
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. Tori	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 MTCB to place cameras at two illegal dumping hot spots. They have identified additional illegal dumping hot spots to install more cameras.



311 and EMD



Responsible Organization:
311

Data Source:
311 performance reporting

311 department adoption rate strong for all departments reported. DPW Traffic, MTCB, and Taxi departments not meeting timeliness metrics

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%)	98%	93%	64%	49%	73%	29%	59%	79%	12%	N/A
Request Closure Rate (Closed Cases >= New Cases Yes/No)	N	N	Y	Y	N	N	Y	N	Y	Y
Backlog to Closed Requests Ratio (<5, 5-7, >=8)	0.0	189.0	0.7	4.7	0.2	0.7	4.0	1.7	0.5	N/A

Department Adoption Rate

Adoption Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	Sanitation	Taxi	EMS
Current Month	68%	82%	100%	100%	100%	100%	100%	100%	100%	100%
90d Average	77%	85%	100%	99%	100%	100%	100%	97%	93%	100%
DAR Avg To-Date	78%	82%	100%	100%	100%	100%	100%	94%	94%	100%



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ITI's GIS team and DPW worked together to overlay a map of roadwork that's been done with the backlog of 311 DPW requests, and were able to close out 298 requests that were submitted prior to roadwork projects, and consequently have been addressed by now, but had not been closed out in the 311 system previously. They plan to begin consistently tracking and closing out 311 service requests where they overlap with roadwork projects in future months.

Code Enforcement continues to lag in its communication and coordination with the 311 team, and currently does not have a meaningful process for integrating its workflow with the 311 system, as it primarily works out of the City's permitting and land use system, LAMA, without much visibility in the 311 system.

Responsible Organization:
EMD

Data Source:
EMD internal report

94% of all EMD orders for 2015 have been completed.

	January	February	March	April	May	June
Orders Placed	13	15	43	54	57	83
Orders Remaining	57	55	31	19	22	88
% Complete	19%	21%	58%	74%	72%	94%

Department	# Ordered	Total	% Ordered
Capital Proj	1	1	100%
Coroner	2	2	100%
Dist Attny	3	3	100%
EMS	2	3	67%
Fire	3	3	100%
Health	2	2	100%
MTCB	1	1	100%
NOPD	8	8	100%
NORDC	6	6	100%
Parks & Parways	14	14	100%
Prop Mgmt	10	10	100%
Public Works	14	15	93%
Sanitation	15	18	83%
YSC	2	2	100%
Total	83	88	94%



PUBLIC WORKS



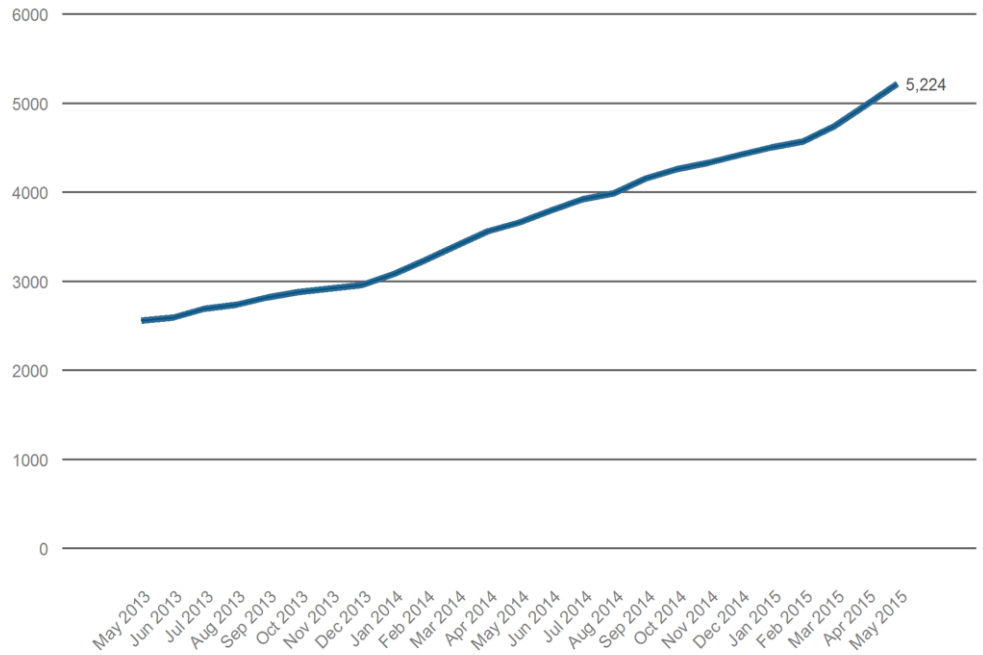
Responsible Organization:
Department of Public Works
(DPW)

Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

Pothole request backlog climbed to 5,224 by the end of May.

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



Responsible Organization:
Department of Public Works
(DPW)

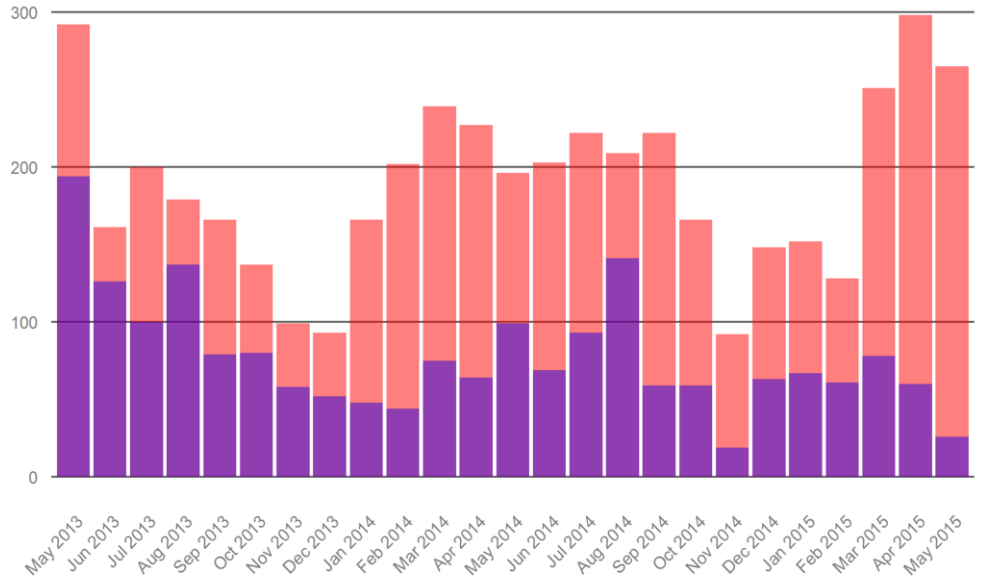
Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

The number of incoming Pothole service requests continued to greatly outpace the number of potholes closed in May.

Pothole/Roadway Surface Repair service requests net per month

Opened Closed



Responsible Organization:
Department of Public Works
(DPW)

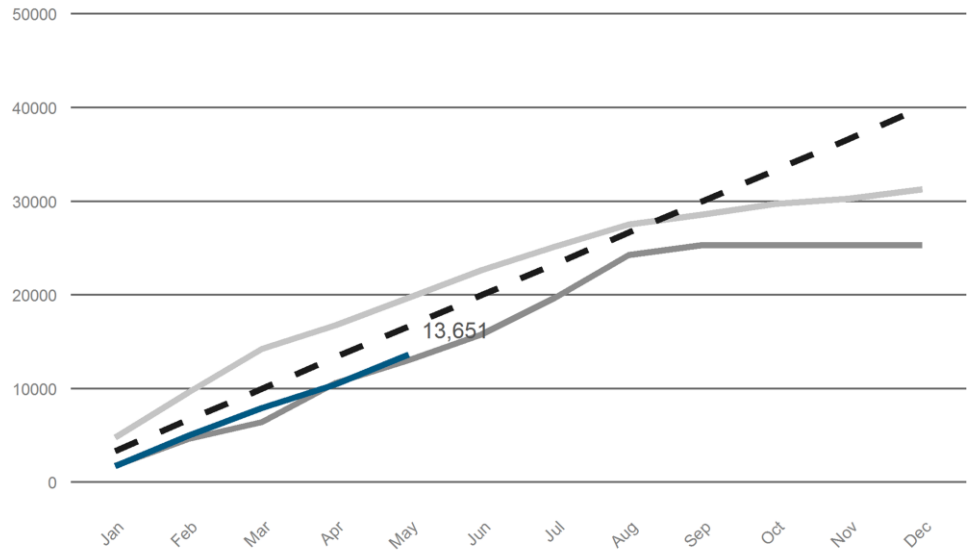
Data Source:
DPW maintenance reports

Related Strategy:
Maintain and improve road
surface infrastructure

Potholes filled still below 2015 target in May.

Cumulative number of potholes filled

— 2013 — 2014 — 2015 — Target



Responsible Organization:
Department of Public Works

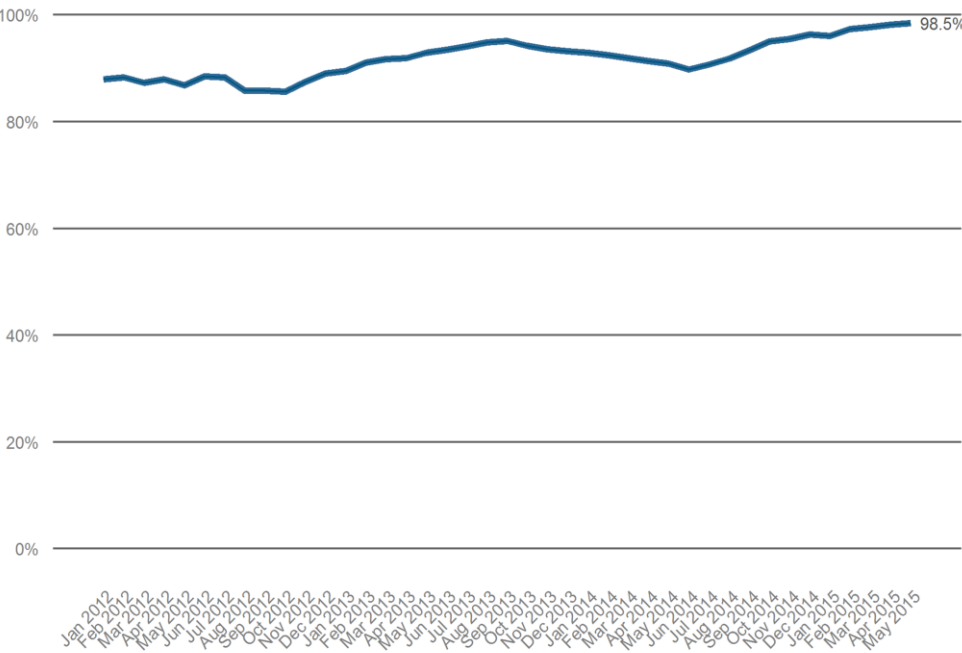
Data Source:
DPW Streetlights Monthly Report

Related Strategy:
Maintain and improve road surface infrastructure

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

Almost all street lights in New Orleans functional in May 2015.

Percent of street lights functioning



Responsible Organization:
Department of Public Works

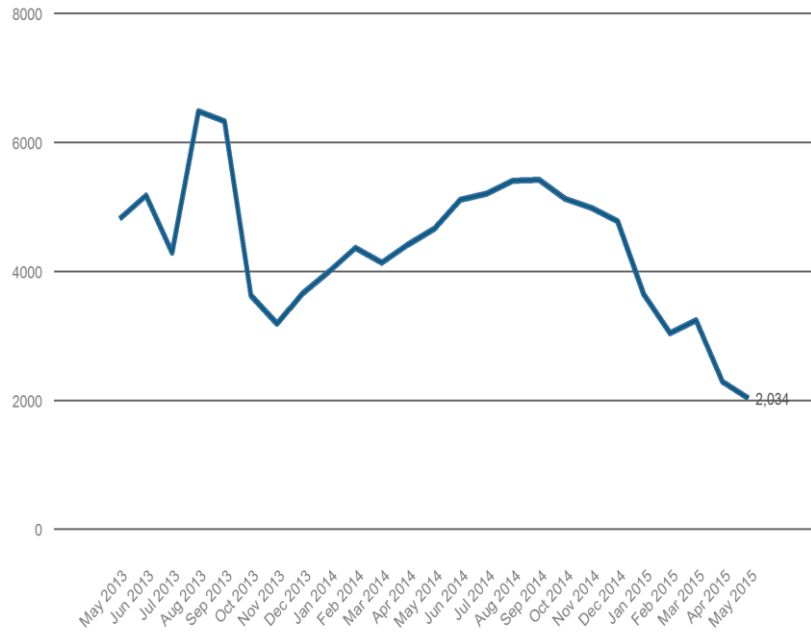
Data Source:
311

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.

DPW reduced 311 street light request backlog in May. Actual outages in the city at 827, indicating reconciliation needed for 311 data.

Street Light service requests open at end of month



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DPW noted that some of the chasm between open 311 streetlight requests and existing outages is explained by many 311 requests that got categorized as street light requests, despite actually being trees that need to be trimmed, as they are blocking the light of a functional streetlight.

Responsible Organization:
Department of Public Works

Data Source:
311

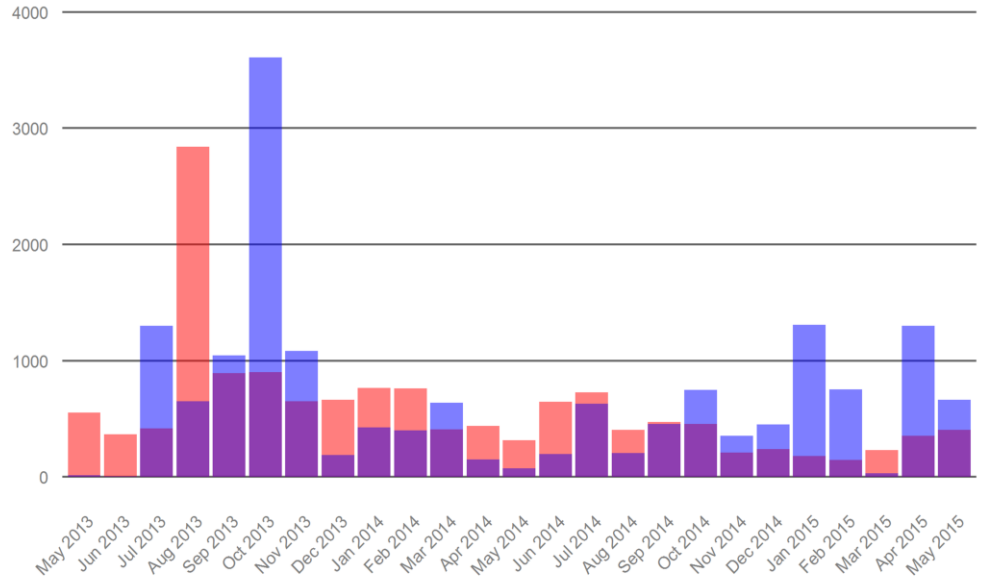
Related Strategy:
Maintain and improve road
surface infrastructure

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.

261 more street light requests closed out in May than came in.

Street Light service requests net per month

Opened Closed



Responsible Organization:
Department of Public Works

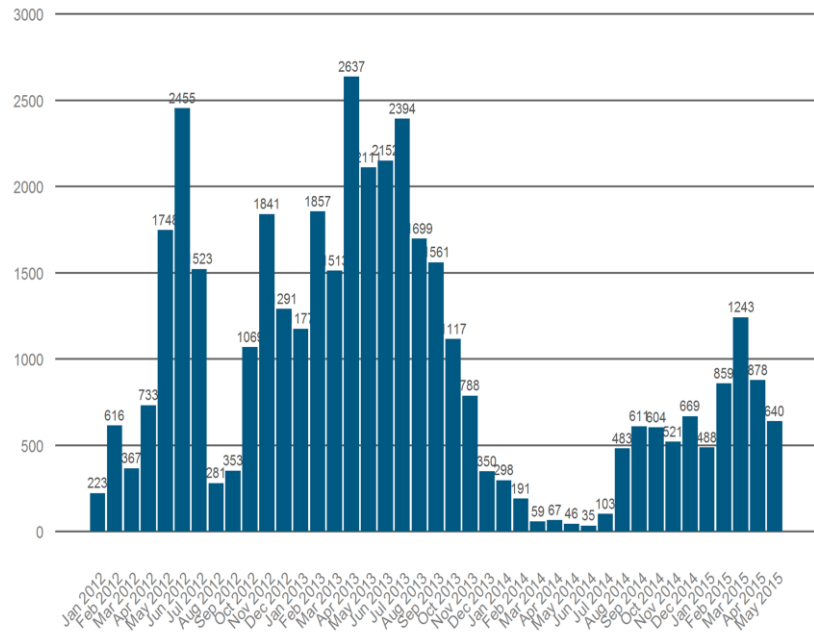
Data Source:
DPW Streetlights Monthly Report

Related Strategy:
Maintain and improve road surface infrastructure

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

640 street light outages restored in May, largely due to decreasing demand.

Number of streetlight outages restored



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Parks and Parkways (PPW) stated that they have seen an uptick in streetlight outages in their parks that Entergy recently relinquished responsibility for maintaining. Parks does not have the resources to address those streetlights. DPW noted that the park lights are on a metered system separate from those they typically maintain around the city, and that if they were to assume responsibility, they would need to find additional funding. PPW and DPW will come up with a plan to determine how to maintain streetlights in the City's parks.

Data Source:

311

Related Strategy:

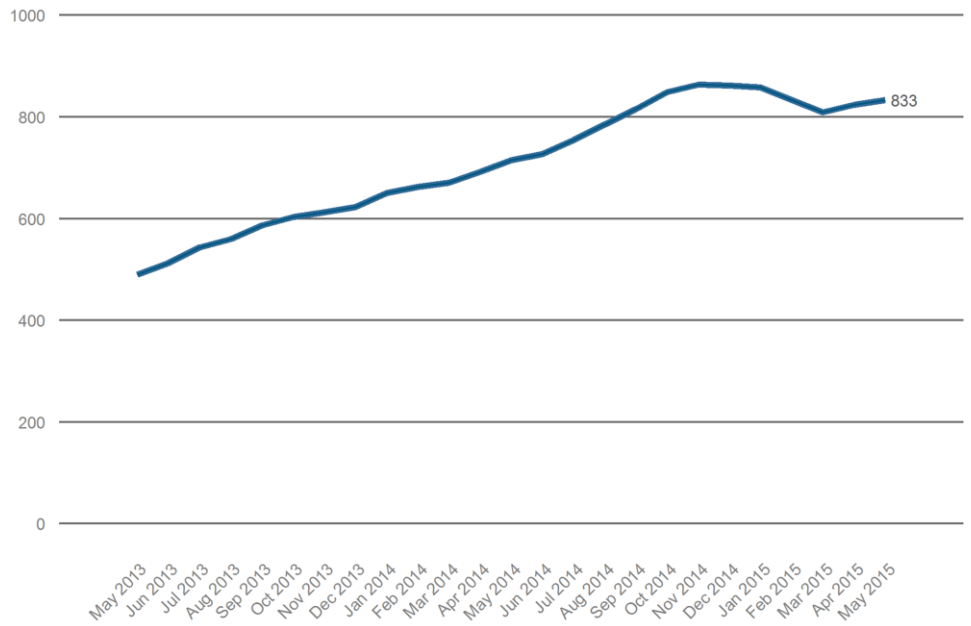
Maintain and improve road surface infrastructure

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.

Traffic sign service request backlog ticked up in May.

Traffic Sign service requests open at end of month



Data Source:
311

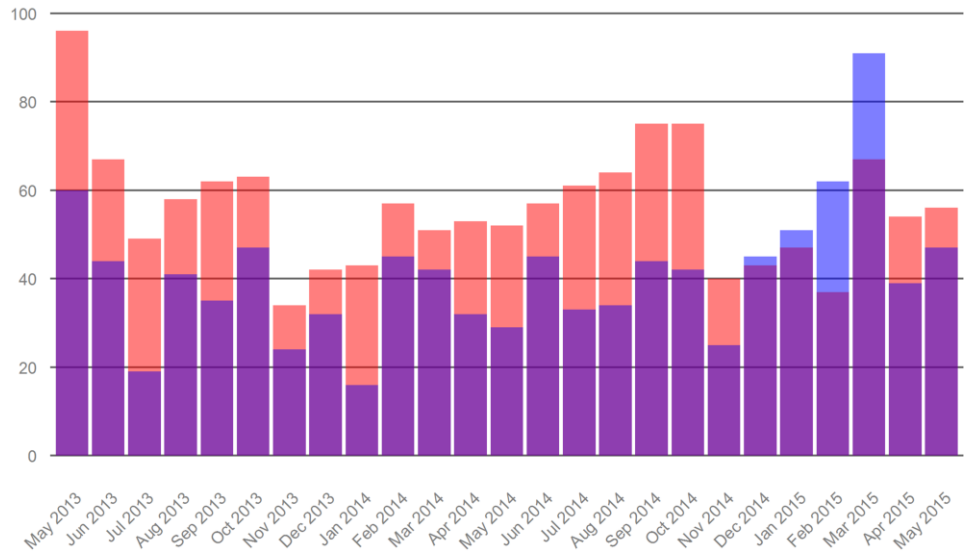
Related Strategy:
Maintain and improve road
surface infrastructure

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.

After several months of reducing backlog, a net gain of 15 service requests for traffic signs in April.

Traffic Sign service requests net per month

Opened Closed



Responsible Organization:
Department of Public Works

Data Source:
DPW Maintenance Reports

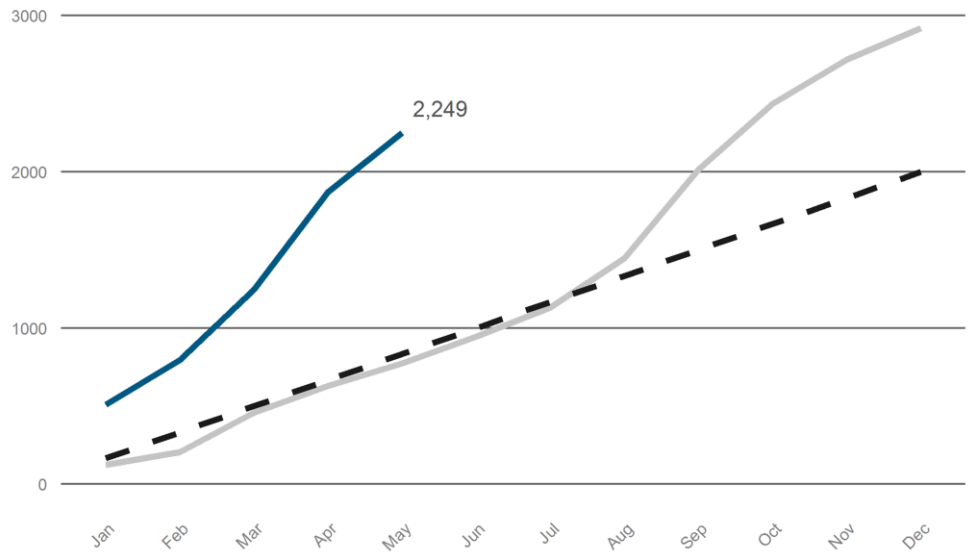
Related Strategy:
Maintain and improve road
surface infrastructure

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 for traffic signs installed by end of May.

Cumulative number of traffic signs installed

— 2014 — 2015 — Target



Department of Public Works

Data Source:

311

Related Strategy:

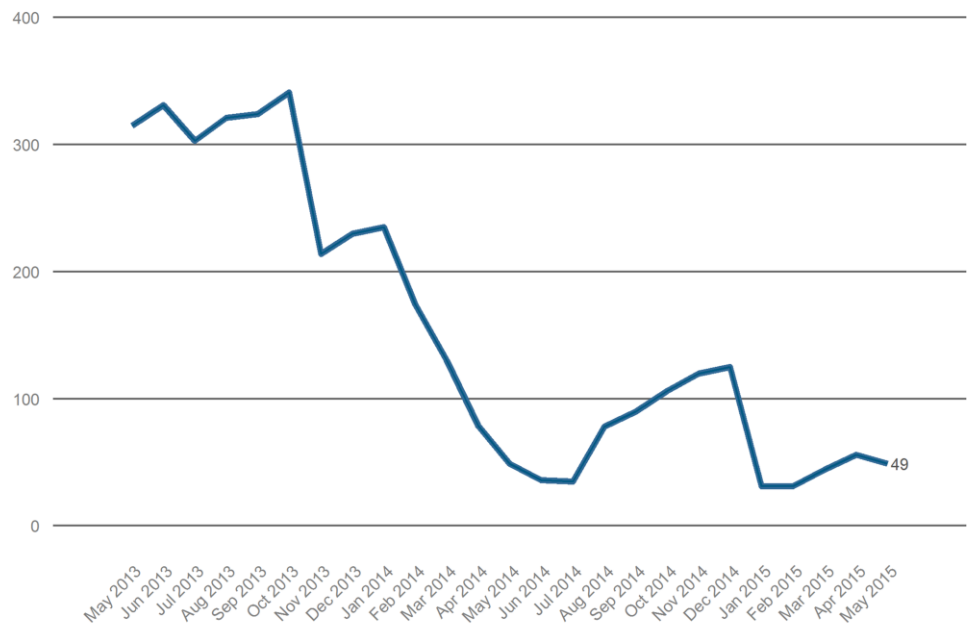
Maintain and improve road surface infrastructure

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.

Backlog of open street name service requests decreased to relatively low level.

Street Name Sign service requests open at end of month



Data Source:

311

Related Strategy:

Maintain and improve road surface infrastructure

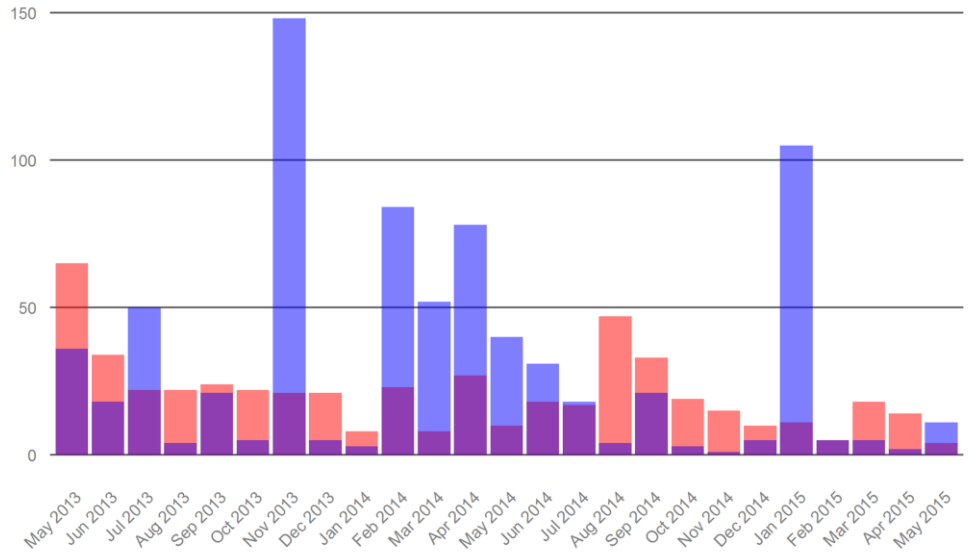
Notes:

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 decrease of 7 street name service requests in May.

Street Name Sign service requests net per month

Opened Closed



Responsible Organization:
Department of Public Works

Data Source:
DPW Maintenance Reports

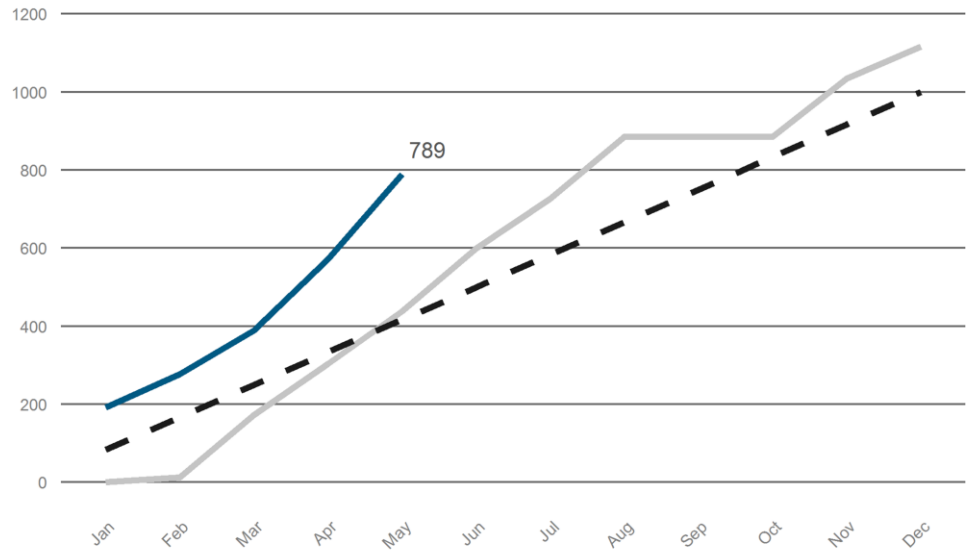
Related Strategy:
Maintain and improve road
surface infrastructure

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 well above target for number of street name signs installed.

Cumulative number of street name signs installed

— 2014 — 2015 — Target



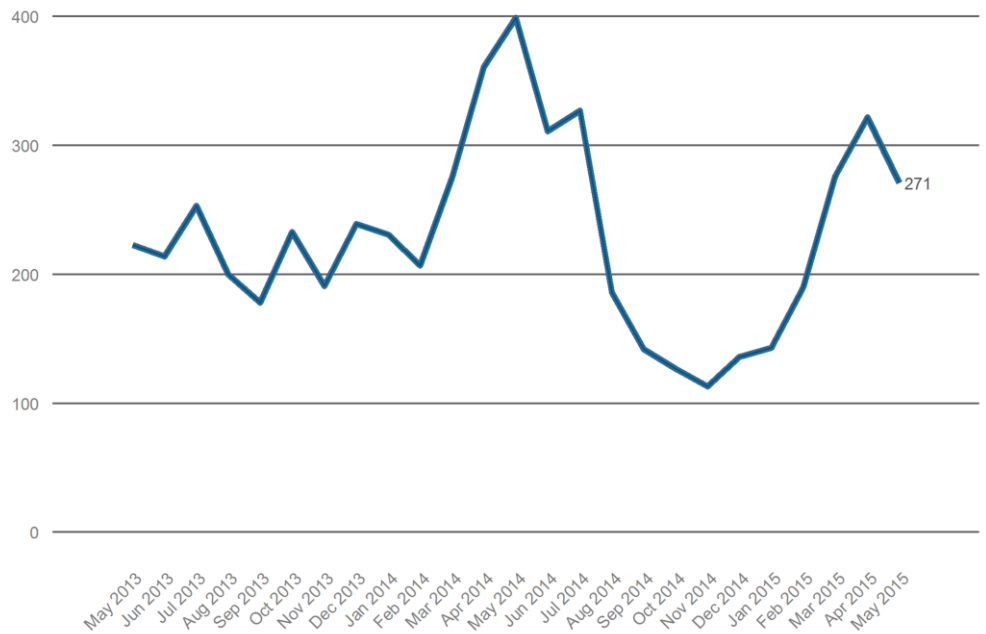
Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality Neighborhoods

Backlog of open abandoned vehicle requests decreased for the first time in 2015.

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



Responsible Organization:
Department of Public Works

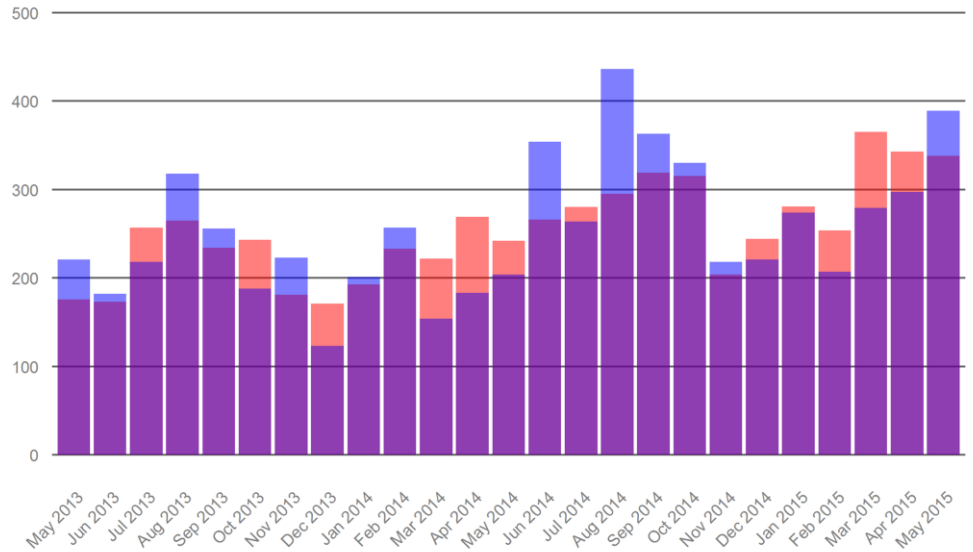
Data Source:
311

Related Objective:
Promote Quality Neighborhoods

The backlog of abandoned vehicle requests had a net decrease of 51 in May, with the highest number of closures since August 2014.

Abandoned Vehicle Reporting/Removal service requests net per month

Opened Closed



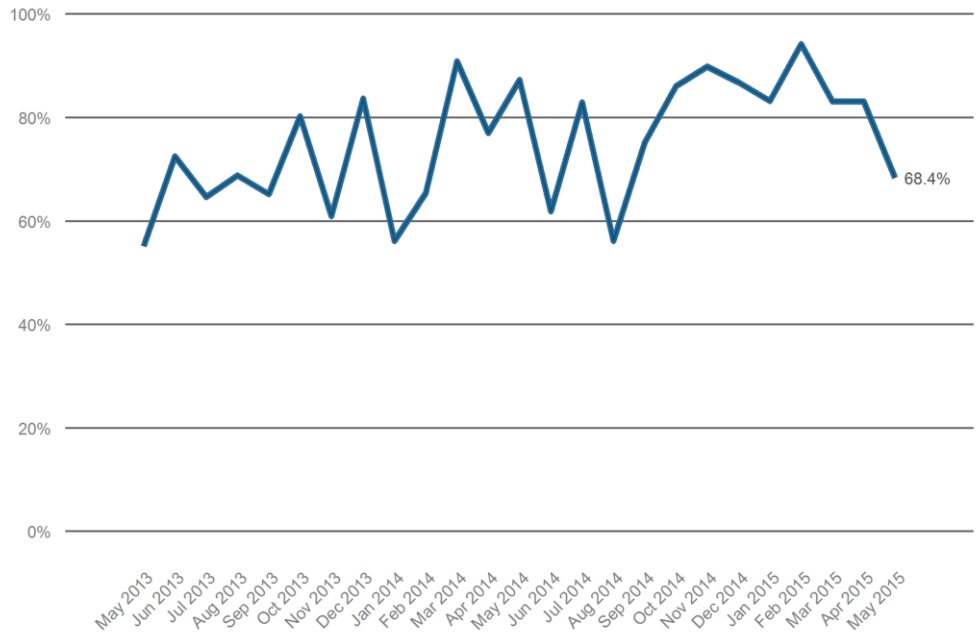
Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality Neighborhoods

68% of abandoned vehicle service requests closed in May were closed within 30 days.

Percent of Abandoned Vehicle Reporting Removal resolved in 30 days



Responsible Organization:
Department of Public Works

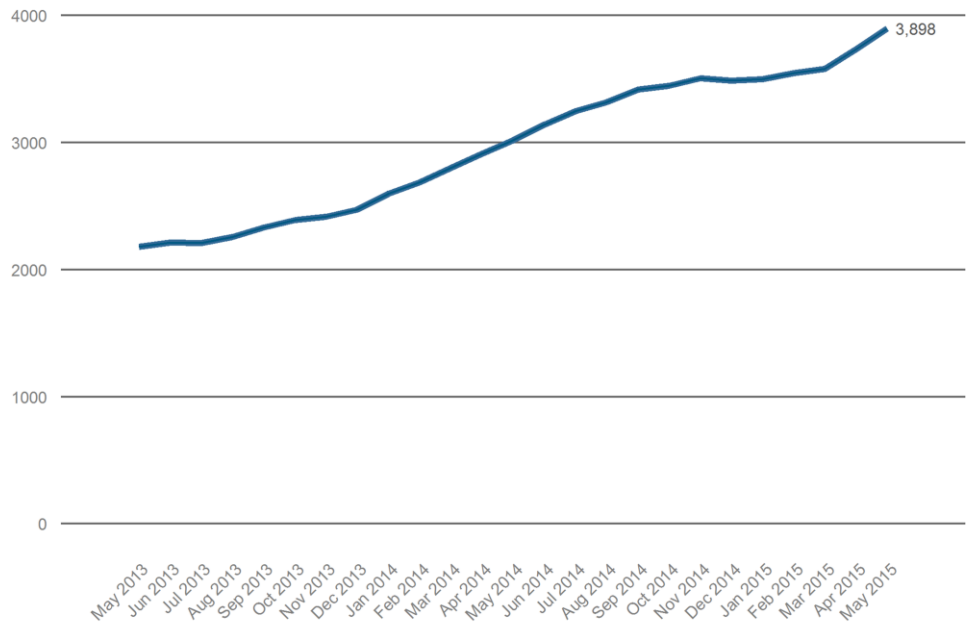
Data Source:
311

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 increased for second consecutive month.

Street Flooding/Drainage service requests open at end of month



Responsible Organization:
Department of Public Works

Data Source:
311

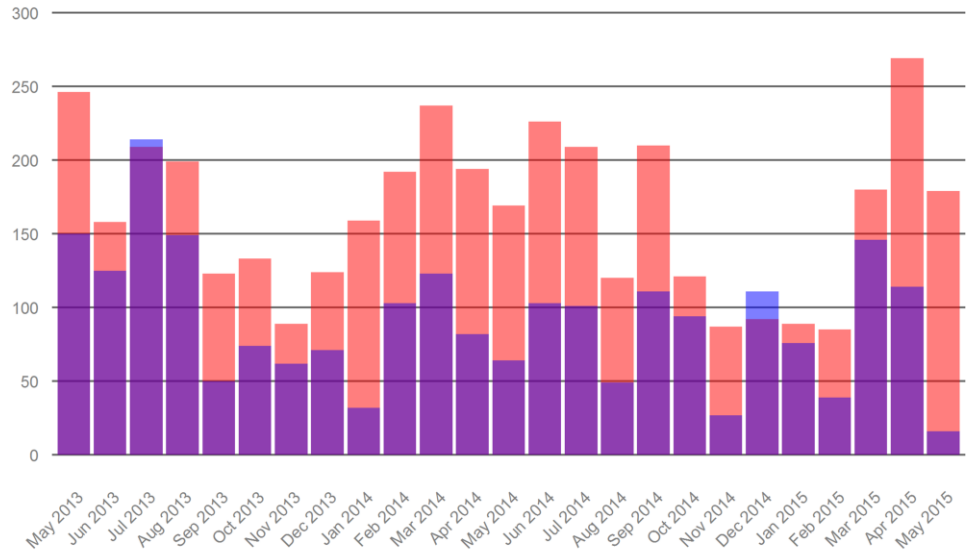
Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
ensure resilient neighborhoods

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

Street flooding/drainage backlog increased by 165 in May, with a very low number of closed requests in May.

Street Flooding/Drainage service requests net per month

Opened Closed



Responsible Organization:
Department of Public Works

Data Source:
DPW maintenance reports

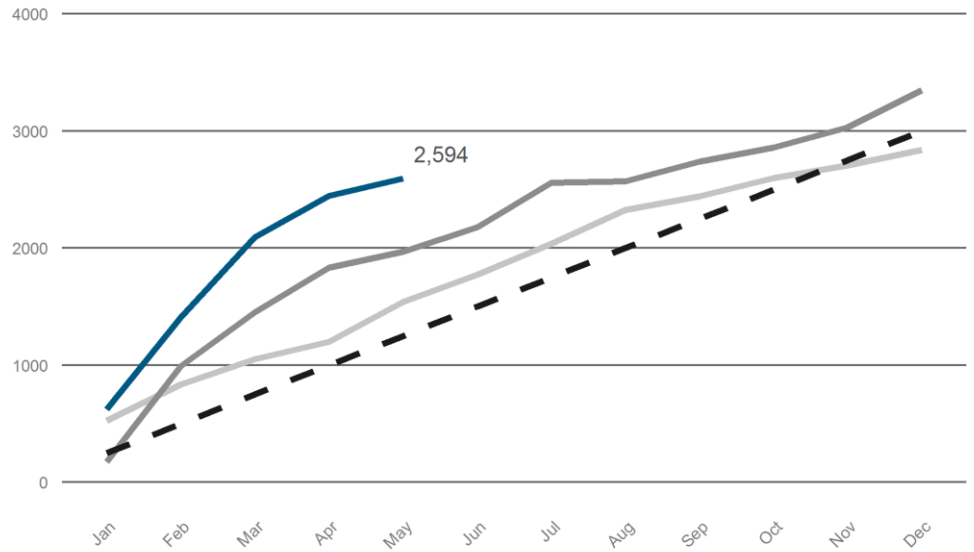
Related Strategy:
Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods

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

DPW approaching annual target for number of catch basins cleaned at end of May, though progress has slowed over the past few months.

Cumulative number of catch basins cleaned

— 2013 — 2014 — 2015 — Target



Key Performance Indicators

KPI	2014		2015		
	Actual	Target Met?	Actual	Target	Status
Number of Potholes Filled	25,348	●	13,651	40,000	◆
Percent of Streetlights Functioning	96%	●	98%	92%	●
Number of Streetlight Outages Restored	3,018	◆	4,108	5,000	●
Percent of 311 Streetlight Service Requests Closed within 90 Days	27%	N/A	17%	75%	◆
Number of Permanent Traffic Signs Installed	2,921	●	2,249	2,000	●
Number of Street Name Signs Installed	1,116	◆	789	1,000	●
Percent of 311 Abandoned Vehicle Requests Closed within 30 Days	73%	▲	81%	80%	●
Number of Catch Basins Cleaned	3,390	▲	2,594	3,000	●
Percent of Catch Basins Cleaned	5%	N/A	3.8%	4.8%	▲



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

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	Yellow	Green	Yellow
	Adjusted Bills	Yellow	Green	Yellow
Problem Resolution				
	Customer Contacts	Red	Green	Red
	Call Wait Time	Green	Green	Green
	Abandoned Calls	Red	Red	Red
	Emergency Abandoned Calls	Red	Red	Green
	Low Water Pressure	Green	Green	Green
	Water System Leaks	Green	Green	Green
	Sewer System Leaks	Green	Green	Green
Collections Effectiveness				
	Accounts Off for Non-Payment	White	Yellow	Green
	Receivables 30 to 120 Days Old	White	Green	Yellow
	Receivables 120 Days and Older	White	Green	Green



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Sewerage & Water Board (SWB) is currently pilot testing a few new technologies for implementation by 2016; sensor technology that would better pinpoint water and sewer leaks prior to a complaint, as well as automated meter readers it plans to roll-out to its 132,000+ account holders that would be able to pull dozens of data points for each active account, with potential for many data points that other organizations in the City, such as DPW could benefit from. SWB plans to partner with - and solicit feedback from the City on which data points to consider capturing with their meters in 2016.

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

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

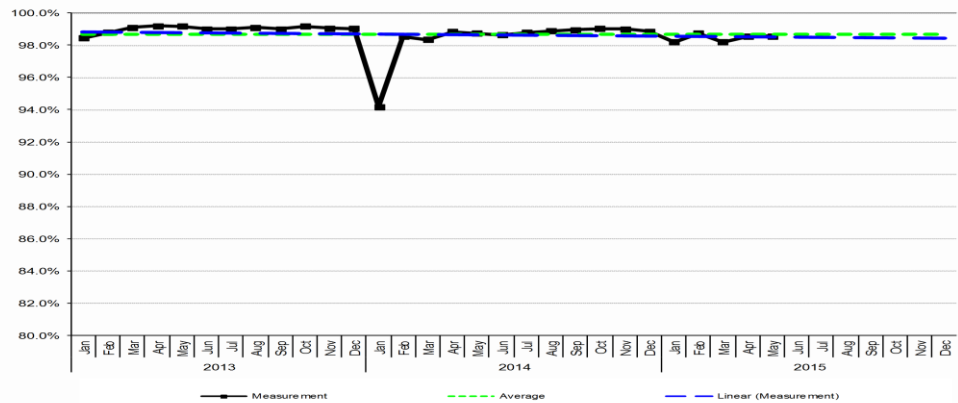
Trend: Level

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	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2013	98.4%	98.8%	99.1%	99.2%	99.2%	99.0%	99.0%	99.1%	99.0%	99.2%	99.1%
2014	94.2%	98.5%	98.3%	98.8%	98.7%	98.6%	98.8%	98.9%	99.0%	99.0%	99.0%
2015	98.2%	98.7%	98.2%	98.5%	98.6%						



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

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

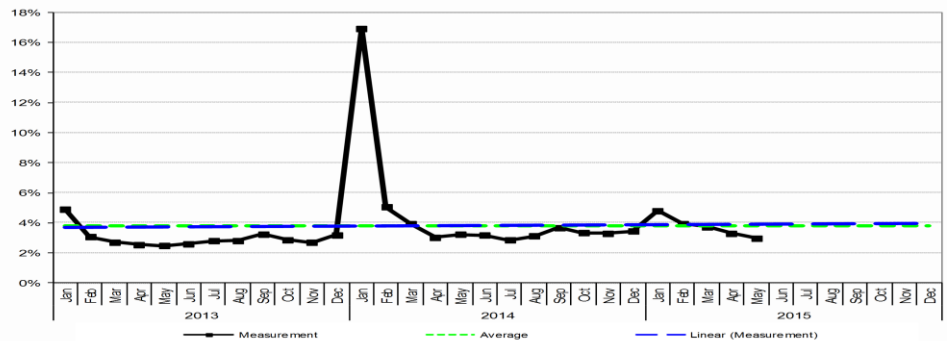
Trend: Level

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.



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2013	4.9%	3.1%	2.7%	2.6%	2.5%	2.6%	2.8%	2.8%	3.3%	2.9%	2.7%
2014	16.9%	5.1%	3.9%	3.0%	3.2%	3.2%	2.8%	3.1%	3.7%	3.3%	3.3%
2015	4.8%	4.0%	3.7%	3.3%	3.0%						



Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

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

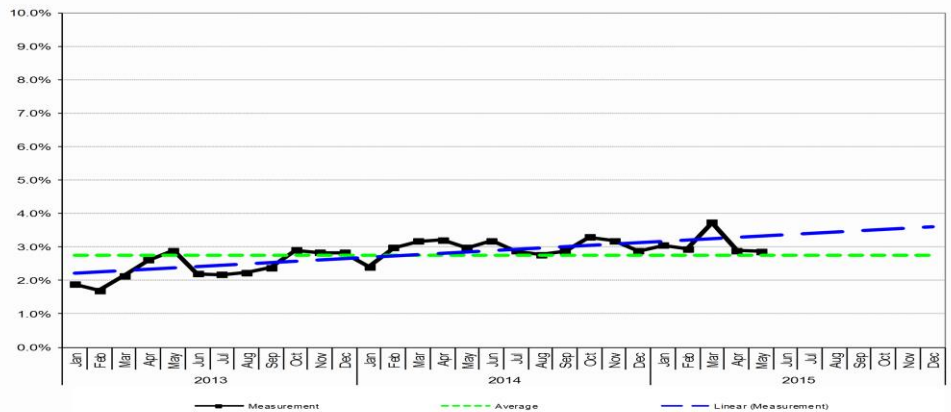
Trend:
Unfavorable

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.



	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%	2.8%	2.8%
2014	2.4%	3.0%	3.2%	3.2%	3.0%	3.2%	2.9%	2.8%	2.9%	3.3%	3.2%	2.9%
2015	3.1%	2.9%	3.7%	2.9%	2.9%							



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

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

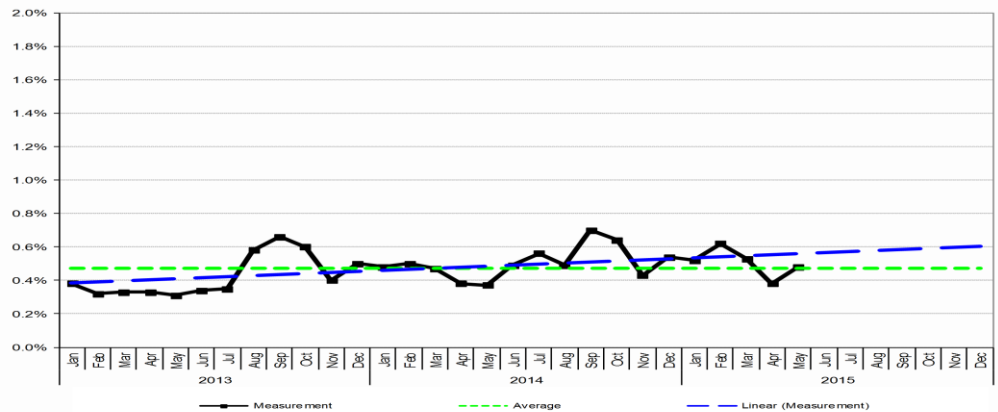
Trend: Unfavorable

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%	0.7%	0.6%	0.4%	0.5%
2014	0.5%	0.5%	0.5%	0.4%	0.4%	0.5%	0.5%	0.6%	0.7%	0.6%	0.4%	0.5%
2015	0.5%	0.6%	0.5%	0.4%	0.5%	0.5%	0.6%	0.5%	0.7%	0.6%	0.4%	0.5%



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 Inbound Customer Contacts

Constituency:
Customer
Ratepayers
Currently Meeting
Goal: No

Objective: Provide Timely
Information and Respond
Promptly to Requests
Process Operating
Within Control
Limits: Yes

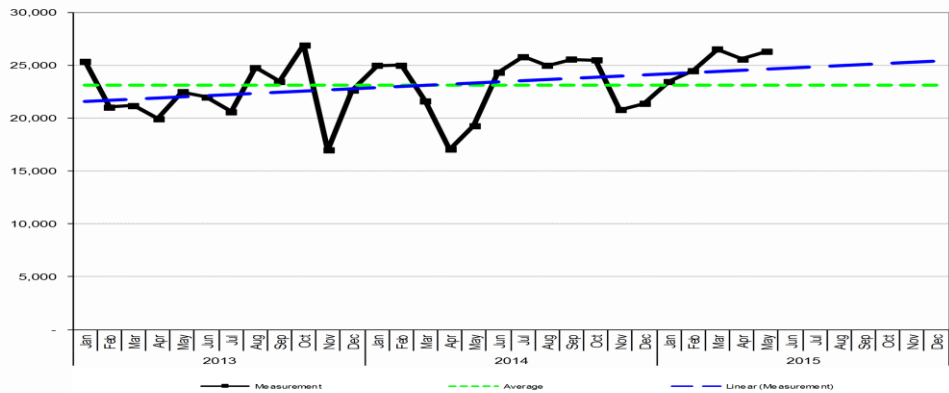
Goal: Reduce
Triggers of
Customer Calls
Trend: Unfavorable

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	26,486	25,565	26,261						21,366



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

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

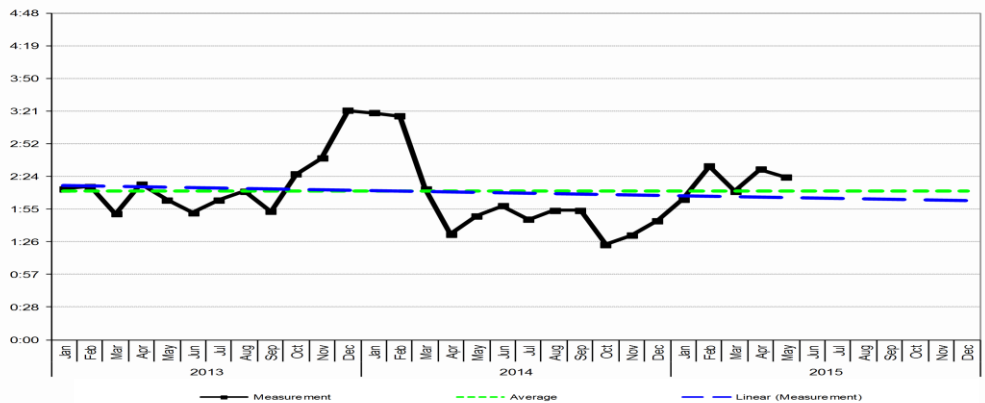
Trend: Favorable

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	1:24	1:32
2015	2:04	2:33	2:11	2:30	2:23						



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

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:**
No

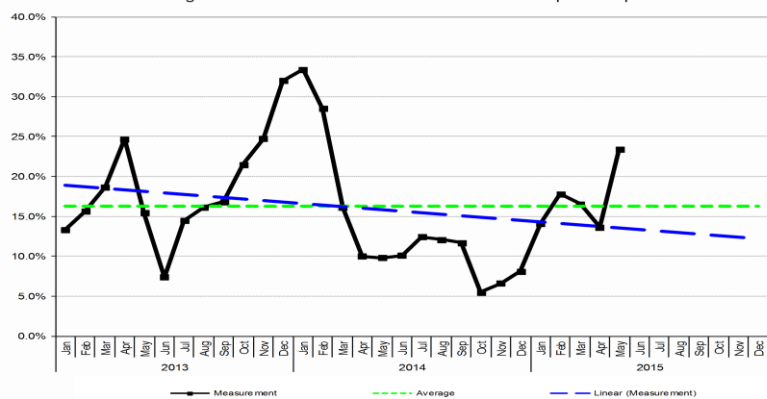
Trend: **Unfavorable**

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%	13.7%	23.4%							



SWB noted that they replaced their call center manager, and hope that the new manager will be able to improve the performance of the call center operations.

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

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:**
No

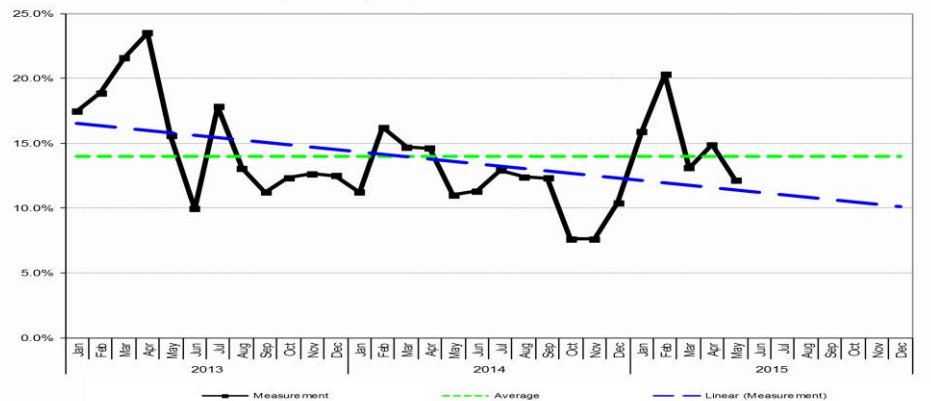
Trend: Favorable

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%	13.1%	14.9%	12.2%						10.4%



Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Total Service Requests about Low Water Pressure

Constituency:
Customer
Ratepayers

Currently Meeting
Goal: Yes

Objective: Provide Timely
Information and Respond
Promptly to Requests

Process Operating
Within Control
Limits: Yes

Goal: Reduce
Number of Service
Requests

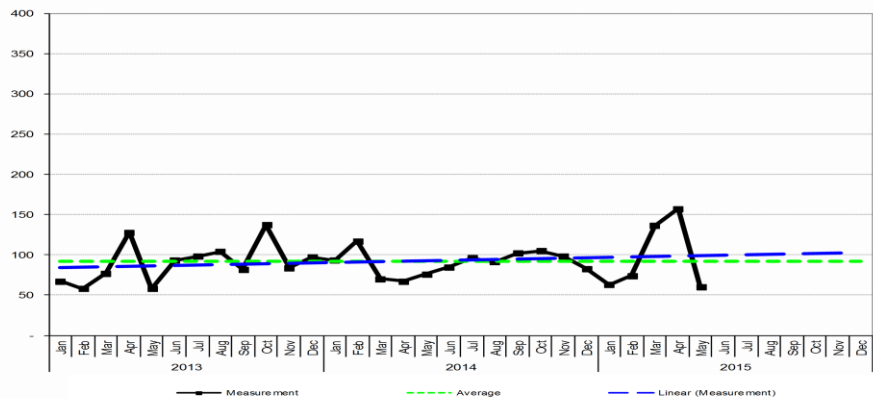
Trend: Level

Analysis

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

Plans for Improvement

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



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2013	67	58	77	128	58	93	98	104	82	137	84
2014	93	117	70	67	76	85	96	91	102	105	98
2015	63	74	136	157	60						97



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

Constituency:
Customer
Ratepayers

**Currently Meeting
Goal:** Yes

Objective: Provide Timely
Information and Respond
Promptly to Requests

**Process Operating
Within Control
Limits:** Yes

Goal: Reduce
Number of Service
Requests

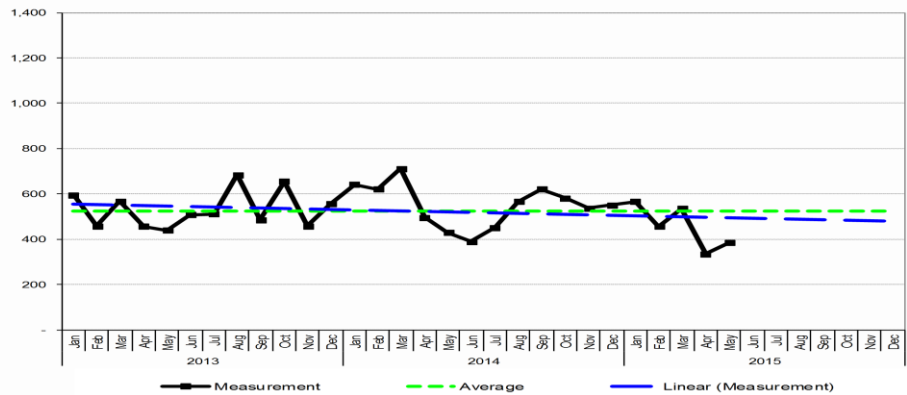
Trend: Favorable

Analysis

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

Plans for Improvement

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



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Dec
2013	594	457	567	456	439	508	511	683	485	654	556
2014	641	621	711	495	428	390	451	565	621	581	551
2015	566	456	535	335	385						



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

Constituency:
Customer
Ratepayers

Currently Meeting
Goal: Yes

Objective: Provide Timely
Information and Respond
Promptly to Requests

Process Operating
Within Control
Limits: Yes

Goal: Reduce
Number of Service
Requests

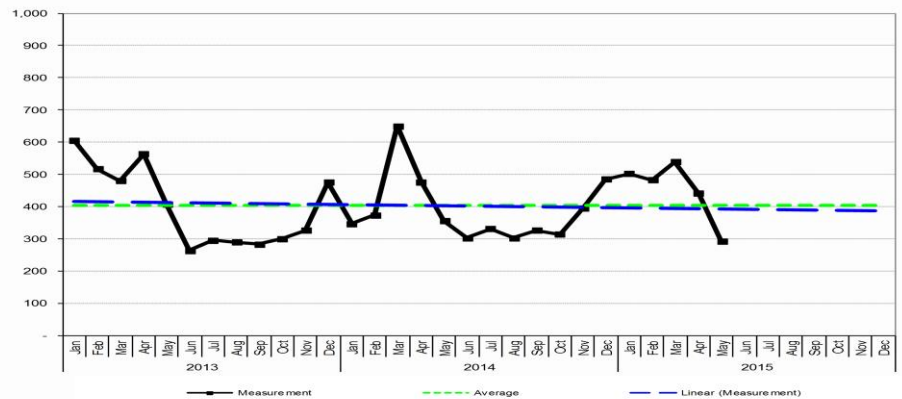
Trend: Favorable

Analysis

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

Plans for Improvement

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



Data Table												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2013	604	516	480	563	406	264	295	289	283	300	326	475
2014	346	374	650	476	355	302	331	302	326	314	394	485
2015	502	482	539	441	292							



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 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: No

Goal: None
Established

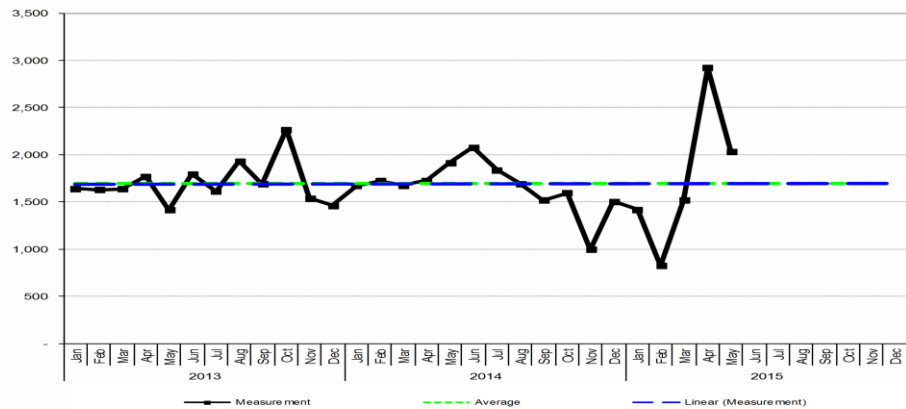
Trend: Level

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	2,920	2,033							



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

EUM Attribute:
Financial Viability

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

Constituency:
Customer Ratepayers

Objective: Efficient use of resources in providing services

Goal: None established

Currently Meeting Goal: Not Applicable

Process Operating Within Control Limits: Yes

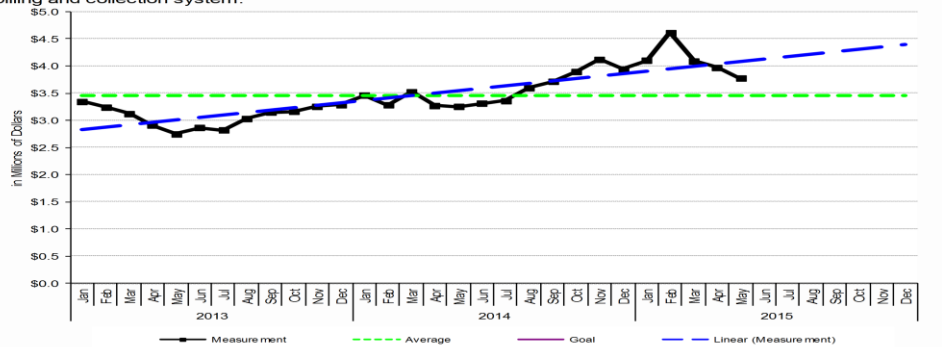
Trend: Level, when adjusted for rate increases.

Analysis

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

Plans for Improvement

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



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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							



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

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

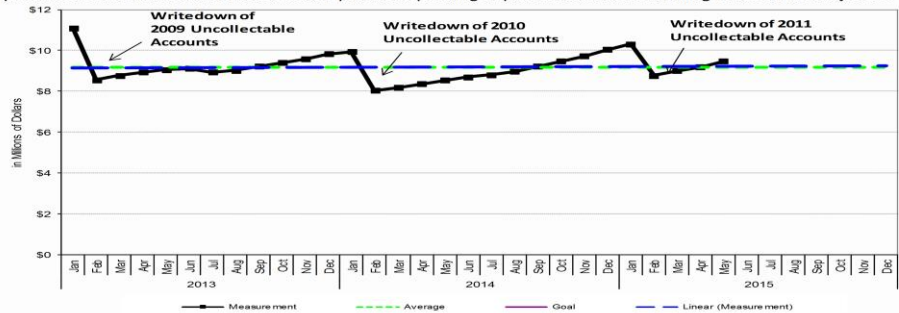
Trend: Level

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	\$ 9.188	\$ 9.471							



PARKS AND PARKWAYS



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

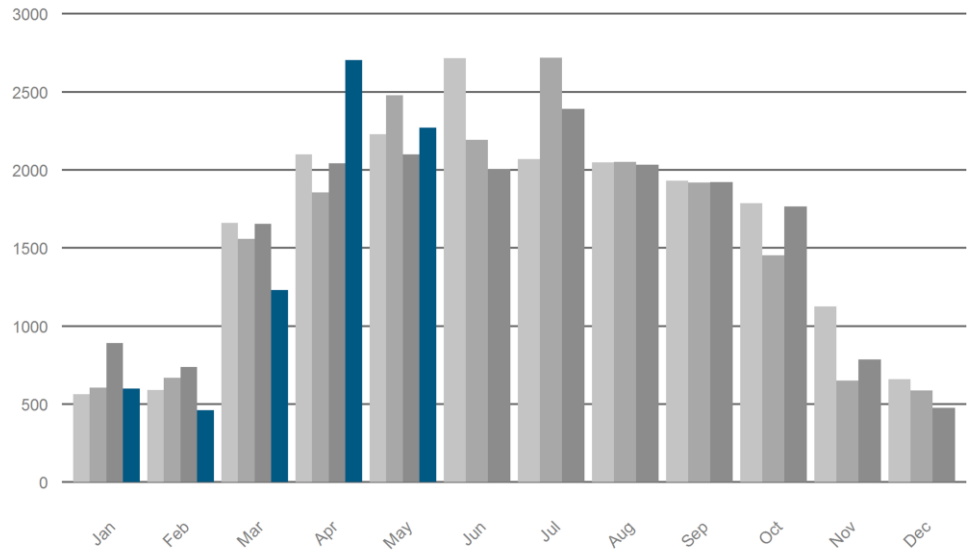
Related Strategy:
Protect and preserve parks and
other green spaces

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

Parks and Parkways mowed a moderate number of acres mowed in May 2015 compared to the same period in previous years.

Acres mowed

2012 2013 2014 2015



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

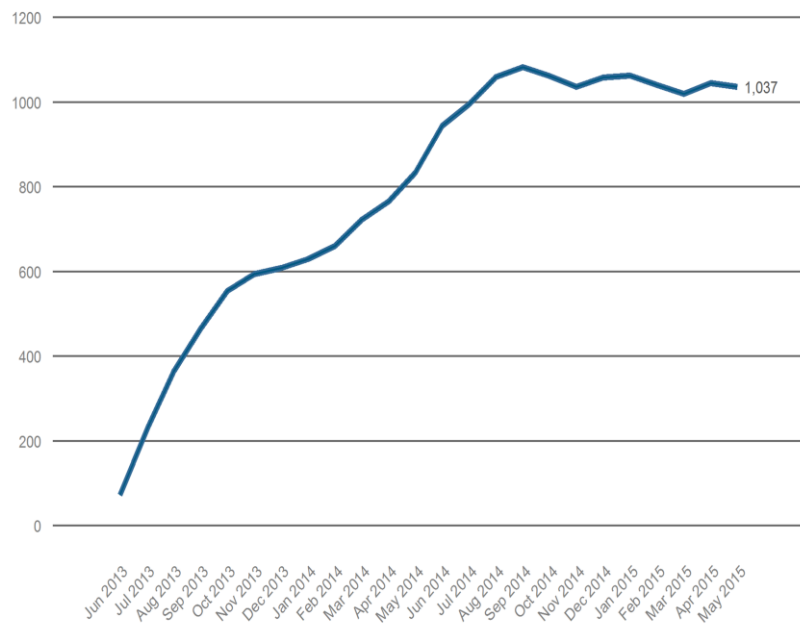
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

Tree service request backlog being held steady at around 1,000 since July 2014.

Tree Service service requests open at end of month



QualityofLifeSTAT June 18, 2015 47

PPW has been able to hold their significant non-emergency tree request backlog steady for the past several months, which they credit partially to the diversion of some personnel dollars to tree operations. However, PPW will likely need more funding of their tree operations in order to have hopes of working through their backlog.

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."

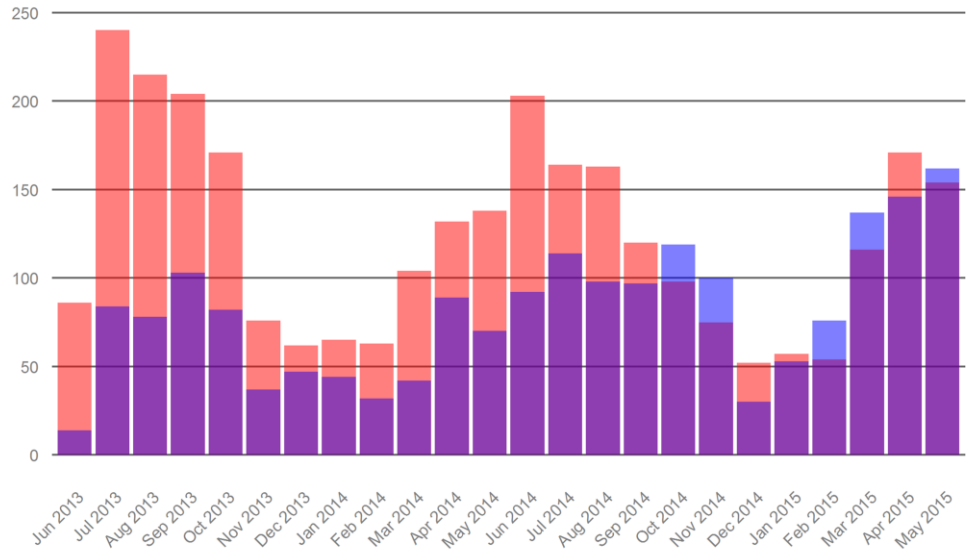
Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

Net decrease of 25 service requests to tree service backlog in April.

Tree Service service requests net per month

Opened Closed



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

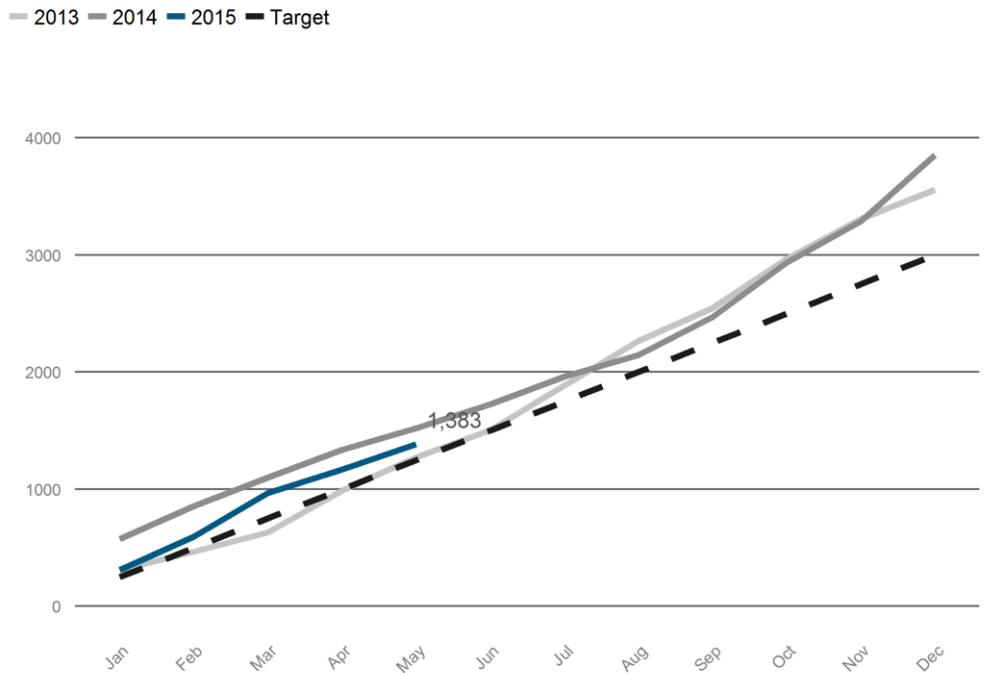
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

Parks and Parkways on track to reach its 2015 target for non-emergency tree trims and removals.

Cumulative number of tree trims and removals



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

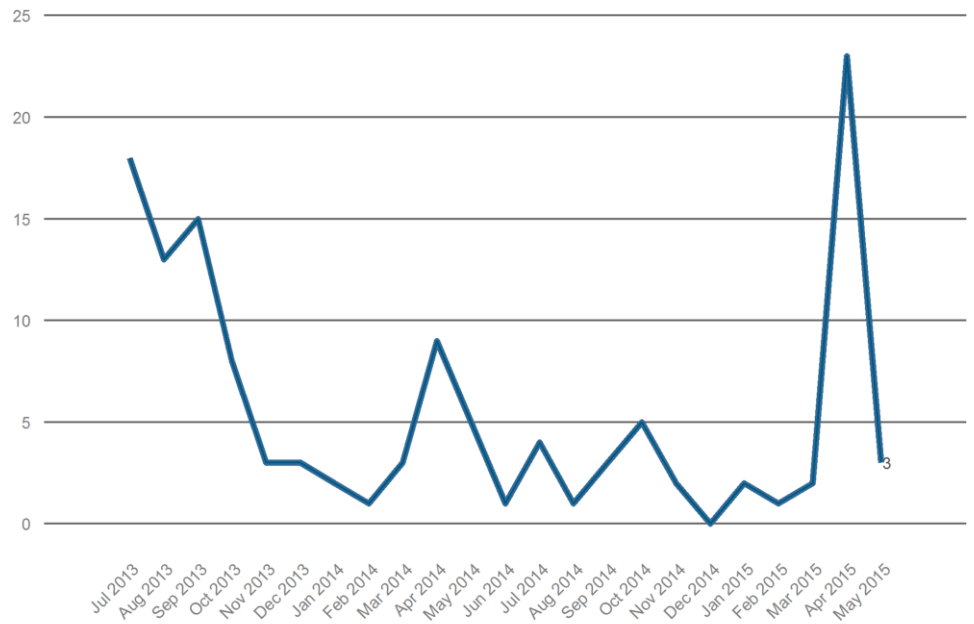
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

Emergency tree service request queue down to 3 at end of month.

Tree Service Emergency service requests open at end of month



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

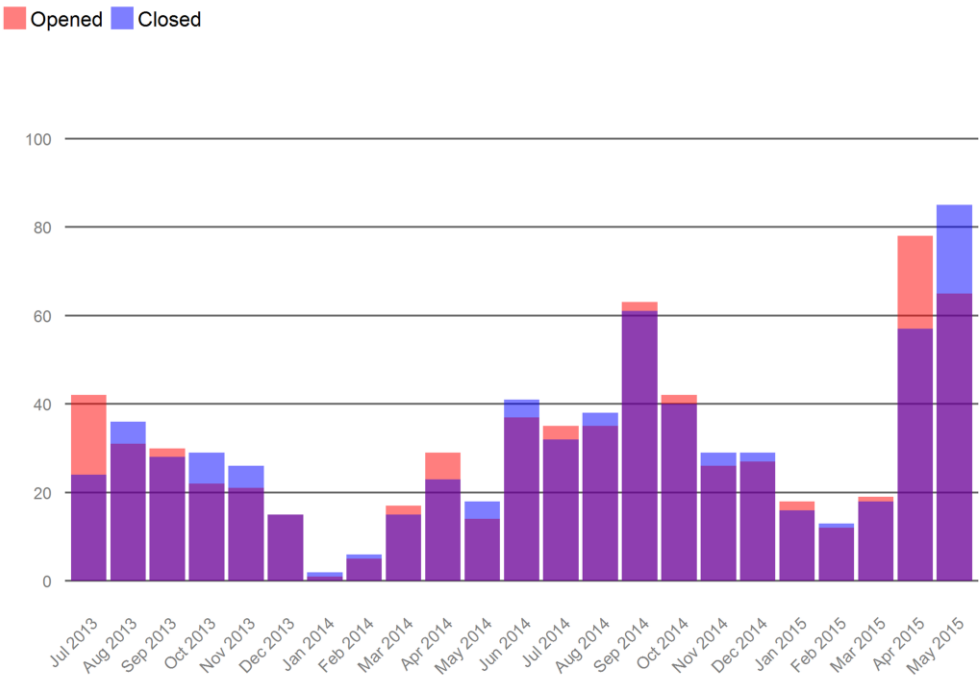
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

Net decrease of 20 emergency tree requests to 311 queue in May.

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."

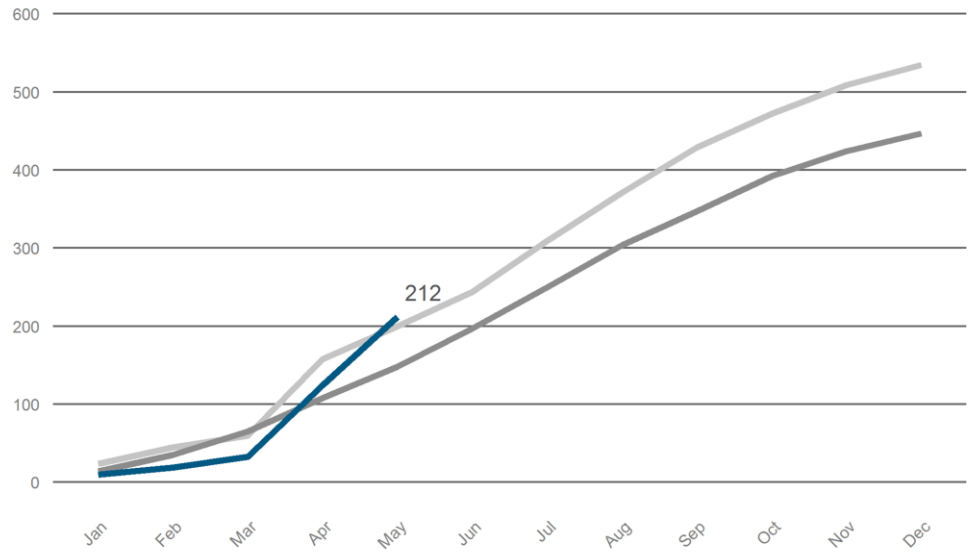
Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

Number of emergency tree requests rose substantially for second consecutive month.

Cumulative number of emergency tree removals

— 2013 — 2014 — 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.

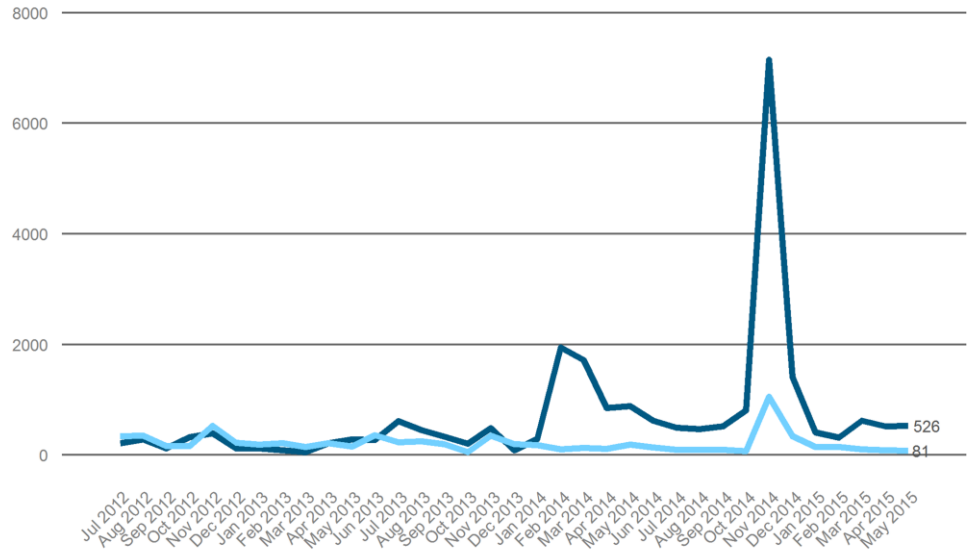
Related Strategies:

Provide effective sanitation
services to residents and
businesses
Protect and preserve parks and
other green spaces

607 bandit signs removed by Parks and Parkways and Sanitation in May.

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	▲	7,268	19,000	●
Number of tree trims and removals	NA		1,383	3,000	●



SANITATION



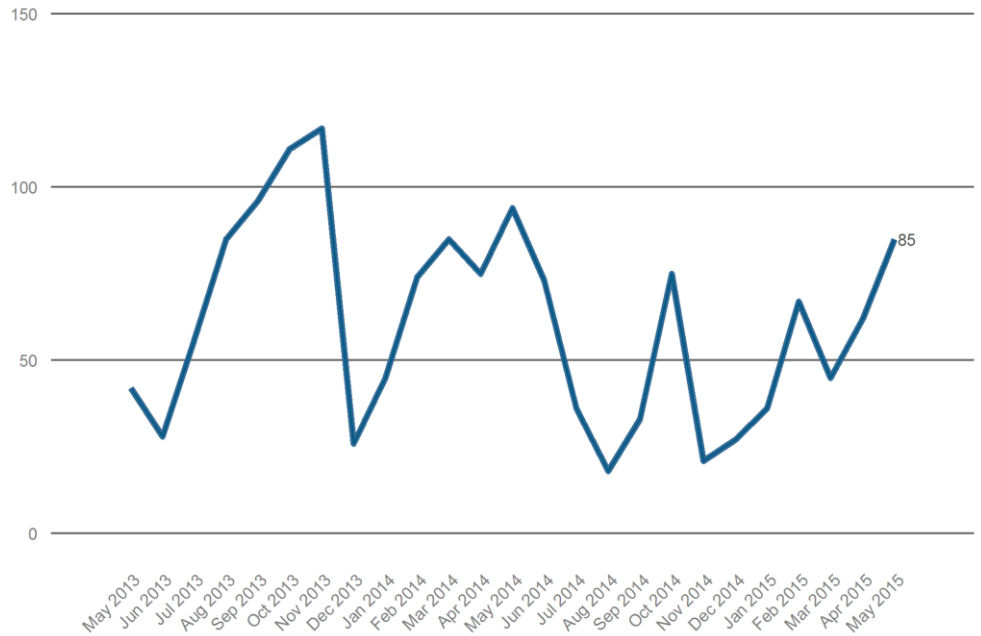
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

Backlog of open illegal dumping requests continued climbing up to 85 in May.

Illegal Dumping Reporting service requests open at end of month



Responsible Organization:
Department of Sanitation

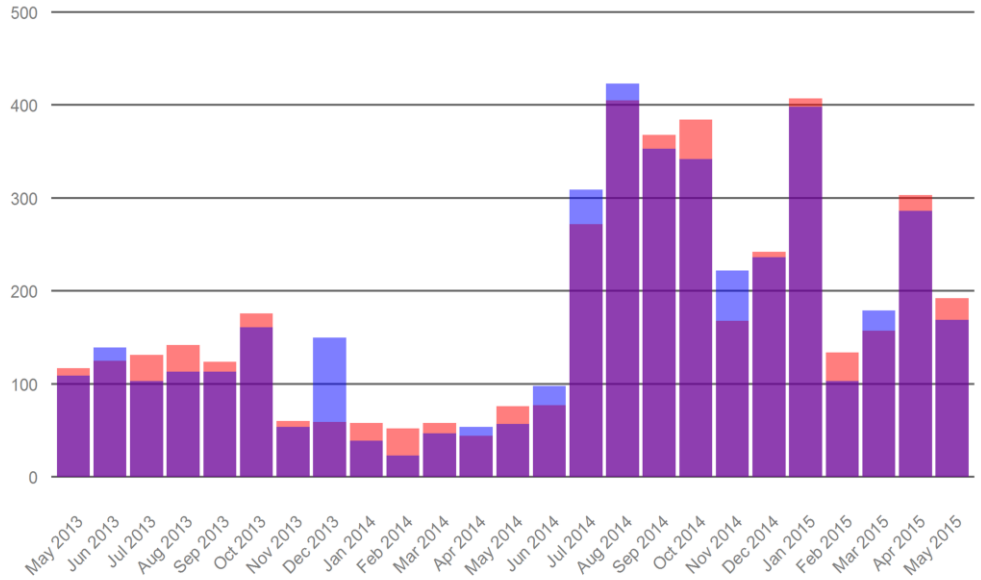
Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

Net addition of 23 service requests to illegal dumping 311 queue.

Illegal Dumping Reporting service requests net per month

Opened Closed



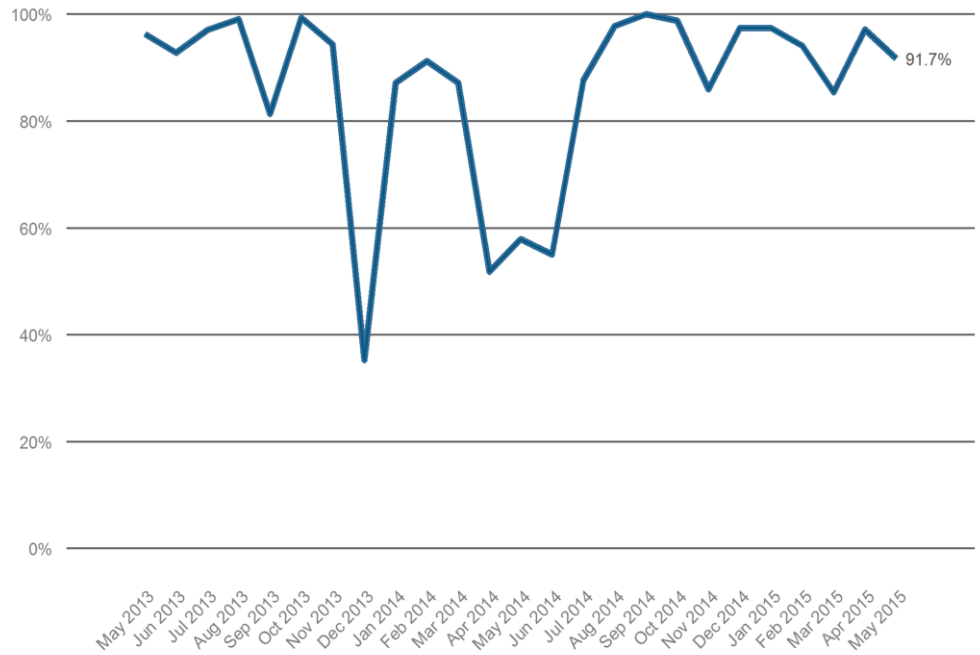
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

Slightly less than 92% of illegal dumping calls handled in April were resolved in 30 days.

Percent of Illegal Dumping Reporting resolved in 30 days



Responsible Organization:
Department of Sanitation

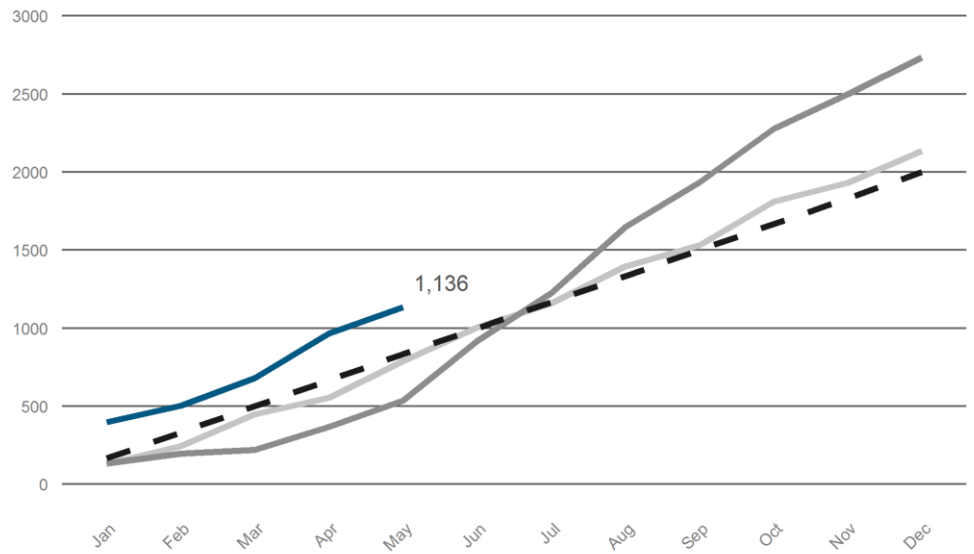
Data Source:
Department of Sanitation

Related Strategy:
Provide effective sanitation
services to residents and
businesses

Sanitation on track to exceed 2015 target for clearing illegal dumping sites.

Cumulative number of illegal dumping sites cleared

— 2013 — 2014 — 2015 — Target



Responsible Organization:
Department of Sanitation

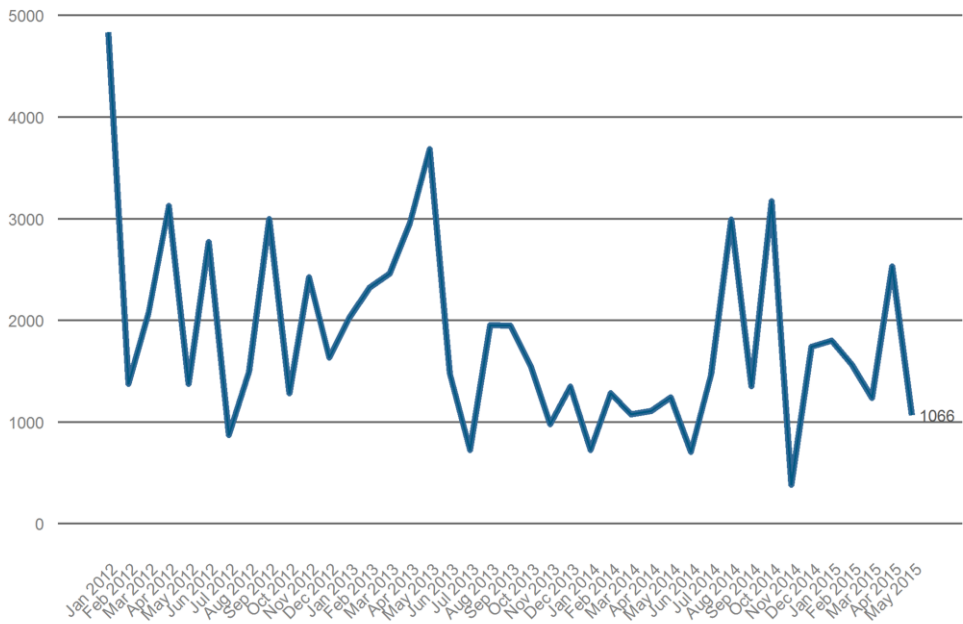
Data Source:
Department of Sanitation

Note:
"Tires removed" indicates the number of dumped tires the vendor transports from the City facility that had previously been collected Sanitation. 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

Volatility in the monthly number of tires removed continued in May.

Tires removed



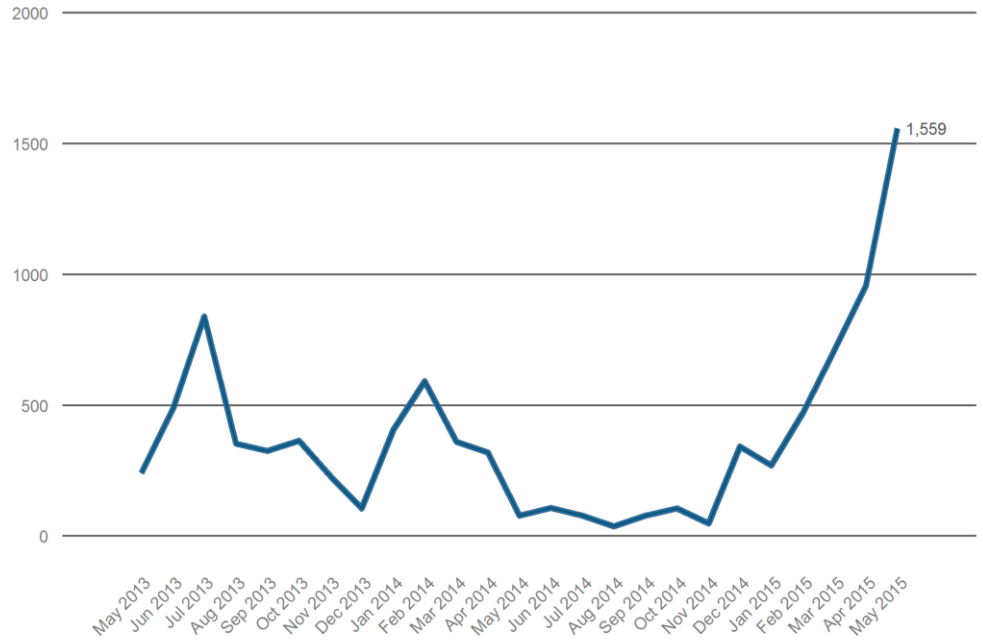
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

Backlog of open service requests for residential recycling climbed to highest point in two years in May.

Residential Recycling Programs service requests open at end of month



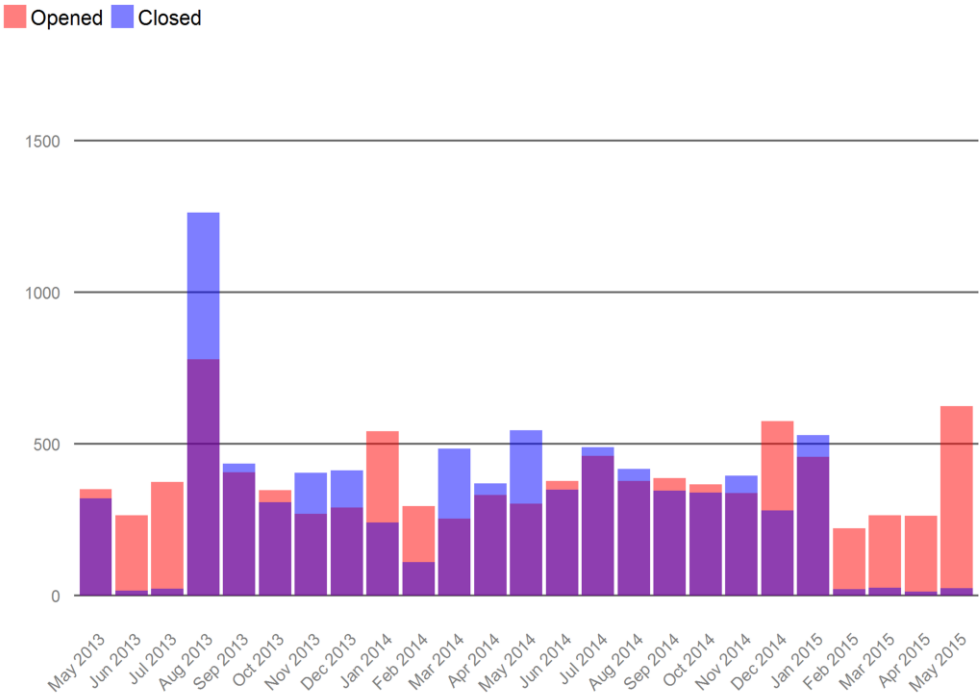
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

Incoming residential recycling service requests continued to outpace the number of closed requests in May 2015.

Residential Recycling Programs service requests net per month



Responsible Organization:
Department of Sanitation
vendors

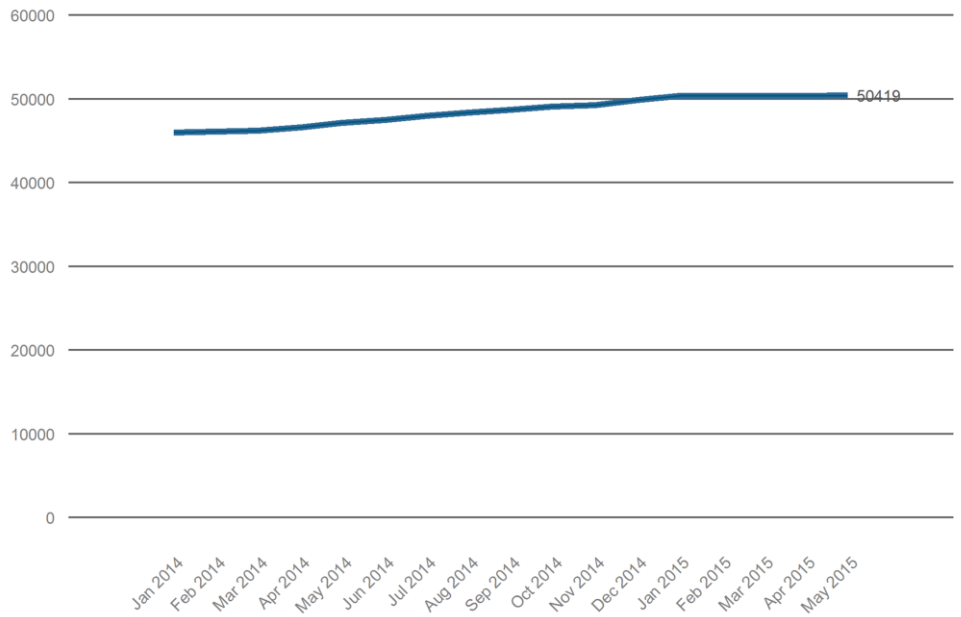
Data Source:
Sanitation Department

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 50,419 in May. Annual Target is 55,700.

Houses registered for recycling



Responsible Organization:
Department of Sanitation
New Orleans Police Department

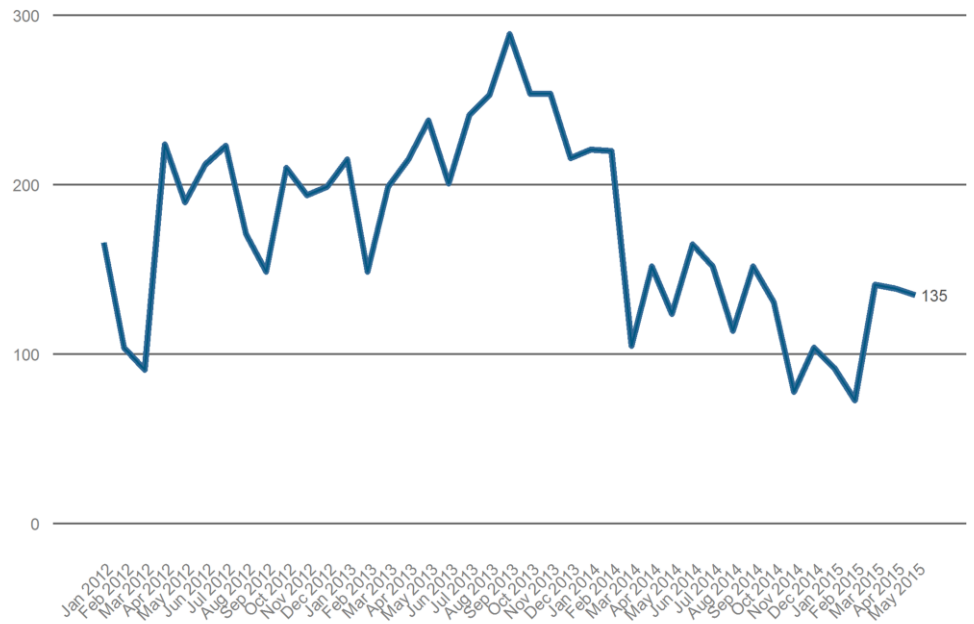
Data Source:
Department of Sanitation

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

135 sanitation inspections performed in May.

Sanitation inspections



Key Performance Indicators

KPI	2014		2015		
	Actual	Target Met?	Actual	Target	Status
Number of Illegal Dumping Sites Cleared	2,735	●	1,136	1,000	●
Percent of 311 Illegal Dumping Service Requests Closed within 30 Days	91%	●	94%	80%	●
Percent of Households Registered for Recycling	37%	●	37%	40%	▲



Law and NOPD



Responsible Organization:
Law Department

Data Source:
Law Department

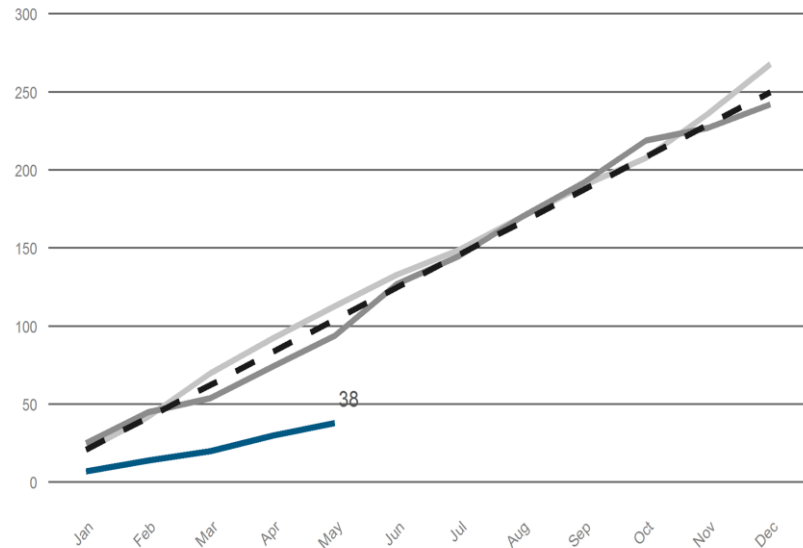
Related Strategy:
Effectively and fairly administer justice

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

Law significantly off target for number of ABO filings, with 38 through May.

Cumulative number of ABO filings

— 2013 — 2014 — 2015 — Target



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Law's case filing has suffered from a severe decline in case leads from the Bureau of Revenue. However, they anticipate an uptick in Revenue leads in future months, and plan to work feverishly to get back on track towards their yearly target.

Responsible Organization:
New Orleans Police Department

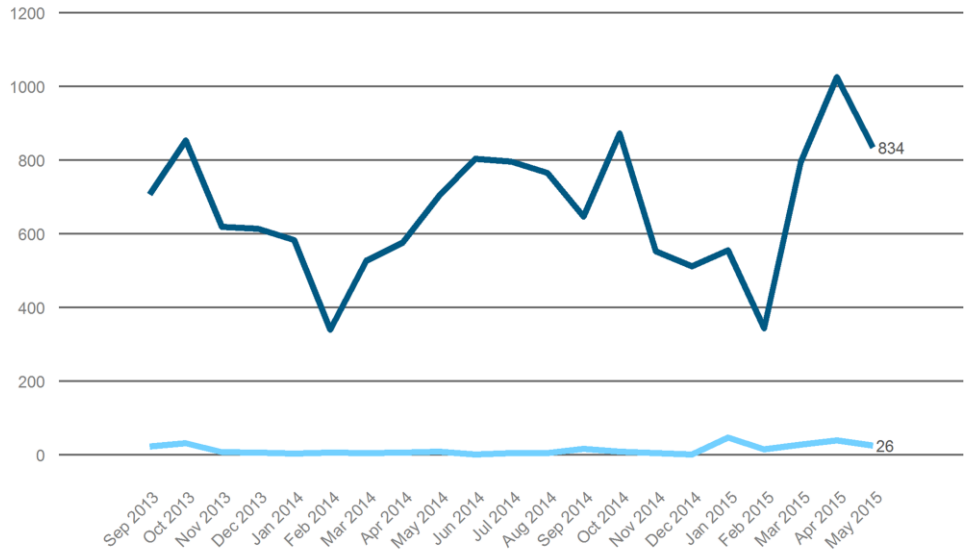
Data Source:
New Orleans Police Department

Related Strategy:
Effectively and fairly administer justice

Number of quality of life complaints received by NOPD remained relatively high, with 834 in May.

Complaints received and summonses issued by NOPD quality of life officers

■ Complaints received by NOPD ■ Summonses issued by NOPD



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		38	250	



MOSQUITO AND TERMITE CONTROL



QualityofLifeSTAT June 18, 2015 70

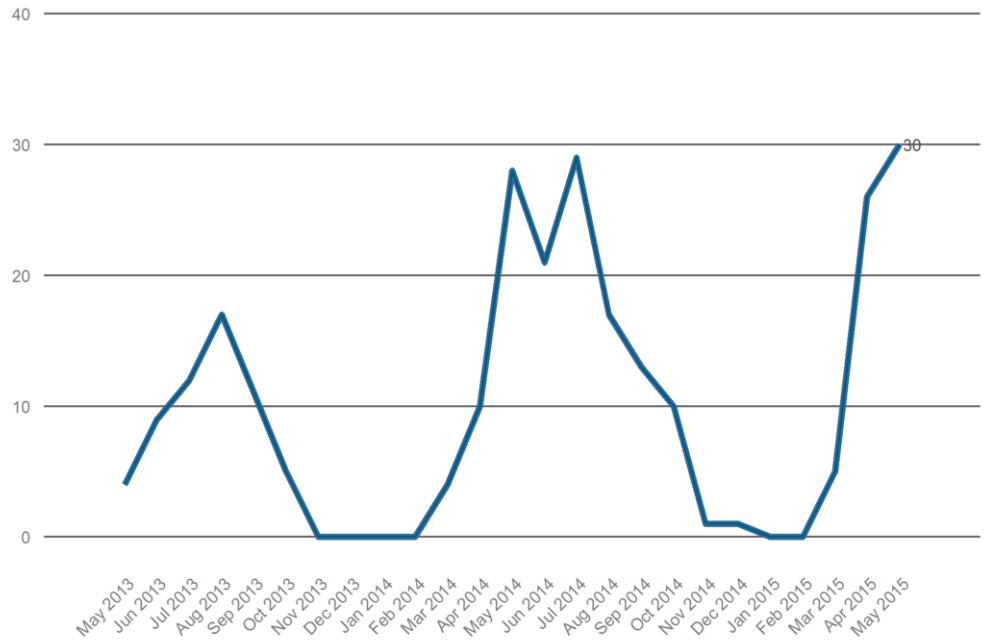
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

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 slightly increased to 30 in May.

Mosquito Control service requests open at end of month



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

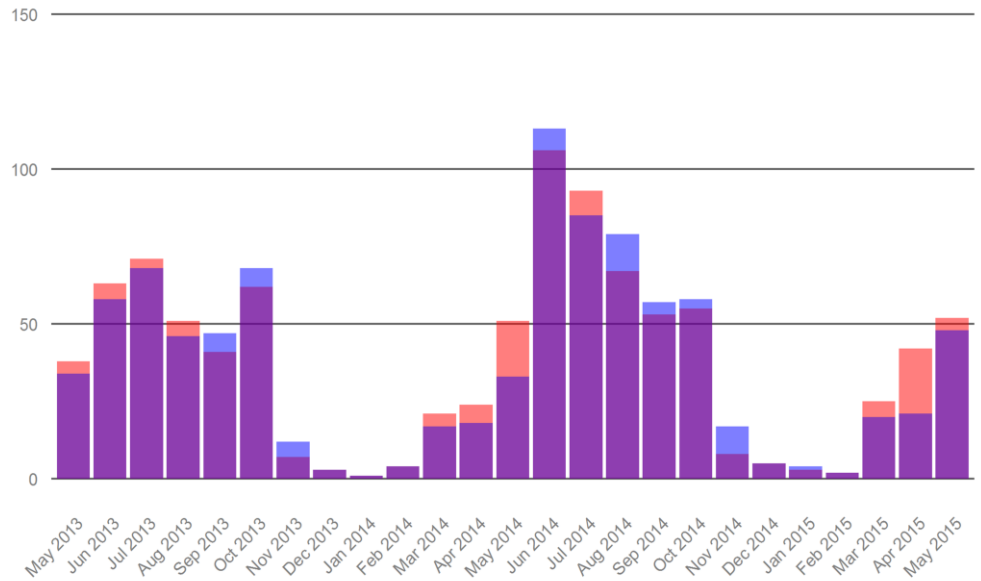
Data Sources:
311

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

Net increase of 4 mosquito control service requests in May 2015.

Mosquito Control service requests net per month

Opened Closed



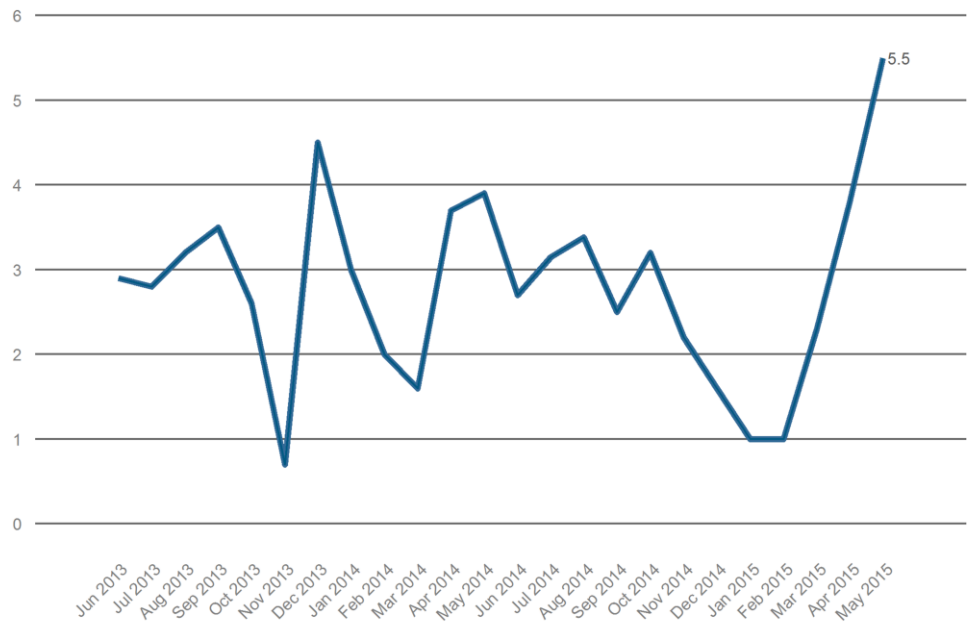
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
MTRCB

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

5.5 business days on average to close mosquito control requests in May.

Average days to close mosquito request



Responsible Organization:

New Orleans Mosquito, Termite, and Rodent Control Board (MTRCB)

Data Sources:

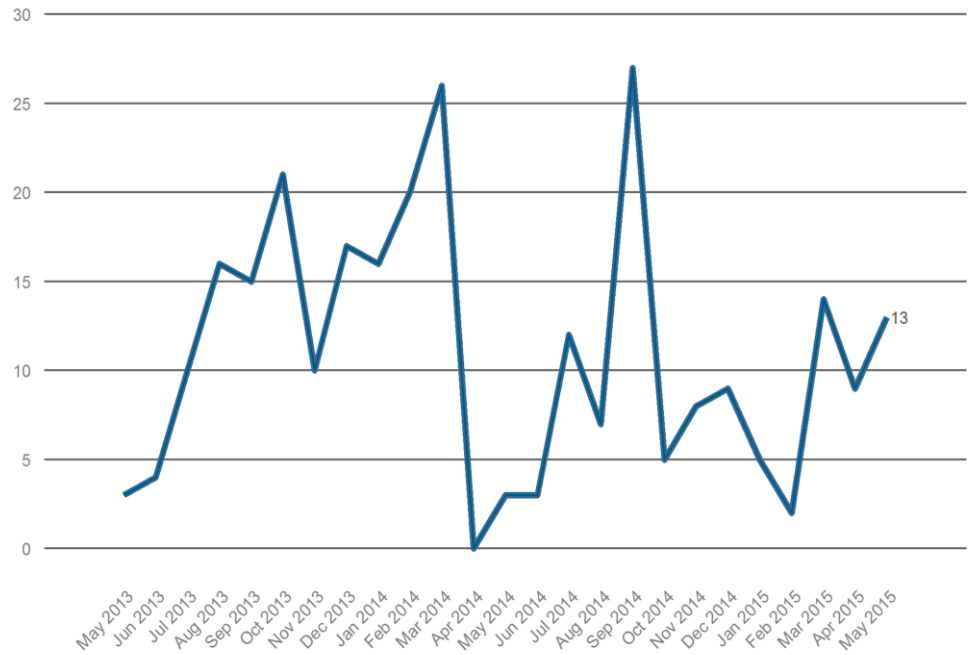
311

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 13 at end of May.

Rodent Complaint service requests open at end of month



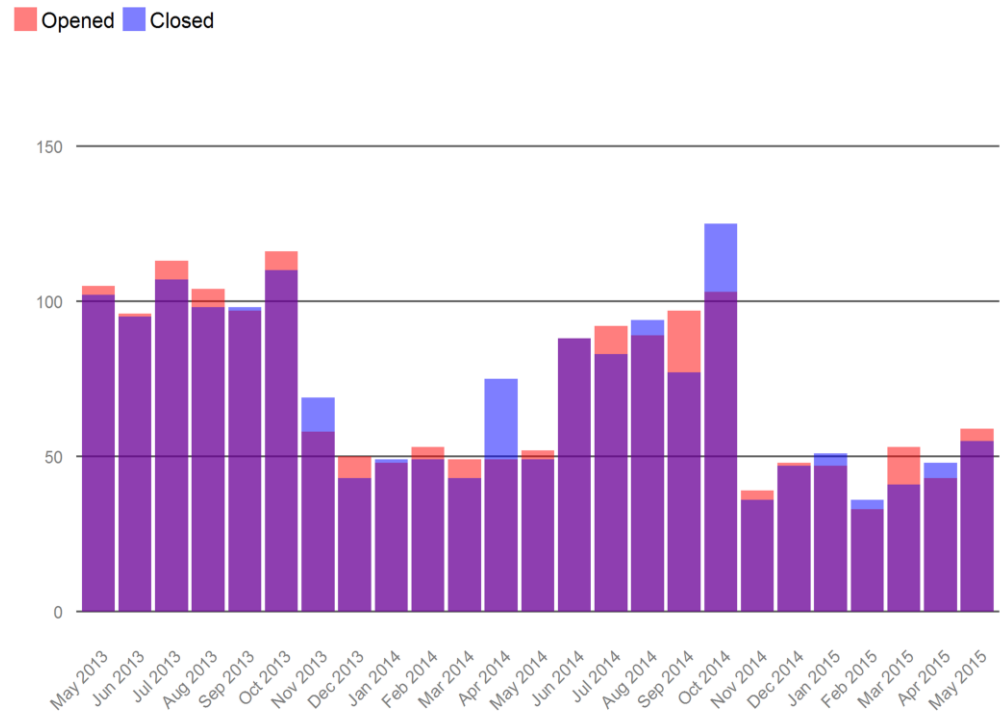
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

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

Net increase of 4 to rodent service request backlog in May.

Rodent Complaint service requests net per month



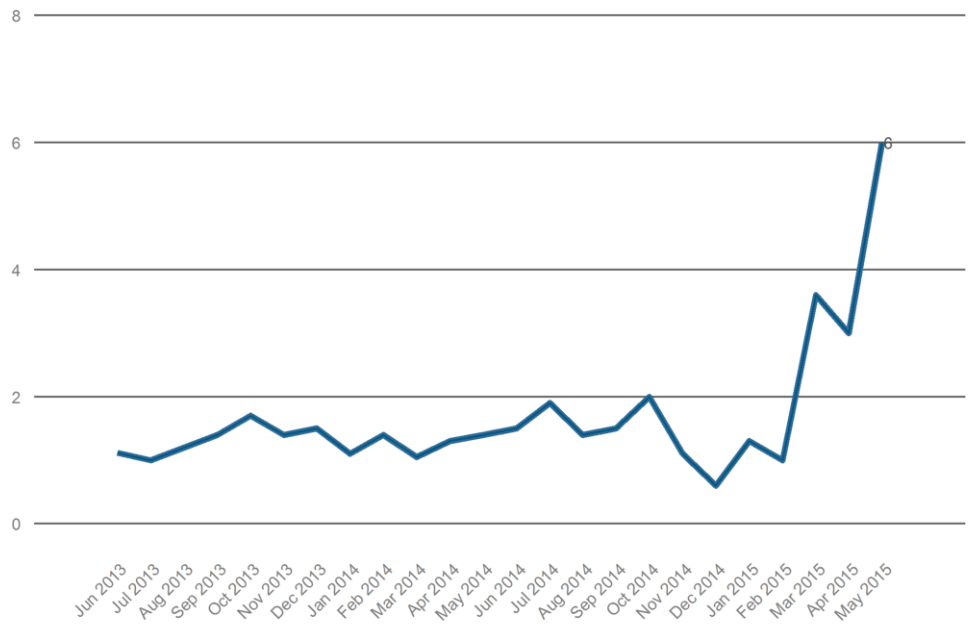
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
MTRCB

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

Average business days to close rodent requests increased in May to highest point recorded in QualityofLifeSTAT.

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	●	2.72	3	●
Average Business Days to Complete Rodent Service Requests	1.5	●	2.98	3	●



Evaluation Form

- Are you a city employee or a member of the public?
- On a scale 1-5, how useful was this meeting to you (1= least useful and 5= most useful)?
- What's working?
- What's not working?

