



CITY OF NEW ORLEANS

# **QualityofLifeSTAT**

May 3<sup>rd</sup>, 2012

(Reporting Period: March, 2012)

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

# Agenda

## **Part 1:** Introduction/General Updates

1. About this STAT
2. Management Level Approach to Issues
3. 3-14 Coordinated Enforcement Debrief
4. 311 Update

## **Part 2:** Data & Management Reports

1. Parking
2. Abandoned Vehicles
3. Street Lights
4. Potholes
5. Catch Basins
6. Sewerage & Water Board
7. Tree Issues
8. Bandit Signs
9. Illegal Dumping
10. Alcoholic Beverage Outlets



# QualityofLifeSTAT

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

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

QualityofLifeSTAT focuses on topics that are:

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

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

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



# NOLA311

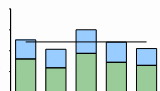
- Launched on March 26
  - 4 departments: Sanitation, Code Enforcement, Public Works, and City-Assisted Evacuation
- Before June 1:
  - Web-based & Mobile self-service tools to report complaints & view status of requests
  - Automated case creation & closure notification
- Later this year:
  - Additional departments fully integrated
  - Integration with One-Stop Permitting Shop



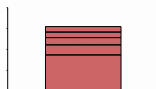
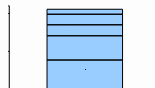
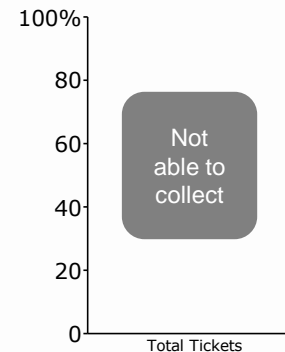
# 311 Performance Dashboard

March 26, 2012 – April 26, 2012

- - Met SLA target
- - SLA not met (within 10-20%)
- - SLA not met (everything else)



Age of Open Requests



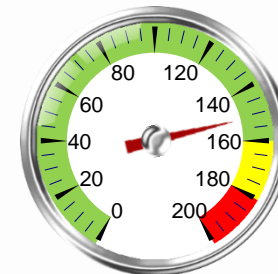
## Integrated 311 Departments

- Public Works
- Sanitation
- Code Enforcement
- EOC

Note: 31 Active Service Requests

Not able to collect

Average Call Length: 151 sec



Average Hold Time: 14 sec



First Call Resolution: 69%\*\*



Abandonment Rate: 6%



# Part 2: Data & Management Reports

## Department of Public Works

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

## Sewerage & Water Board

## Parks & Parkways

1. Tree Issues

## Sanitation

1. Bandit Signs
2. Illegal Dumping
3. Alcoholic Beverage Outlets



# Abandoned Vehicle Response Times Remain Constant

## Issue

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

## Status

Transitioned to 311. beginning April 2012

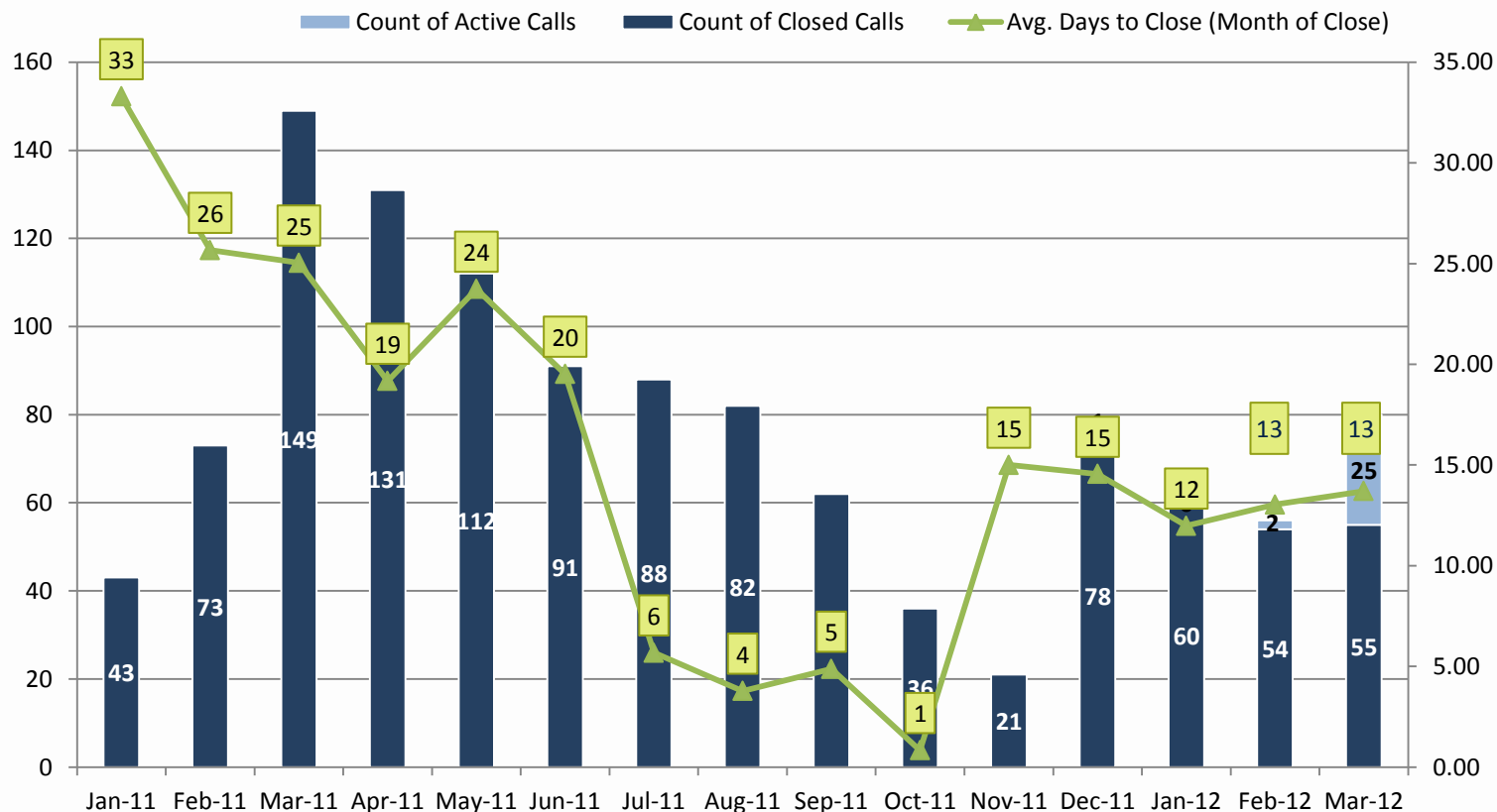
## Critical Parties

Public Works

## Follow-Up

311 call center data will be data of record, beginning with June QoLStat

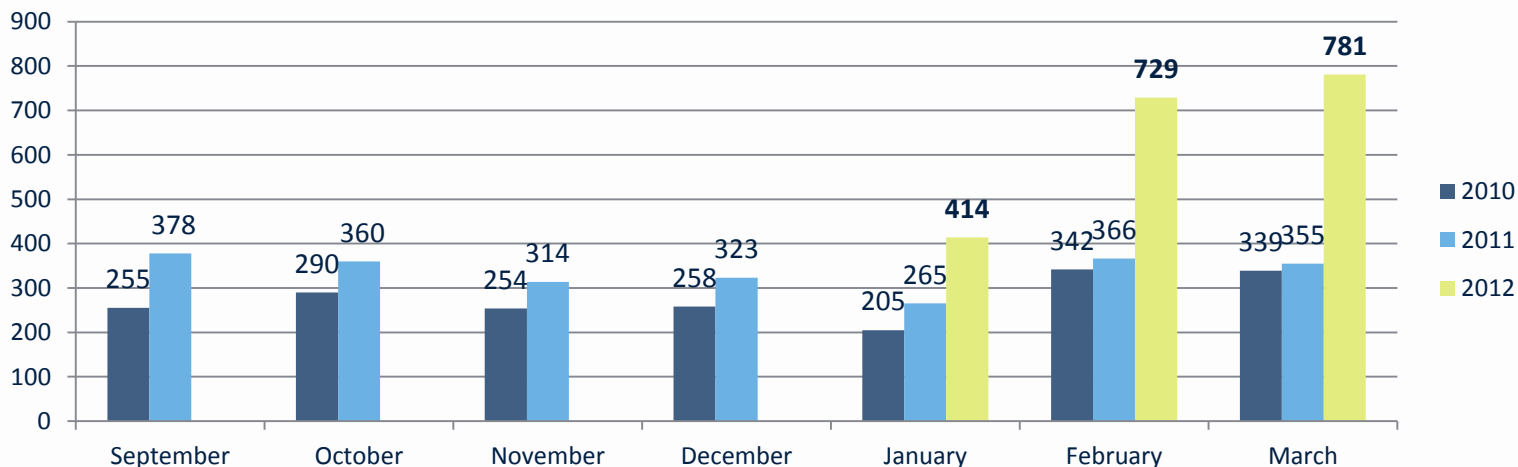
## Abandoned Vehicle Call Disposition by Month of Call



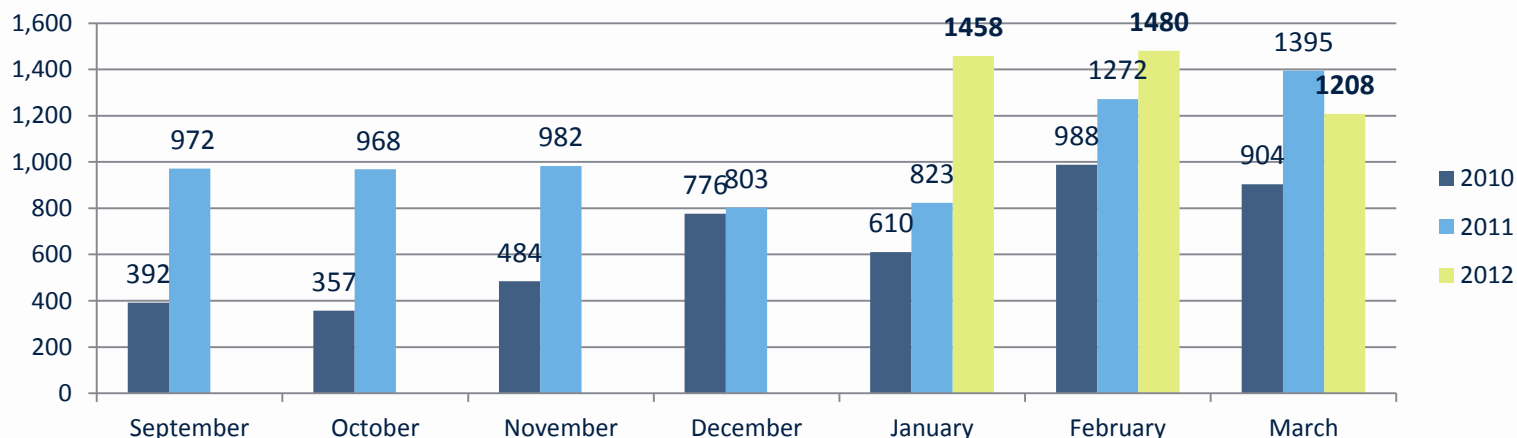
NOTE: A lag occurs in call closure because work orders are given to towing on a rolling basis, but towing returns closed work orders with dispositions monthly.  
The actual number of closed calls is likely higher than shown here, but is reflected on a one month lag.

# Parking: Booting & Towing Activity

## Confirmed Boots, by month



## Confirmed Tows, by month



### Issue

Parking violations prevent proper parking circulation and can block sidewalks, driveways, and intersections

### Status

Ongoing monitoring

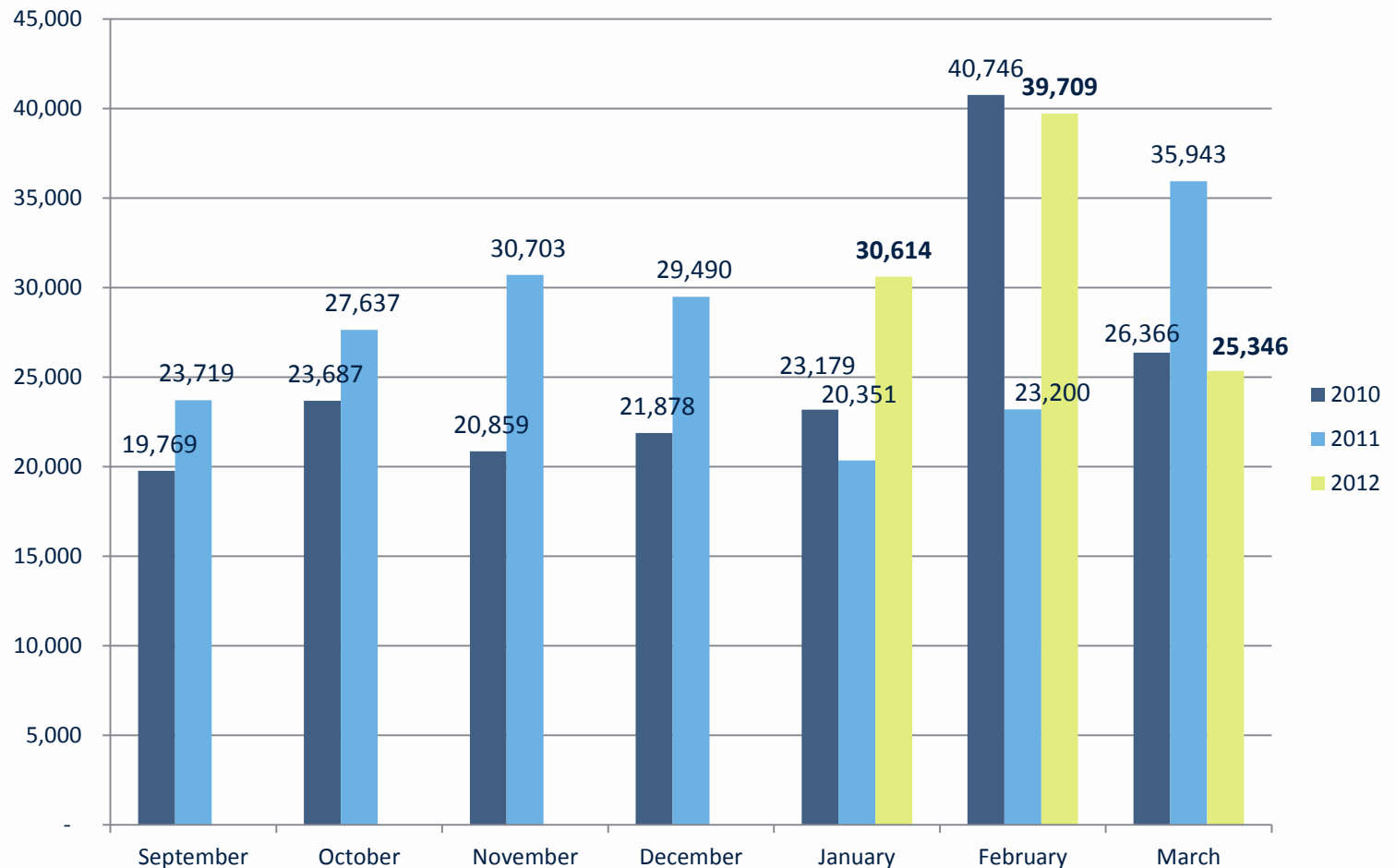
### Critical Parties

Department of Public Works, NOPD



# Parking: Citation Issuance In Line With Expectations

Citations Issued, by month



## Issue

Parking violations prevent proper parking circulation and can block sidewalks, driveways, and intersections

## Status

Ongoing monitoring

## Critical Parties

Department of Public Works, NOPD

# Streetlight Repairs: City Announces Plan to Light Up the City by 2013

- Identified \$8M in federal recovery funds to supplement funds remaining in '12 budget
- Will increase inspections and routine repairs by an estimated 50% with the goal of working 200+ outages a week

	Current	Planned
Crews	3	6
Hours Per Day	8	13
Days Per Week	5	6



# Street Light Repairs Completed, by month & type

## Issue

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

## Status

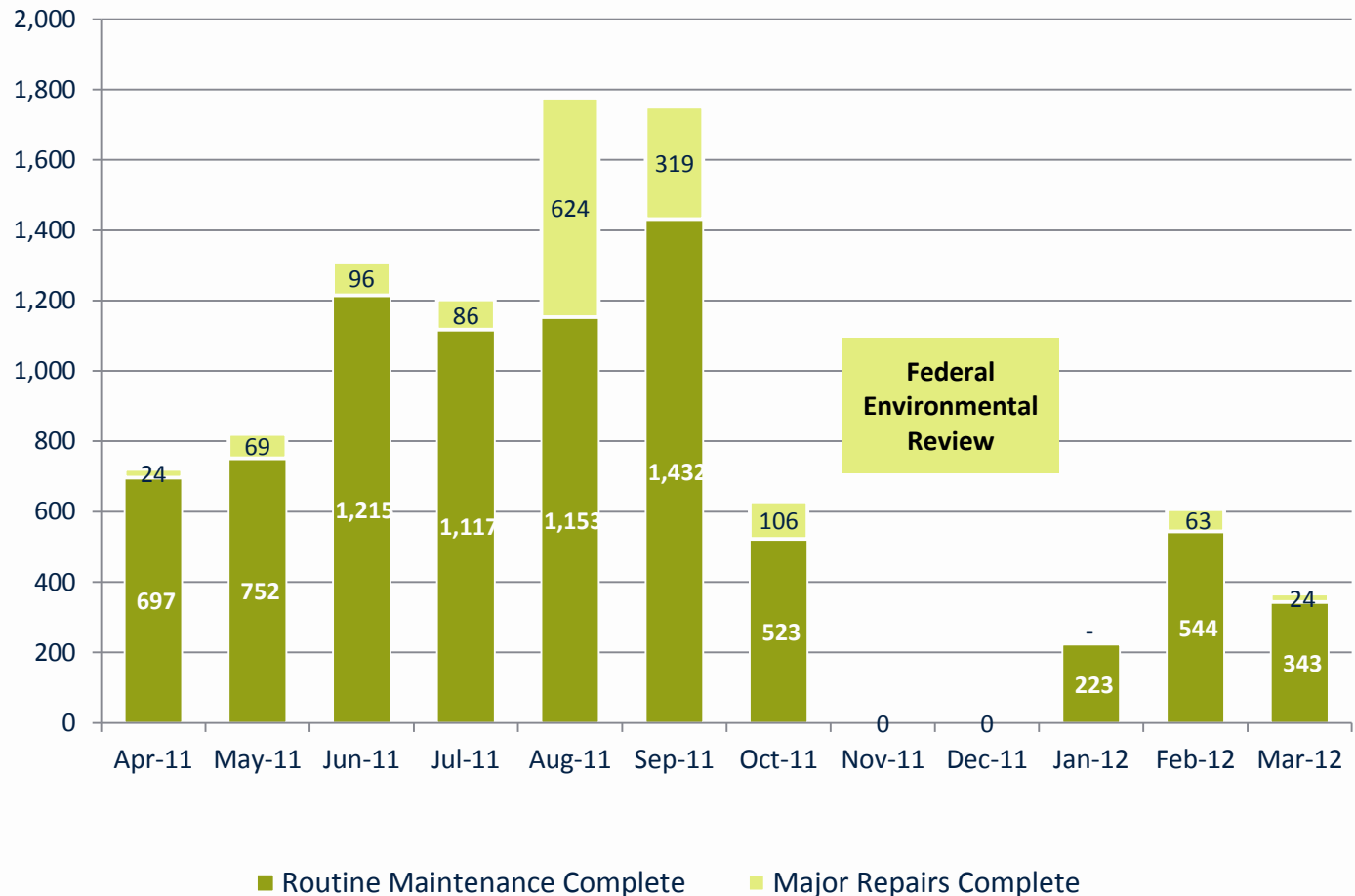
Repairs resumed 1/3/12, following Federal Environmental Review

DPW addressing backlog generated during review process

## Critical Parties

Department of Public Works  
Royal Engineers and All Star Electric

## Street Light Repairs Completed



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

# Street Light Maintenance Backlog v. Completed Repairs

## Issue

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

## Status

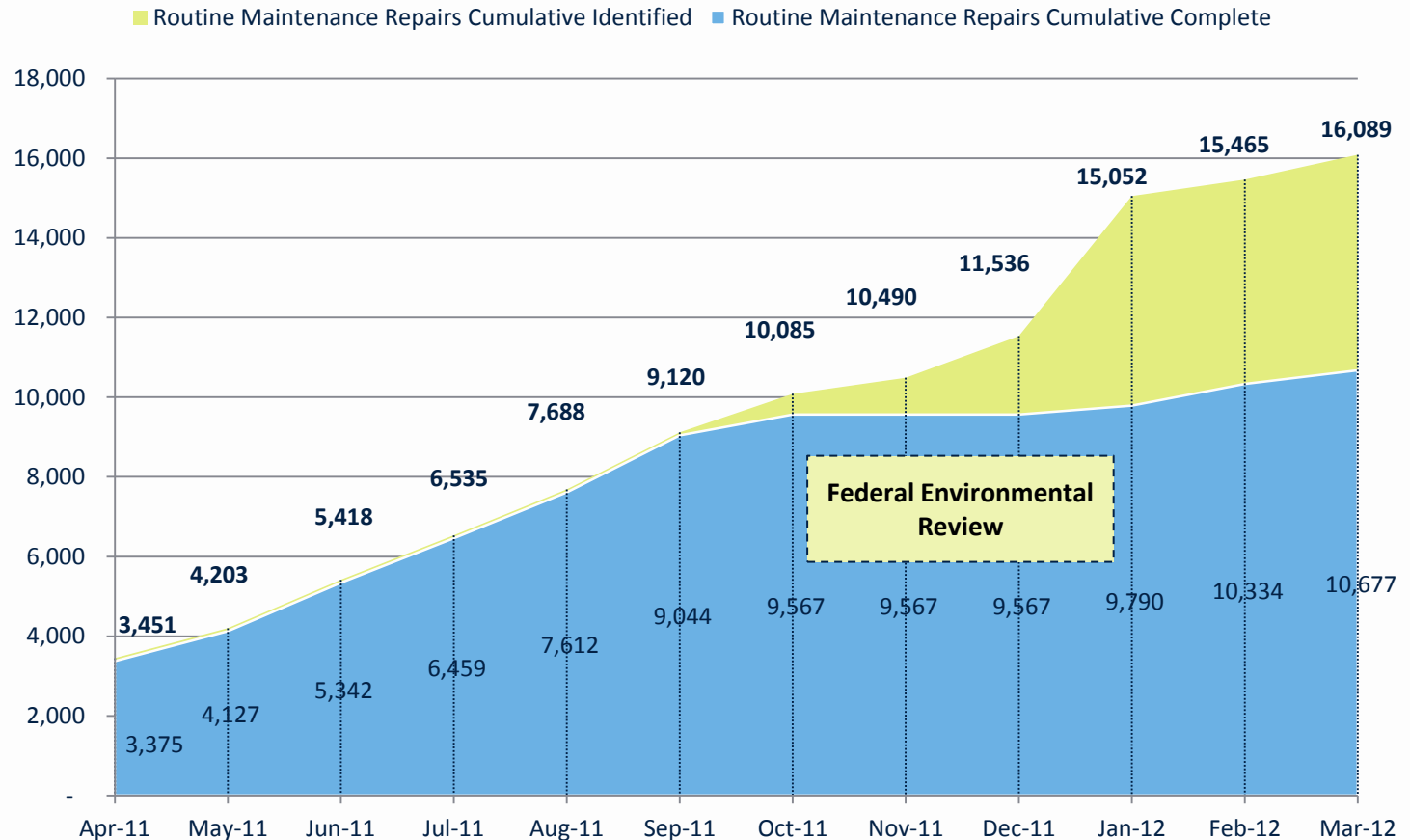
Repairs resumed 1/3/12, following Federal Environmental Review

DPW addressing backlog generated during review process

## Critical Parties

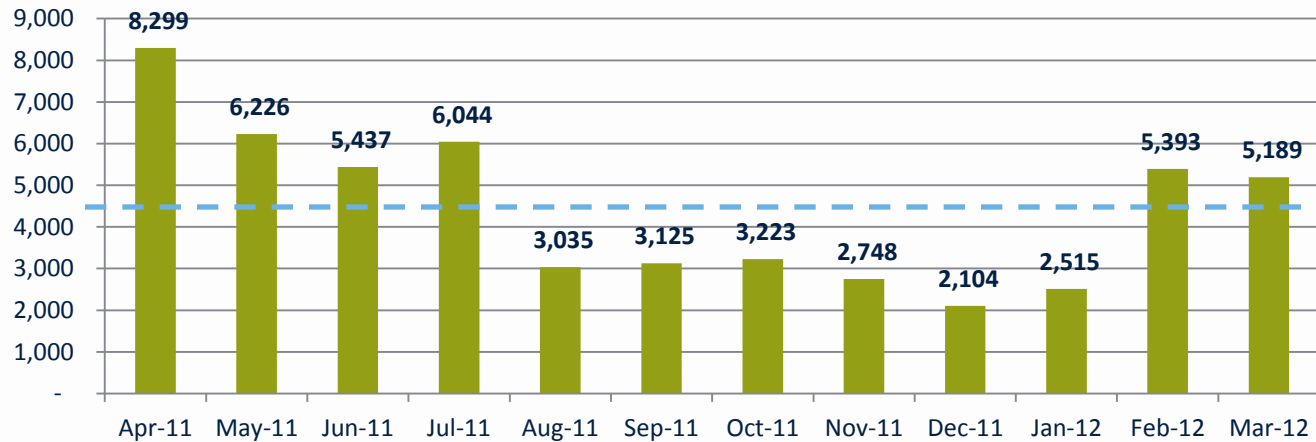
Department of Public Works  
Royal Engineers and  
All Star Electric

## Backlog of Street Light Repairs Identified Following Federal Environmental Review Process



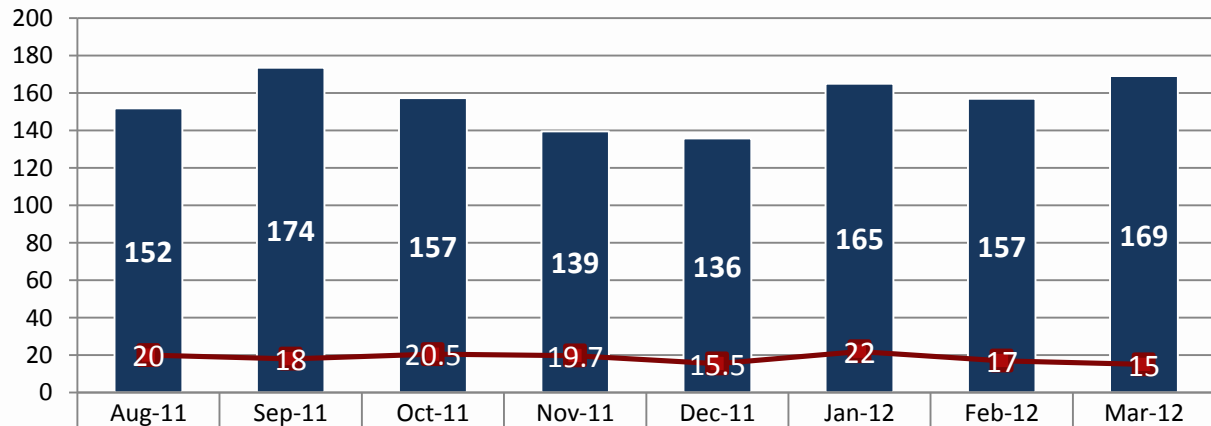
# Potholes Filled Continues to Exceed Target

## Potholes Filled by Month



**Monthly Goal:**  
4,167

## Average Potholes Filled Per Working Day



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

	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
Avg # Filled per Work Day	152	174	157	139	136	165	157	169
Total # Working Days	20	18	20.5	19.7	15.5	22	17	15

### Issue

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

### Status

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

Timeliness data on pothole filling will be generated via 311 reporting, beginning in Q2

### Critical Parties

Public Works, ITI

# Catch Basin Cleanings Rebound After Mardi Gras Efforts

## Issue

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

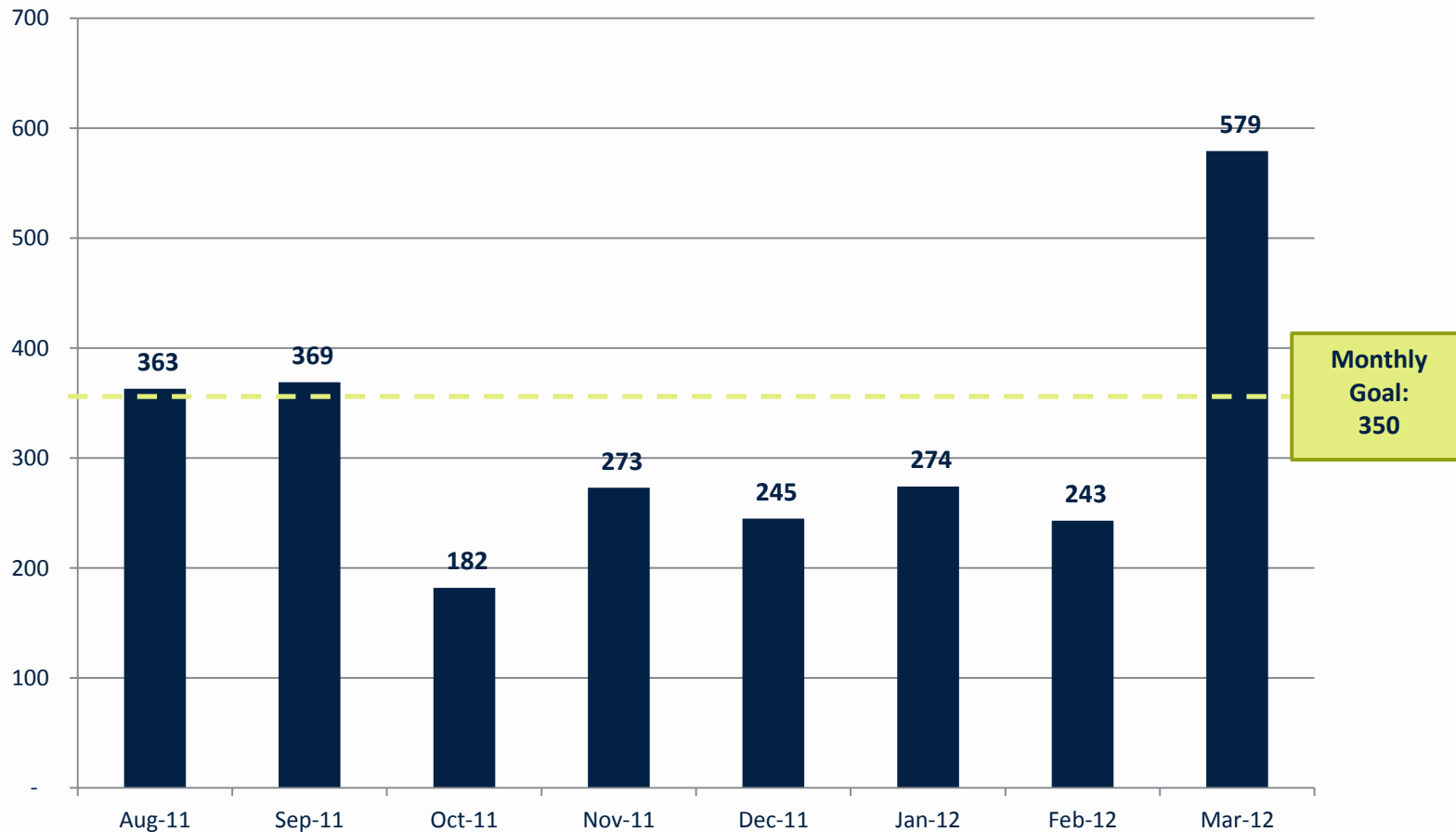
## Status

2012 annual goal has been set at 4,200; monthly targets vary due to seasonality

## Critical Parties

Department of Public Works, Sewerage and Water Board

Catch Basins Cleaned, by Month



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

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

**Green = Favorable Variance**  
**Yellow = Minimal Variance / No Action Recommended**  
**Red = Unfavorable Variance / Action Recommended**



# Sewerage and Water Board of New Orleans

## Total Service Requests about Low Water Pressure

**Constituency:**  
Customer Ratepayers

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

**Goal:** Reduce  
Number of Service  
Requests

**Currently Meeting  
Goal:** Yes

**Process Operating  
Within Control  
Limits:** Yes

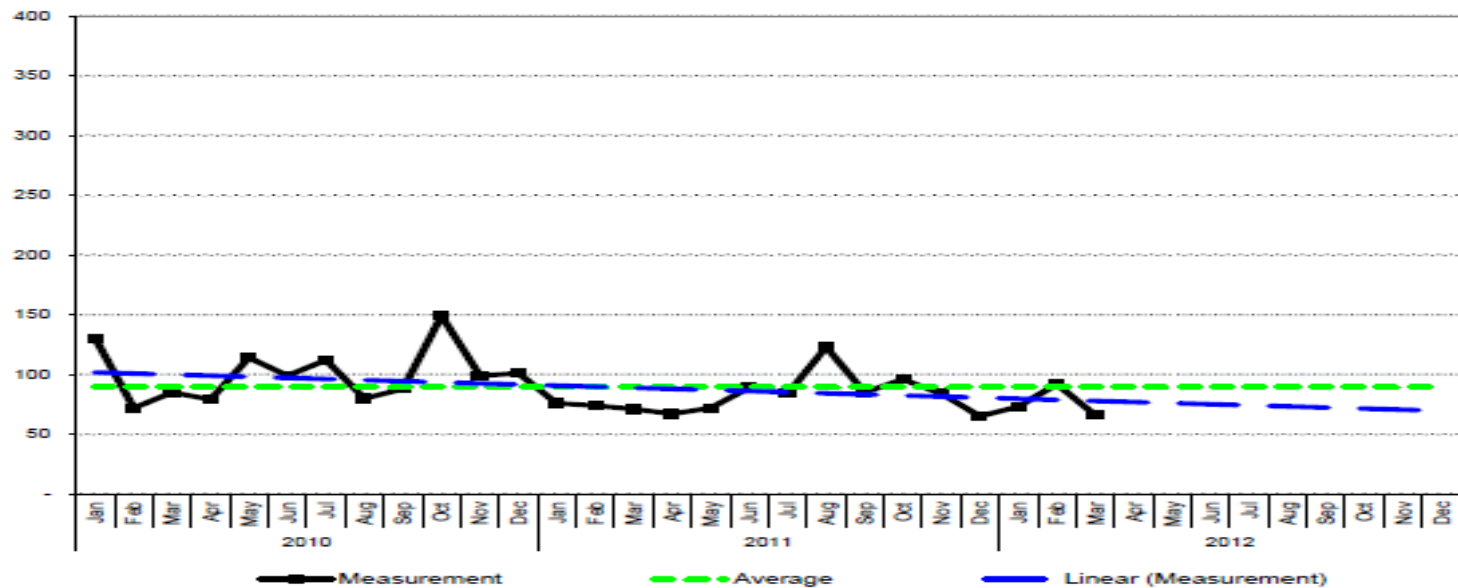
**Trend:** Favorable

### Analysis

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

### Plans for Improvement

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



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





# Sewerage and Water Board of New Orleans

## Total Service Requests for Water System Leaks

**Constituency:**  
Customer Ratepayers

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

**Goal:** Reduce  
Number of Service  
Requests

**Currently Meeting  
Goal:** Yes

**Process Operating  
Within Control  
Limits:** Yes

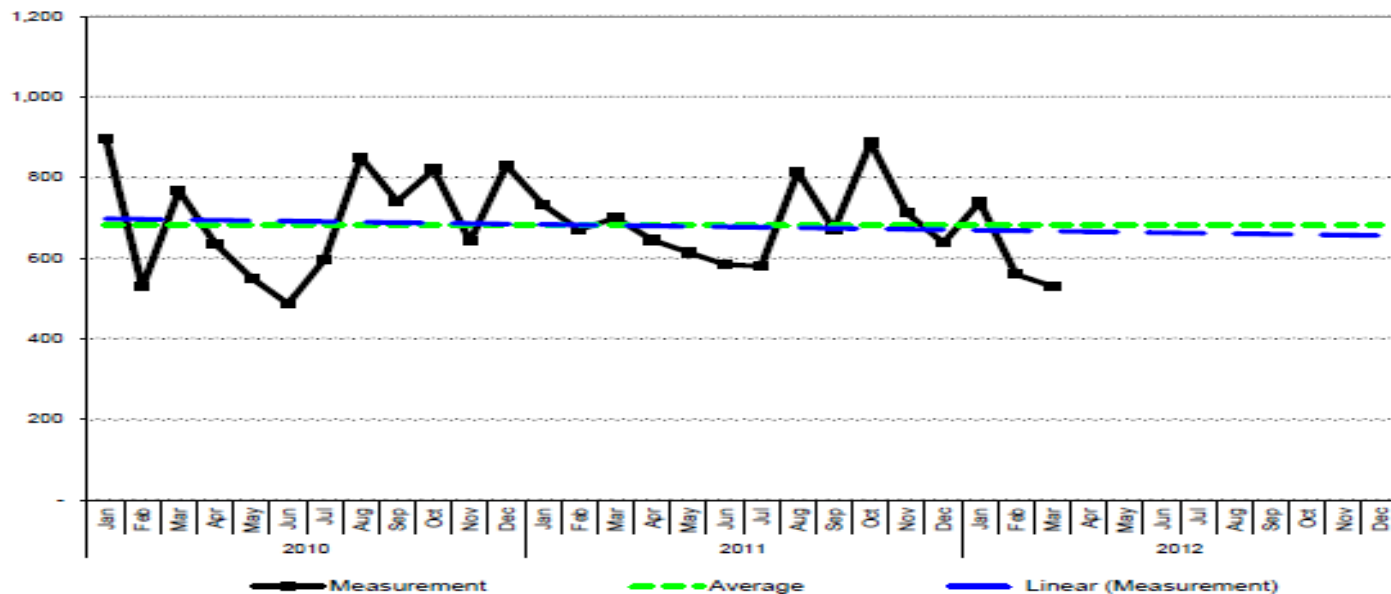
**Trend:** Favorable

### 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.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2010	897	529	787	638	551	487	596	850	741	820	642	830
2011	733	670	700	645	614	584	580	814	672	886	712	638
2012	739	560	530									



# Sewerage and Water Board of New Orleans

## Total Service Requests for Sewer System Leaks

Constituency:  
Customer Ratepayers

Objective: Provide Timely  
Information and Respond  
Promptly to Requests

Goal: Reduce  
Number of Service  
Requests

Currently Meeting  
Goal: **No**

Process Operating  
Within Control  
Limits: **Yes**

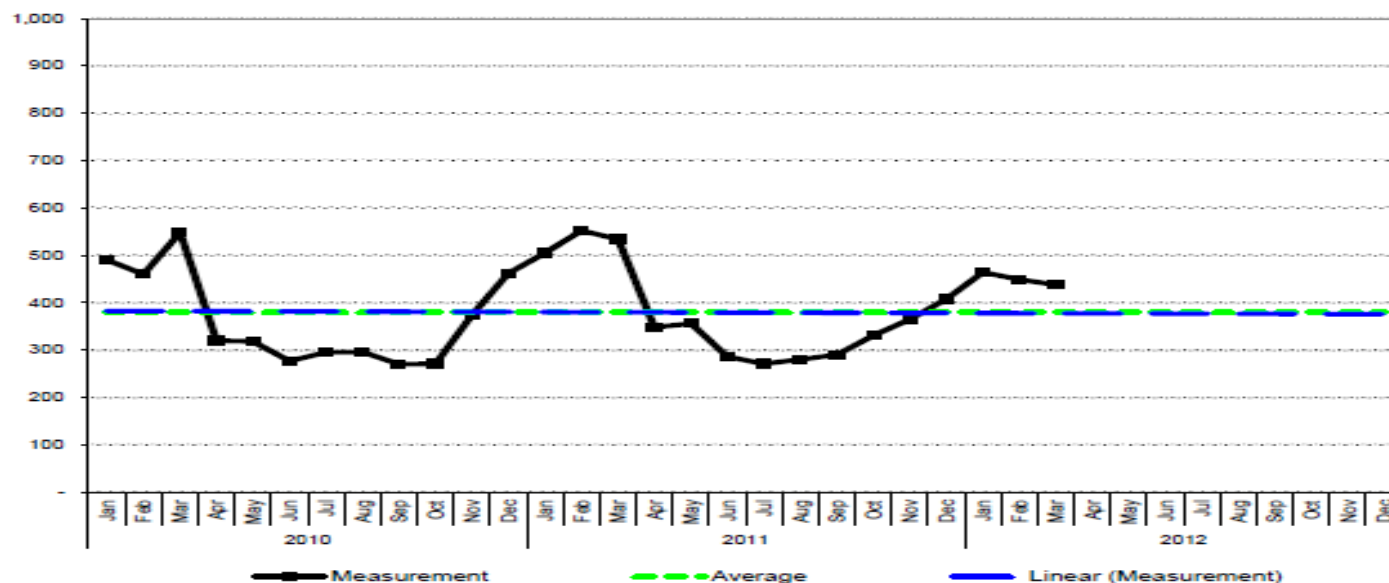
Trend: Level

### Analysis

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

### Plans for Improvement

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



Data Table												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2010	490	480	548	320	318	277	295	296	270	271	374	462
2011	505	552	534	348	356	286	271	280	290	331	365	408
2012	464	449	438									



# Tree Work Order Timeliness for Non-Emergency Work Orders Improves

## Issue

Tree trimming and removal prevents damage to public and private buildings

## Status

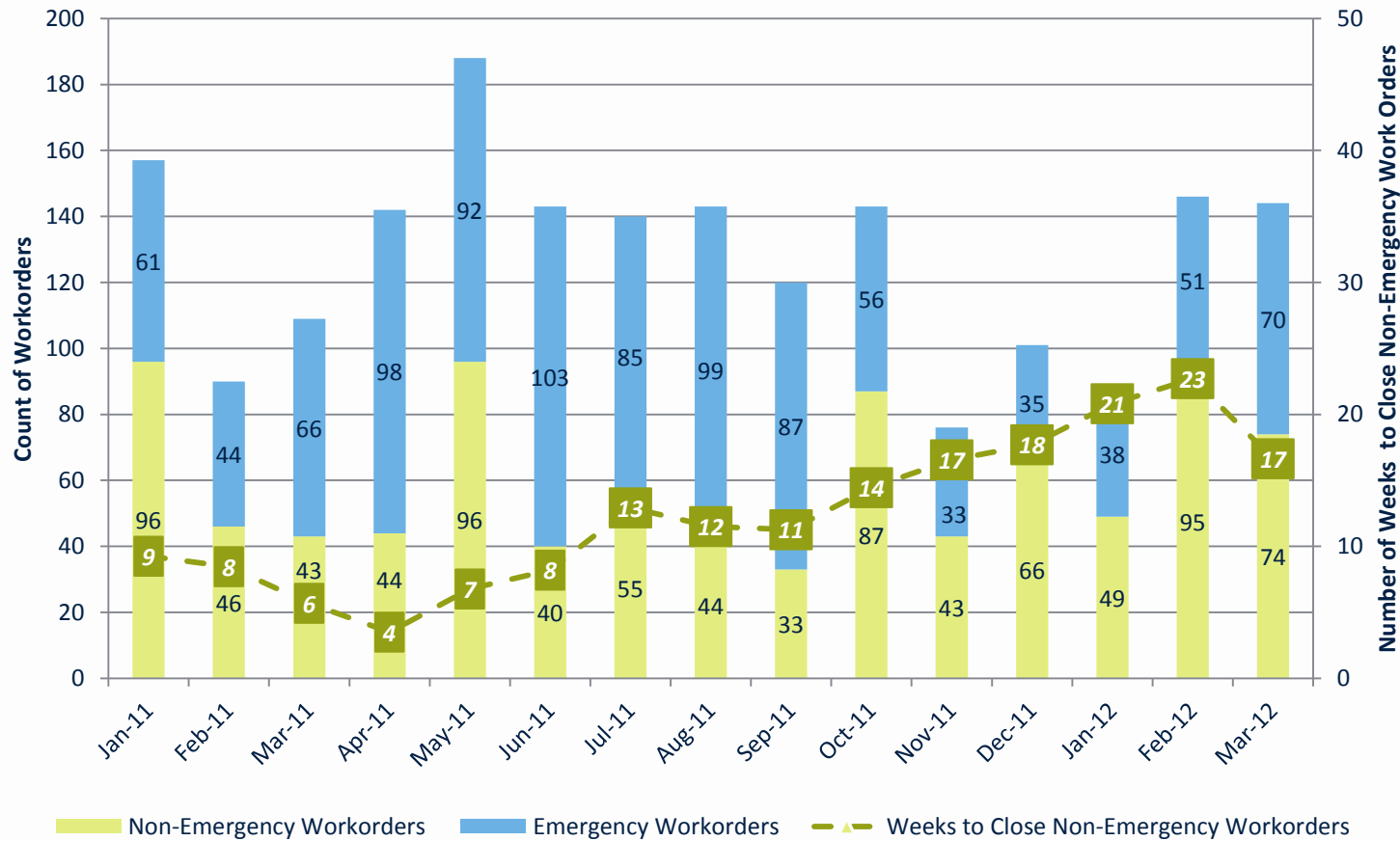
GIS mapping and optimization of work patterns in process

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

## Critical Parties

Parks and Parkways  
ITI  
OPA

## Non-Emergency Work Order Response Time



NOTE: Tropical Storm Lee (September 2011) generated significant backlog of work orders

# Forestry Activity Remains In Line With Historic Patterns

## Issue

Tree trimming and removal prevents damage to public and private buildings

## Status

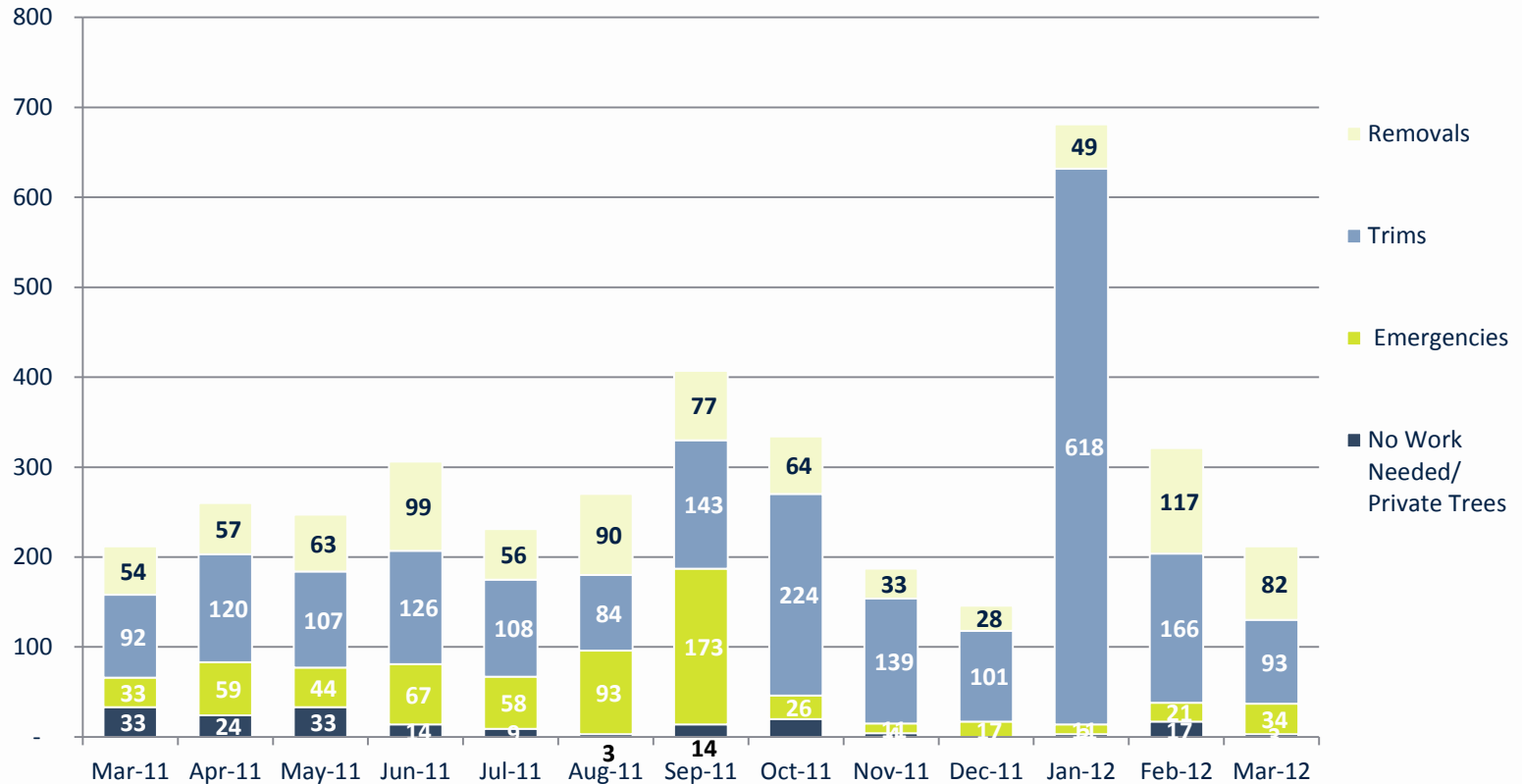
Ongoing

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

## Critical Parties

Parks and Parkways

## Work Orders



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



QualityofLifeSTAT May 3, 2012 19

# Bandit Sign Coordinated Enforcement Efforts Yield Continued Success

## Issue

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

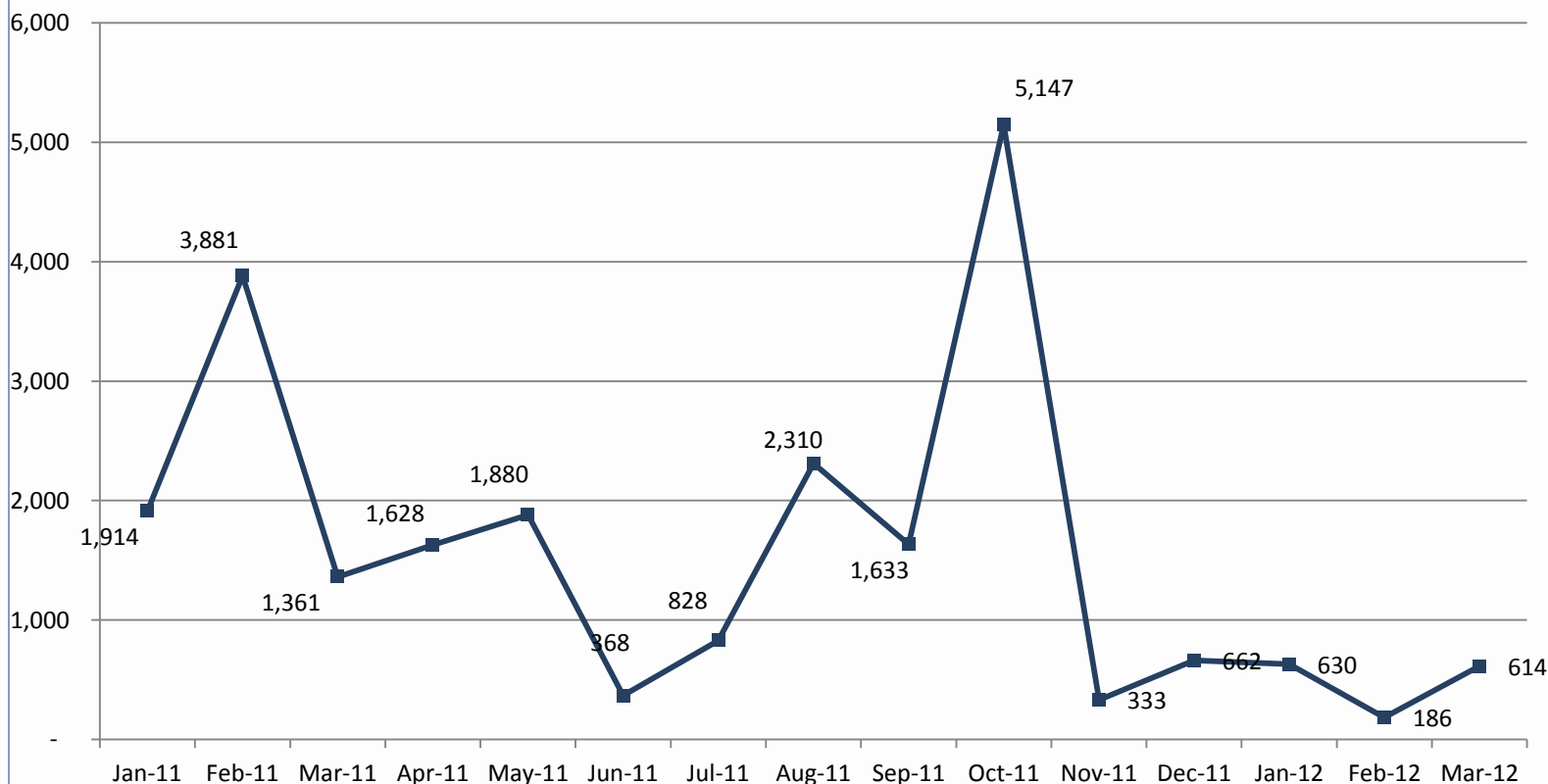
## Status

Monitoring efforts continue

## Critical Parties

Sanitation, Parks and Parkways

## Bandit Signs Removed



Note: Approximately 4,300 of the signs removed in October were related to the October 22<sup>nd</sup> elections

**Source:** Department of Parks and Parkways and Department of Sanitation Monthly Illegal Sign Spreadsheet, Parkways Working Sign List, Department of Sanitation Monthly Reports 4/16/12



# Sanitation Ranger & Quality of Life

## ABOs, Litter, and Tire Dumping

### Issue

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

### Status

Sanitation is working on call classification so that variations based on types of calls can be detected.

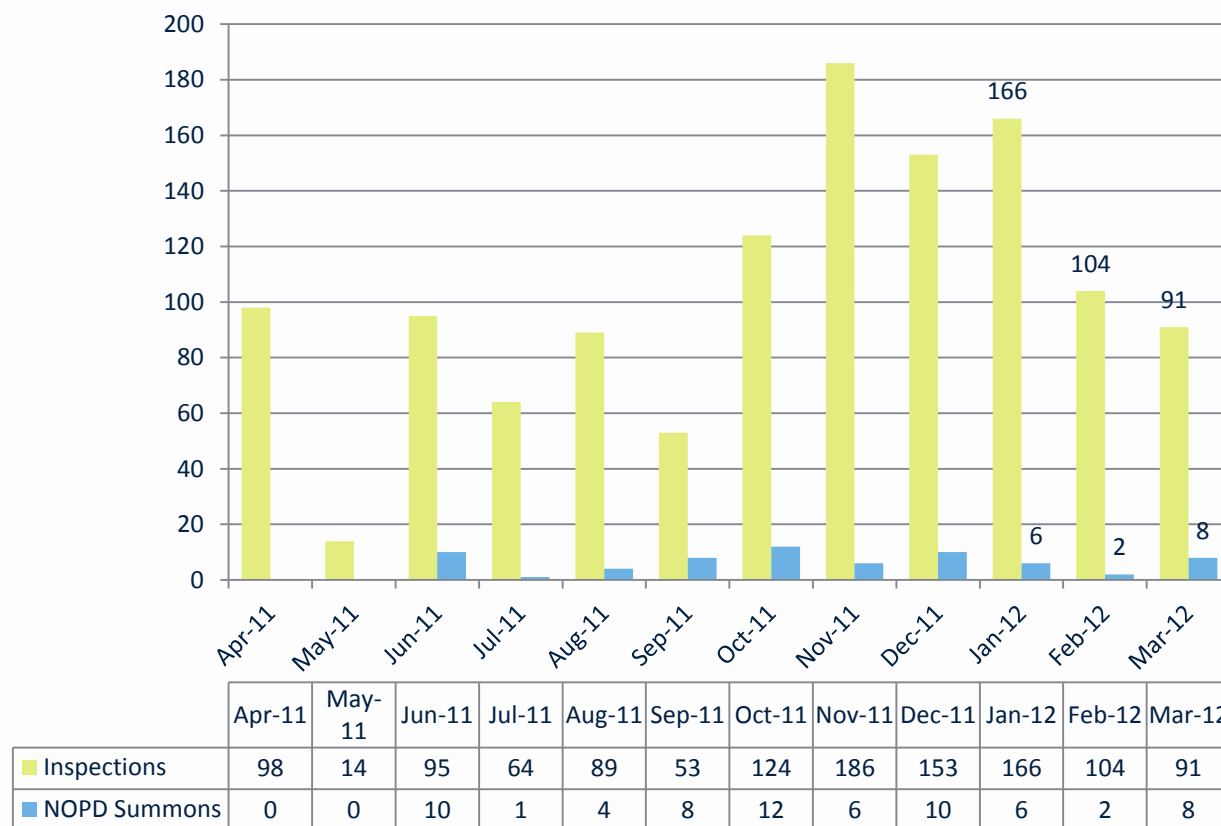
### Critical Parties

Sanitation, NOPD

### Follow-Up

- Should a target be set?

Sanitation Enforcement Activity



# Sanitation Maintains Momentum While Integrating with NOLA311

## Issue

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

## Status

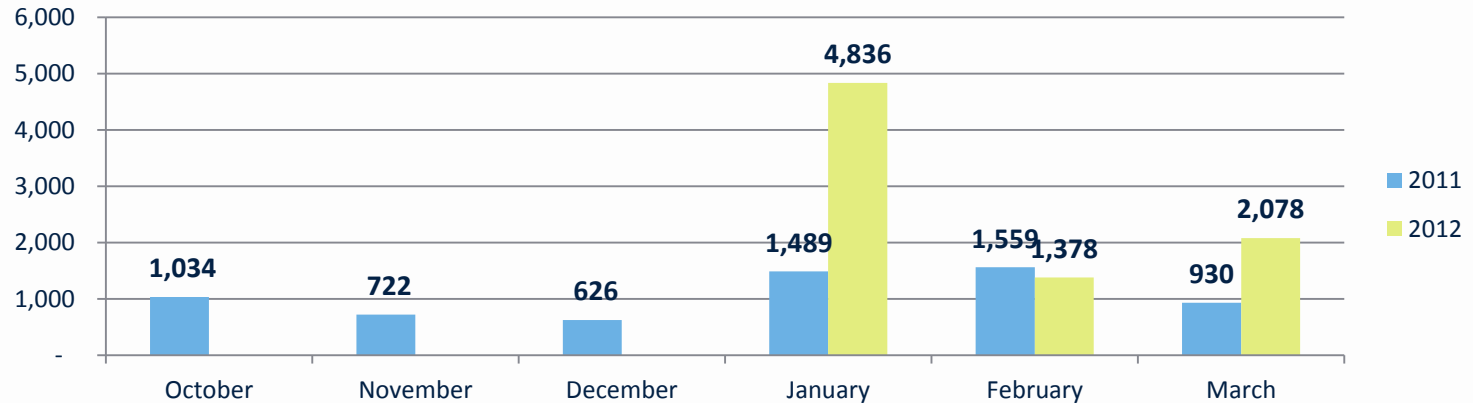
Included in initial 311 rollout

Work Order intake system with mapping needed

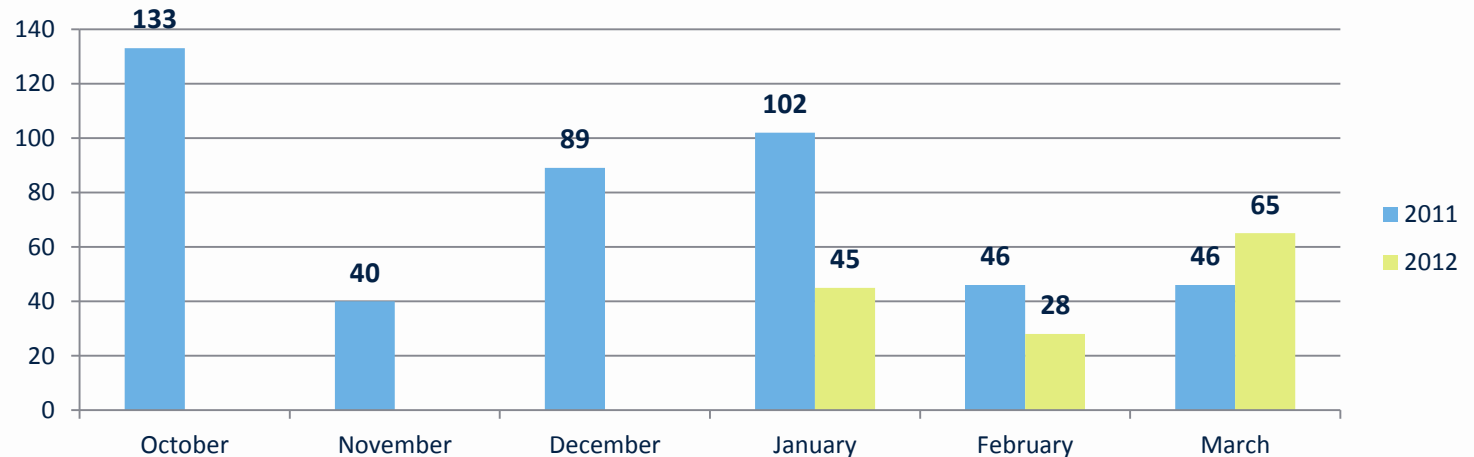
## Critical Parties

Sanitation

### Tires Removed, by month



### Illegal Dumping Sites Cleared



# Alcohol Beverage Outlet Cases Prosecuted

## Issue

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

## Status

Ongoing enforcement efforts

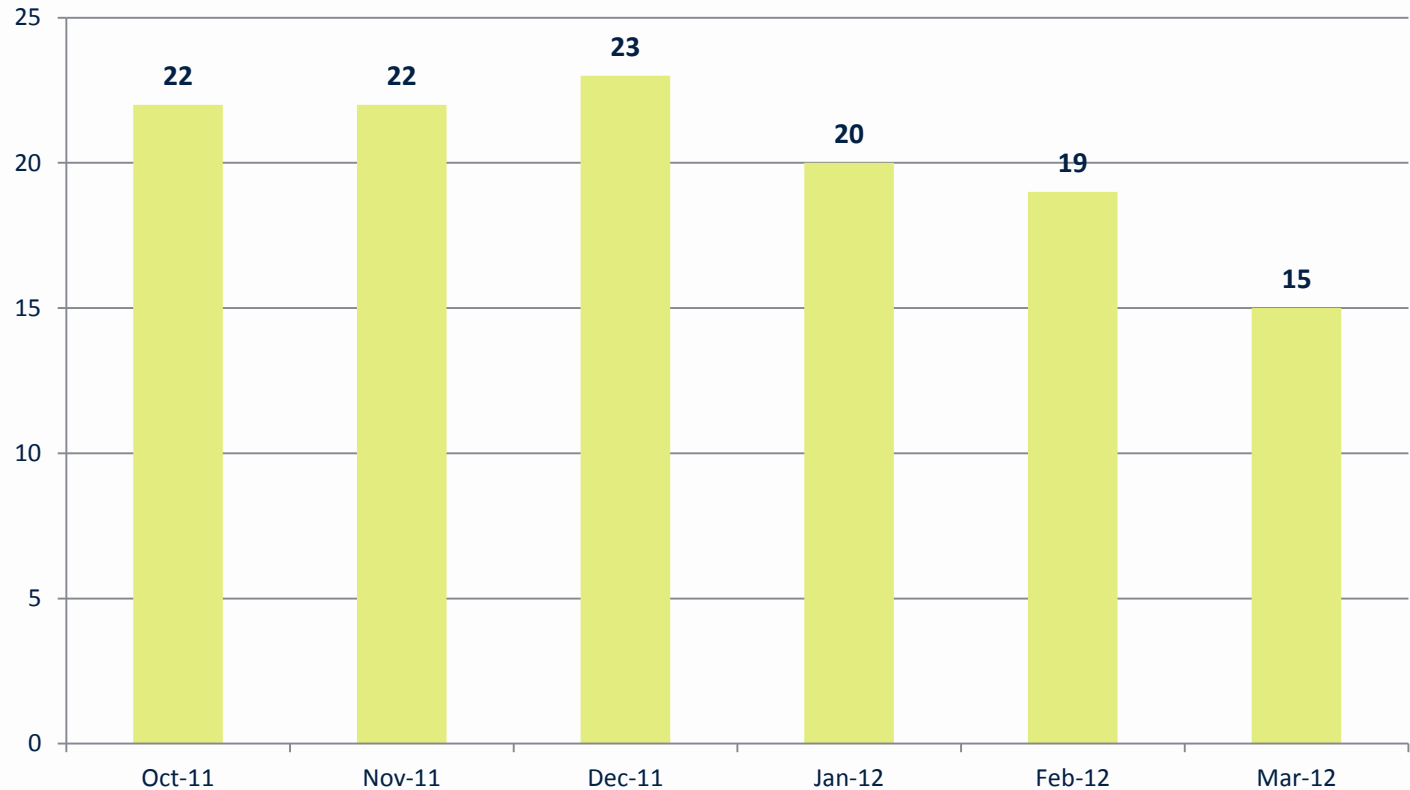
311: routing and tracking of nuisance cases?

Exploring strategies for ABCB to hear additional nuisance cases each month

## Critical Parties

Law, NOPD, Safety and Permits

**ABO Tax & Nuisance Cases Prosecuted, by month  
as of March 31st, 2012**





# 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?

