



CITY OF NEW ORLEANS

QualityofLifeSTAT

January 26, 2012

www.nola.gov/opa

Agenda

Part 1: Introduction/Framework

1. About this STAT
2. Management Level Approach to Issues
3. 311 Update

Part 2: Issue Updates

1. Street Lights
2. Potholes
3. Abandoned Vehicles/Parking
4. Tree Issues
5. Bandit Signs
6. Tire Dumping
7. Illegal Dumping
8. Alcoholic Beverage Outlets

Part 3: Proposed Initiatives

1. Monthly Coordinated Enforcement Days with NOPD
2. Council District Priorities



QualityofLifeSTAT

Purpose: To utilize data to address issues that most affect citizens' quality of life.

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.



311 Project Goes Live on March 26, 2012

Issue

Frequently citizens calling the city with a problem needing to be fixed have a hard time getting to the correct department, and then also encounter difficulty following up on the problem

Status

Implementation in Q1 2012, DPW, EOC, Code Enforcement & Sanitation in Phase I.

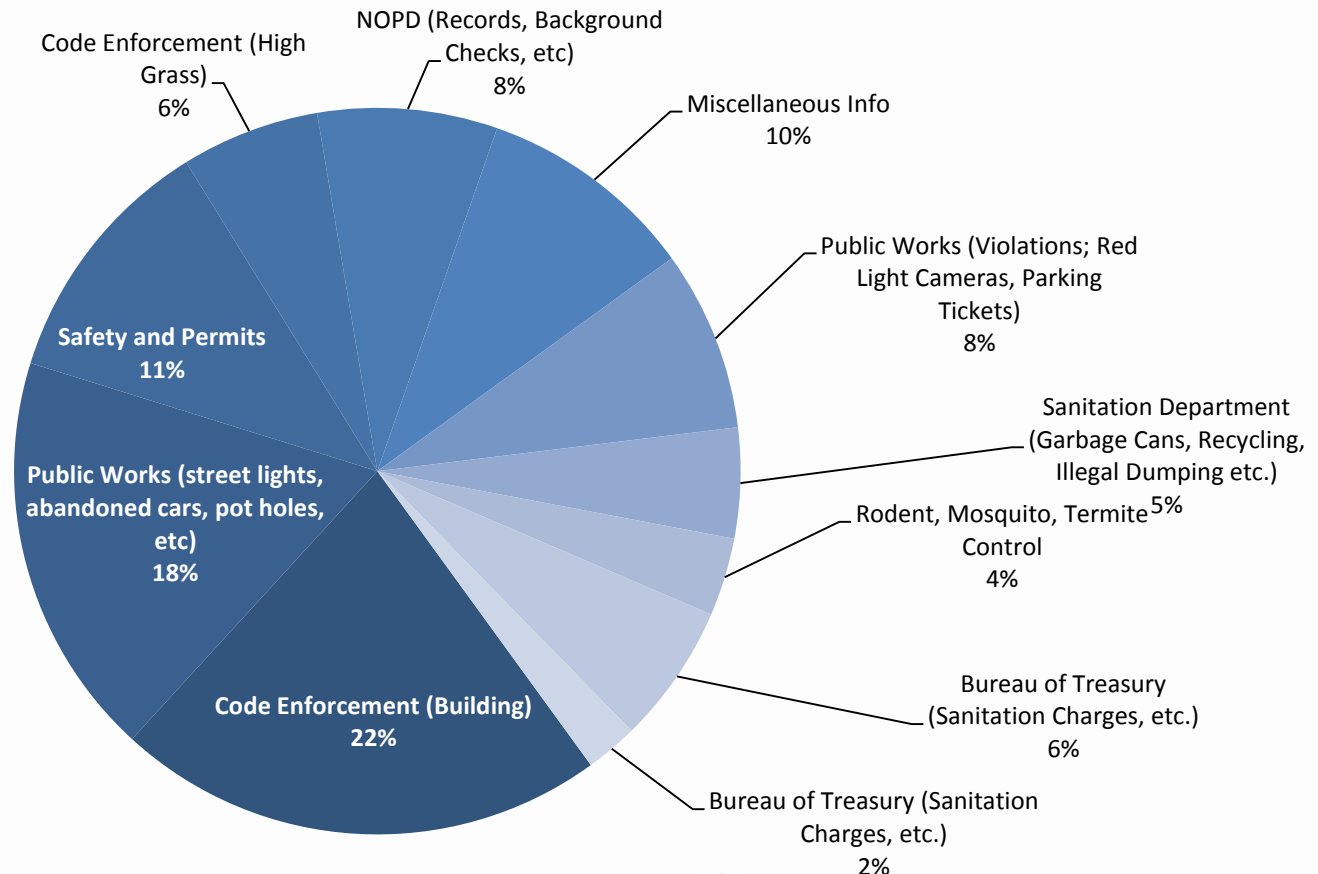
Critical Parties

ITI, All Depts

Follow-Up

Report on progress building knowledge base

December 1st -31st , 2011 22% of All Calls Were Related to Code Enforcement



Part 2: Issues & Data

1. Street Lights
2. Potholes
3. Abandoned Vehicles/Parking
4. Tree Issues
5. Bandit Signs
6. Tire Dumping
7. Illegal Dumping
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Street Light repairs were on hold from October-December due to Federal Environmental Review; Repairs are Up and Running as of January 3, 2012

Issue

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

Status

Up and Running as of January 3, 2012

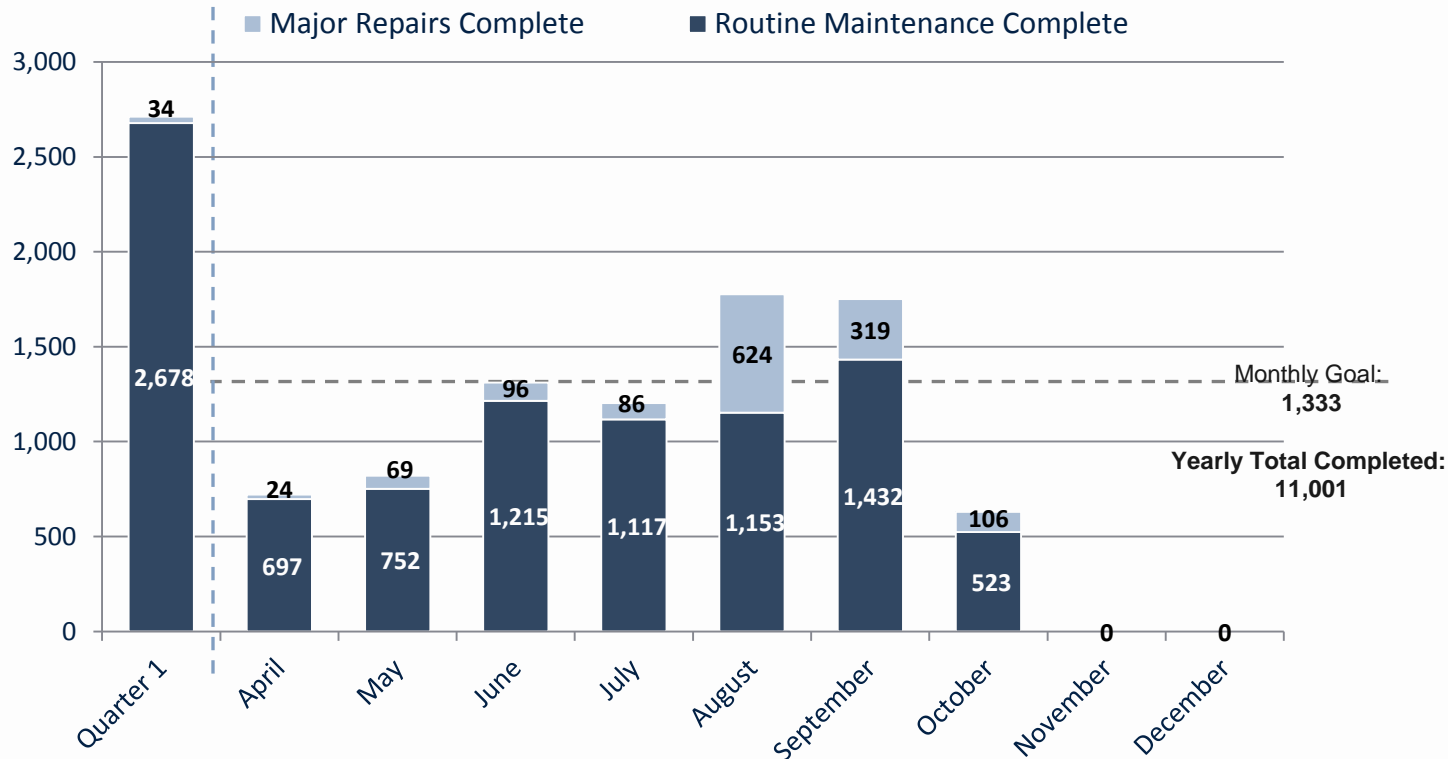
Critical Parties

Department of Public Works - Royal Engineers and All Star Electric

Follow-Up

Streetlight repair work resumed on 1/3/2012. Additionally, reporting is being requested of Royal to show call initiation date and closed date so that timeframes can be communicated and improved upon.

47% of Major Repairs Completed
Quarter 1, and April through December



Quarter 1 data was collected in Aggregate.

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.

Contact Info: DPW 658-8080

1,583 Major Repairs Identified in Quarter 4, 2011 are Prioritized by Department of Public Works

Issue

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

Status

Up and Running as of January 3, 2012

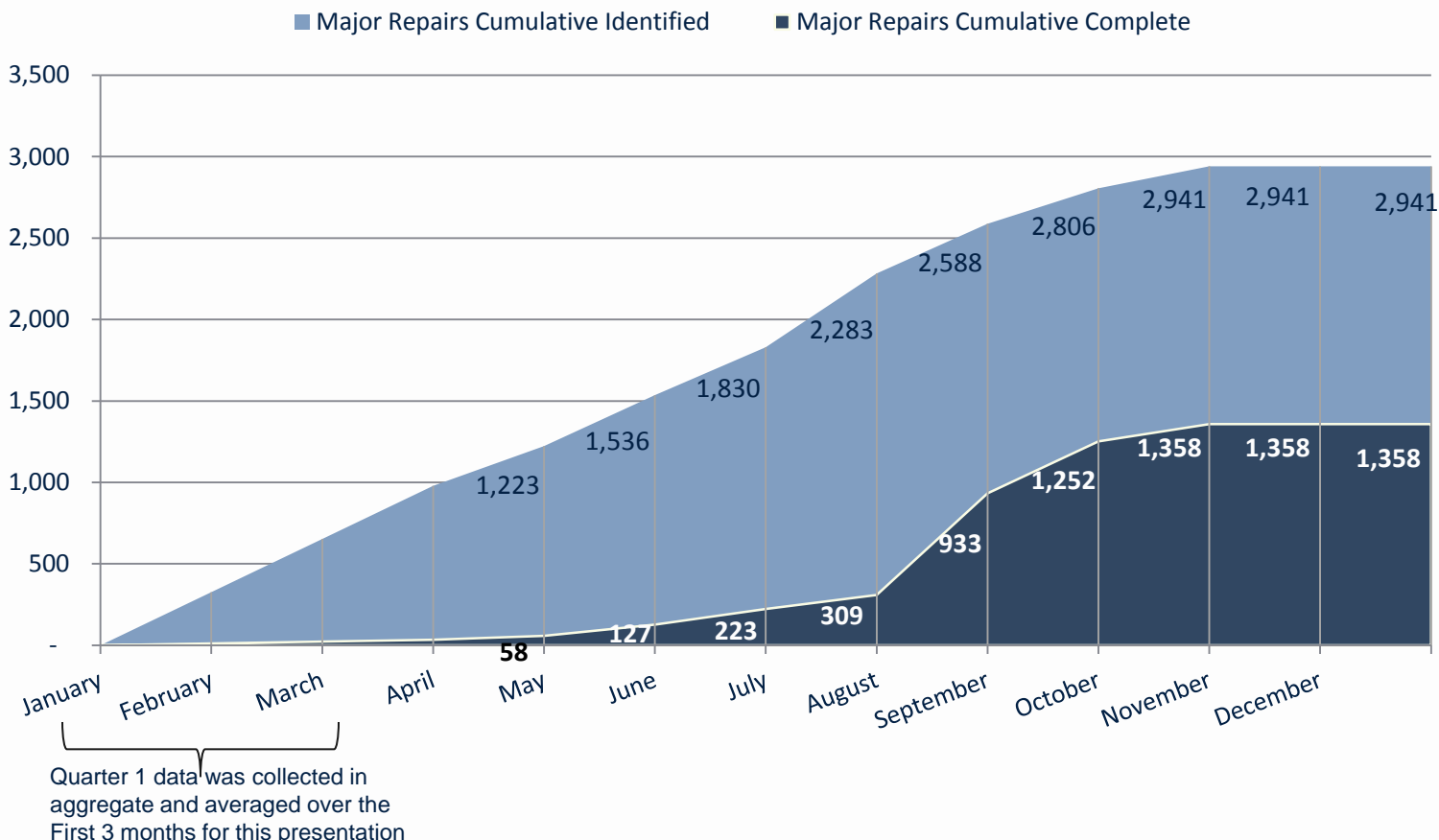
Critical Parties

Department of Public Works - Royal Engineers and All Star Electric

Follow-Up

Streetlight repair work resumed on 1/3/2012. Additionally, reporting is being requested of Royal to show call initiation date and closed date so that timeframes can be communicated and improved upon.

53% (1,583) of Major Repairs Identified in Q4, 2011 are First Priority



Contact Info for reporting and to check status: 658-8080



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Cumulative **Potholes** Filled Exceed Annual Target

Issue

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

Status

This will be part of the Phase 1 of 311, thus reporting on timeliness is expected in March.

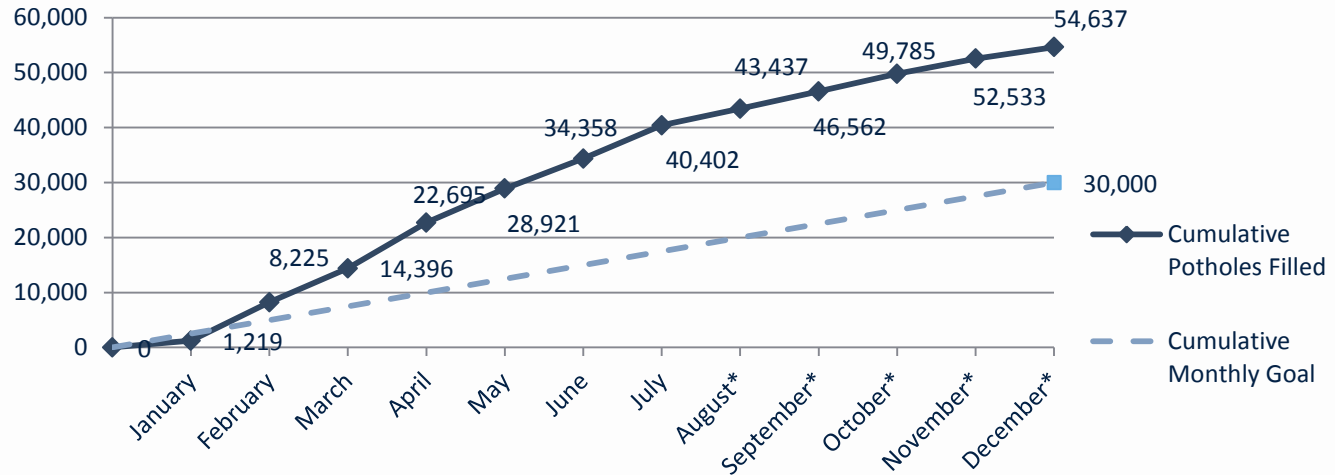
Critical Parties

Public Works, ITI

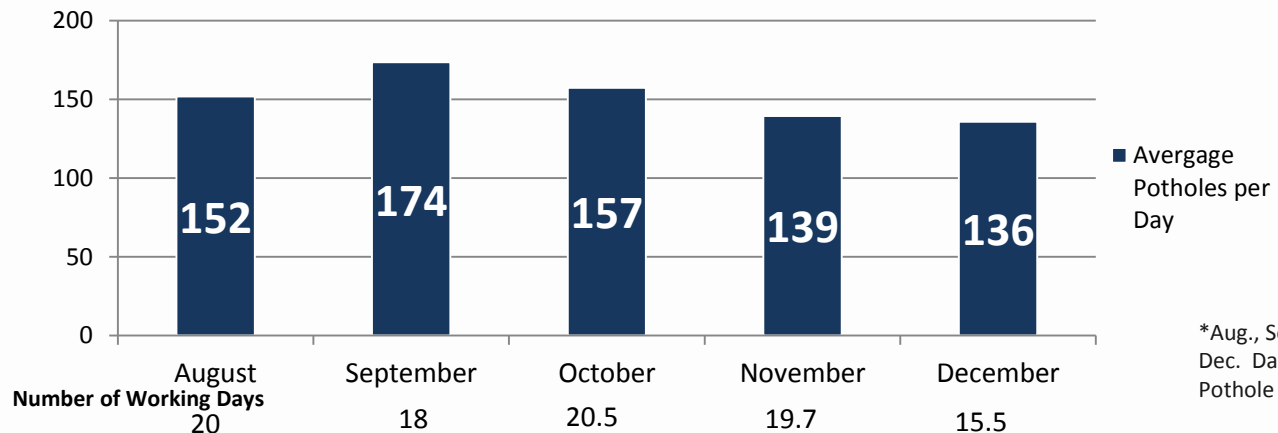
Follow-Up

- 2012 Goal has been set at 50,000.
- Continue to capture data from Pothole Killer until 311 implementation status of pothole reporting is available.

Cumulative Potholes Filled Exceeds Yearly Goal by 24,637



21% Fewer Filled in December than September



*Aug., Sept., Oct., Nov. & Dec. Data only includes Pothole Killer Log

Source: Department of Public Works, Pothole Killer Log, December 2011



95% Abandoned Vehicle Calls Closed; (67% Closed in May 2011)

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

This data tracks only complaints called into 658-8290.

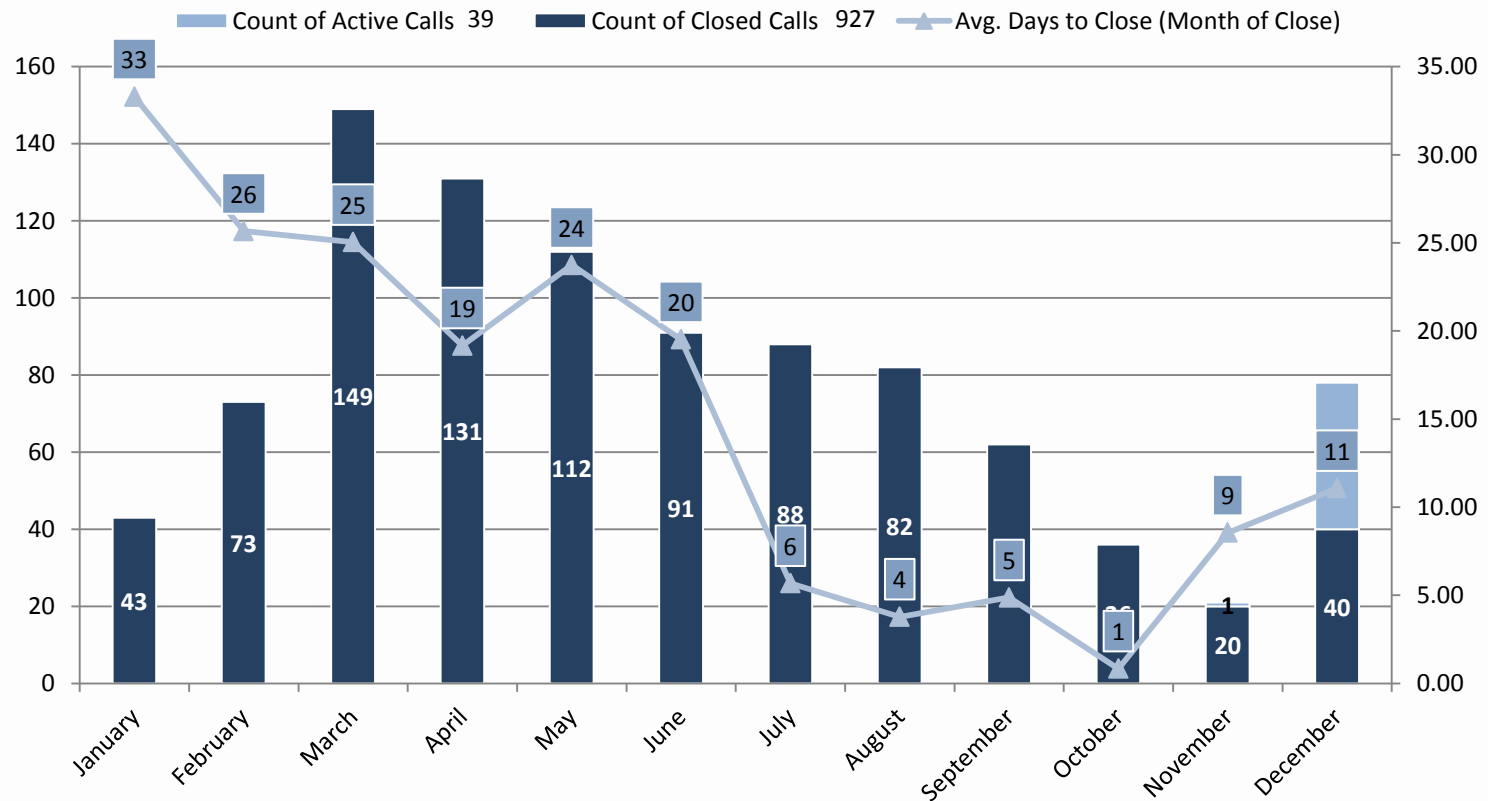
Critical Parties

Public Works

Follow-Up

Parking RFP should help provide better data, and has been released. Interim strategy for tracking all abandoned vehicles may assist in operational improvements.

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.

Contact Info:

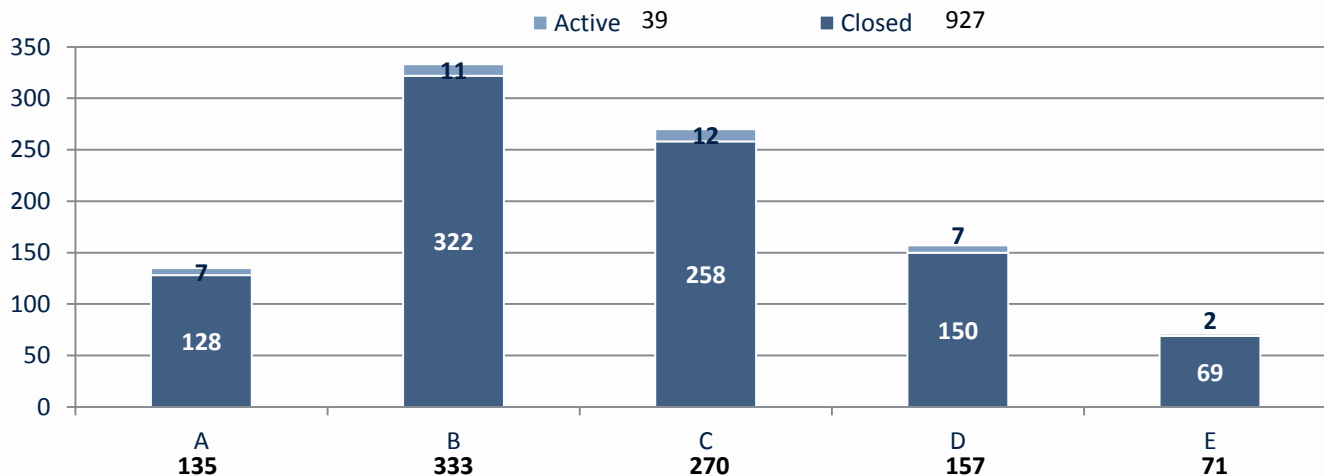
Abandoned Cars 658-8290
General Parking Complaints 658-8100



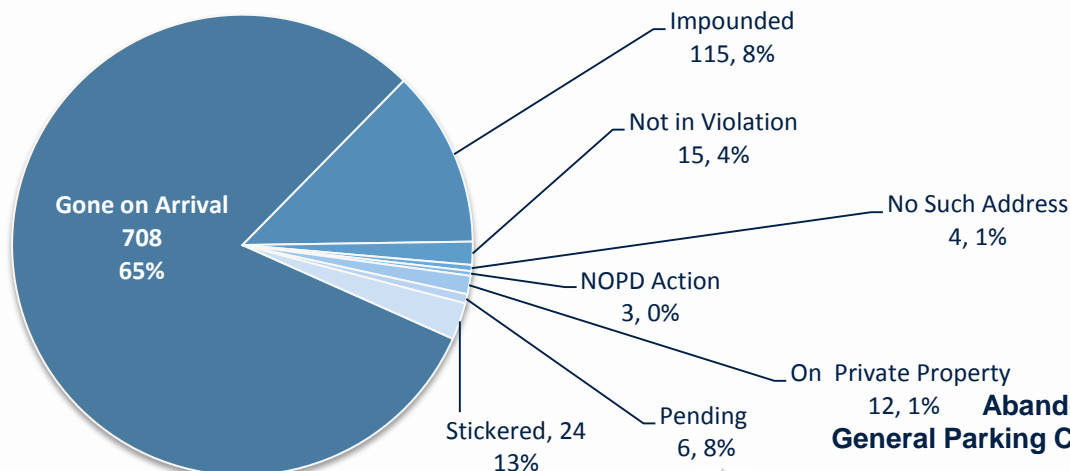
Average time to closed **Abandoned Vehicle** Calls

Down from 20 Days in October to 15 Days

Abandoned Vehicle Call Dispositions by Council District as of December 30, 2011



65% of Reported Abandoned Vehicles are Gone on Arrival as of December 31, 2011



Contact Info:
Abandoned Cars 658-8290
General Parking Complaints 658-8100

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

This data tracks only complaints called into 658-8290.

Critical Parties

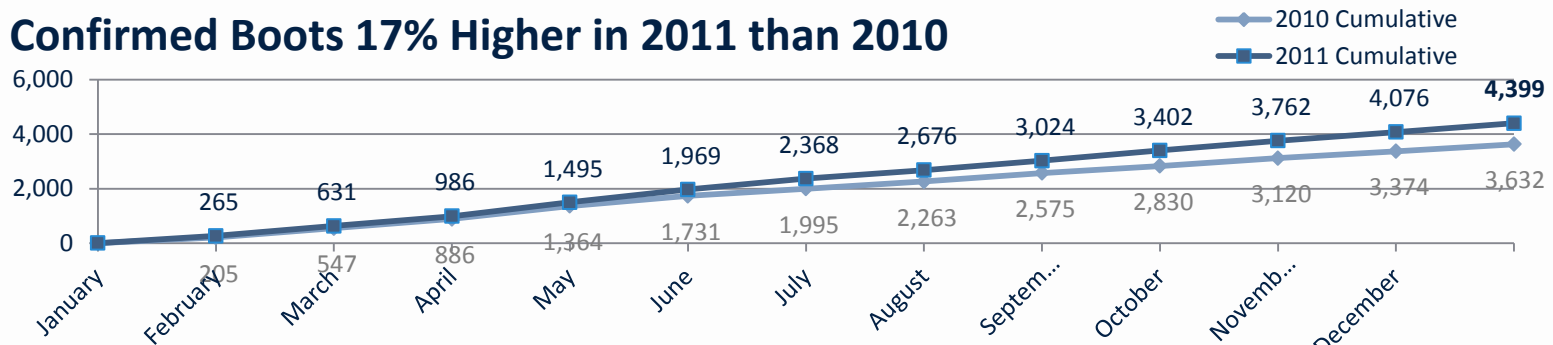
Public Works

Follow-Up

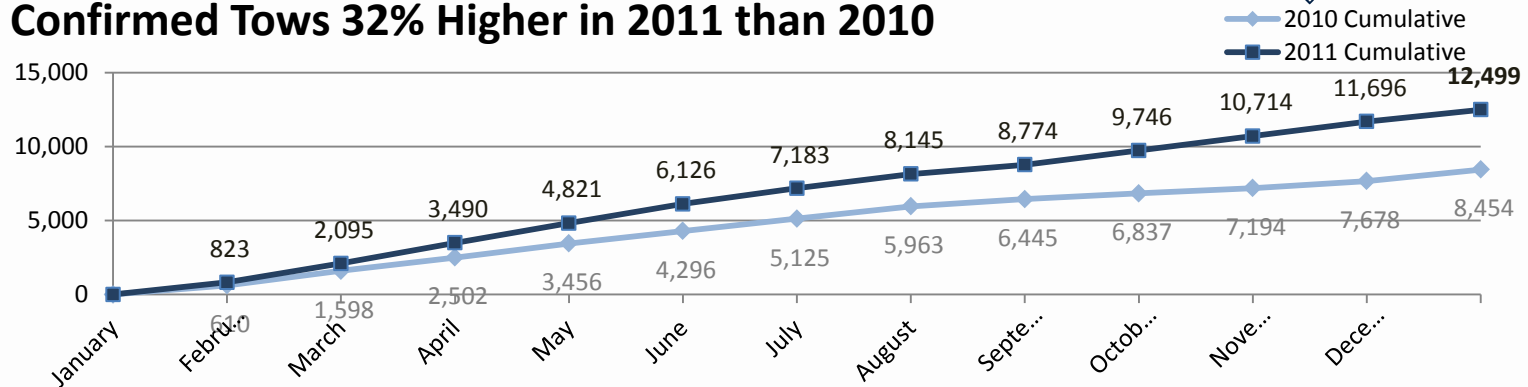
Parking RFP should help provide better data, and has been released. Interim strategy for tracking all abandoned vehicles may assist in operational improvements.

Parking: Enforcement of Illegal Parking Increases in 2011

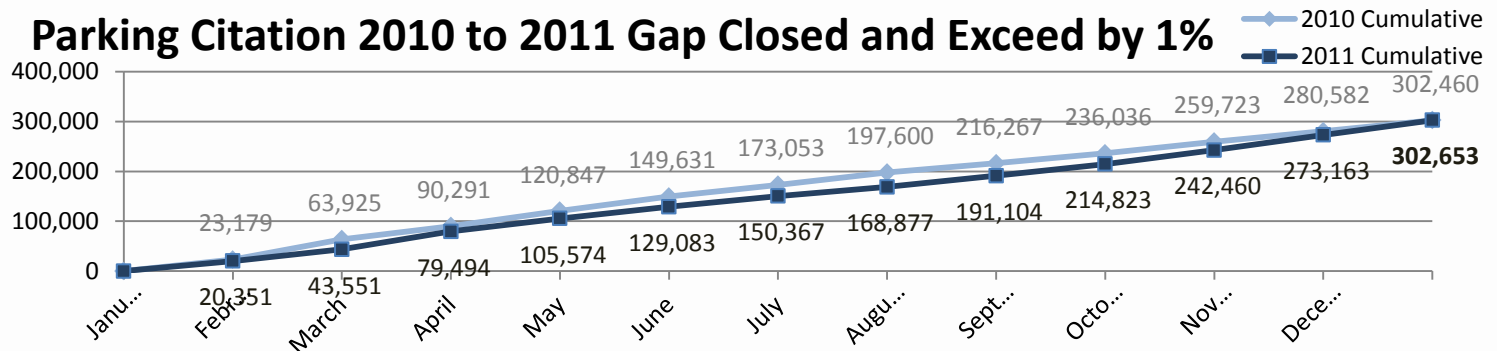
Confirmed Boots 17% Higher in 2011 than 2010



Confirmed Tows 32% Higher in 2011 than 2010



Parking Citation 2010 to 2011 Gap Closed and Exceed by 1%



Contact Info: Abandoned Cars 658-8290;
General Parking Complaints 658-8100

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Issue

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

Status

Ongoing monitoring

Critical Parties

Department of Public Works, NOPD

Follow-Up

- Operational improvements in the parking division are under way.

Parking: Operational Tracking Yielding Improvements

Issue

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

Status

Ongoing monitoring

Critical Parties

Department of Public Works, NOPD

Follow-Up

- Operational improvements in the parking division are under way.

- Began tracking daily productivity and meeting regularly to review individual performance
- Reassigned targeted personnel
- Hired 7 new PCO's (on the street as of 17-Oct-11 and which are exceeding expectations)
- Revamped new hire training program
- Conducted in-service customer service seminars
- Provided daily feedback on activity from top down (Section Manager>Supervisors>PCO)
- Implemented new enforcement model – PCO's cross-trained on Residential Parking Permit, Pay-By Phone, Abandoned, Booting, and Ticket Writing procedures

55 % of Year to Date **Tree Work Orders** Were for Emergencies

Issue

Tree trimming and removal prevents damage to public and private buildings

Status

Ongoing monitoring

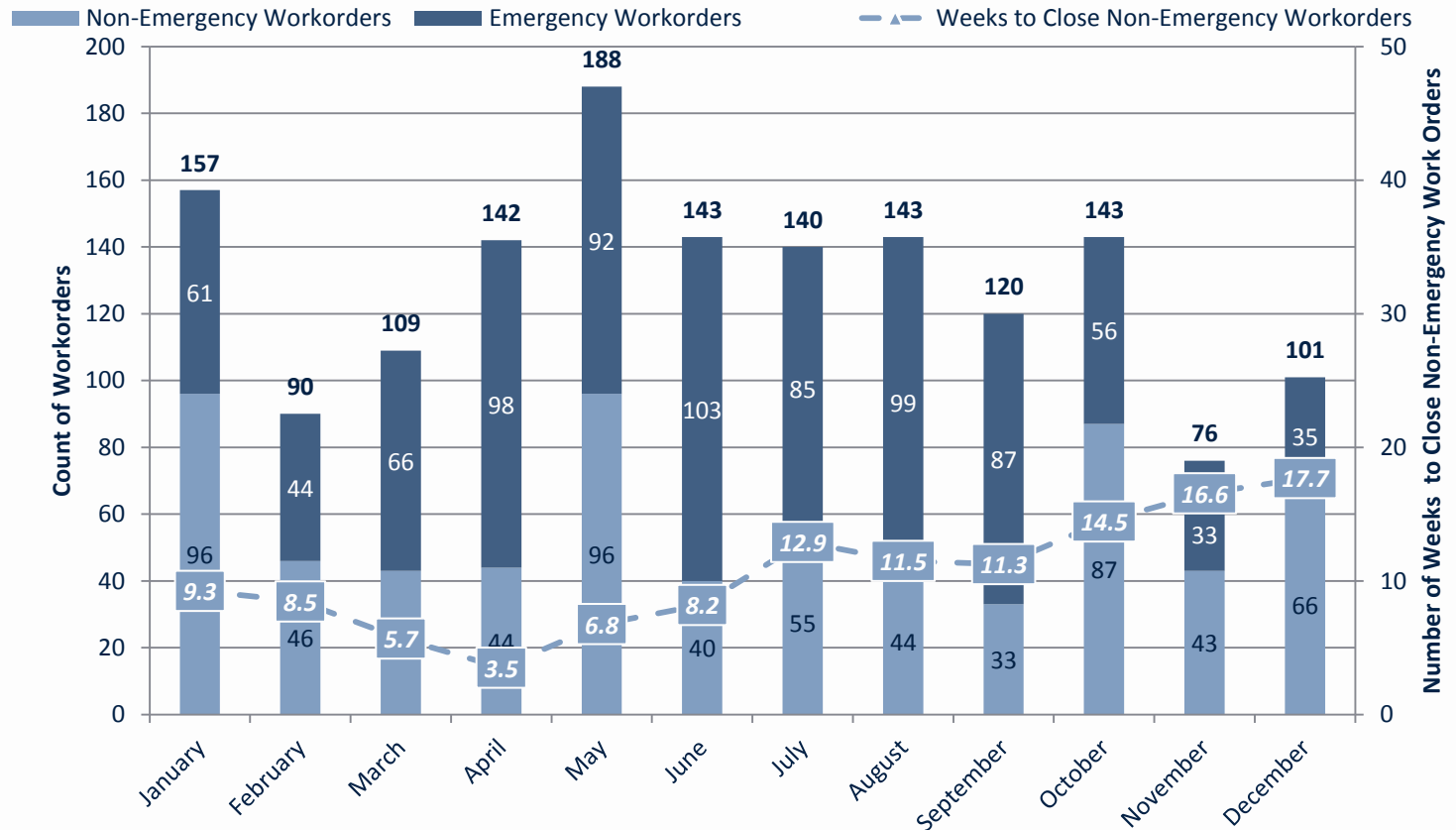
Critical Parties

Parks and Parkways

Follow-Up

Track the number of complaints cleared and time to close. ITI will work with Parkways to make sure 311 protocol minimizes the number of "no work needed" work orders.

Tropical Storm Lee Created a Backlog in Non-Emergency Work Order Response Time



*Tropical Storm Lee occurred September 2011

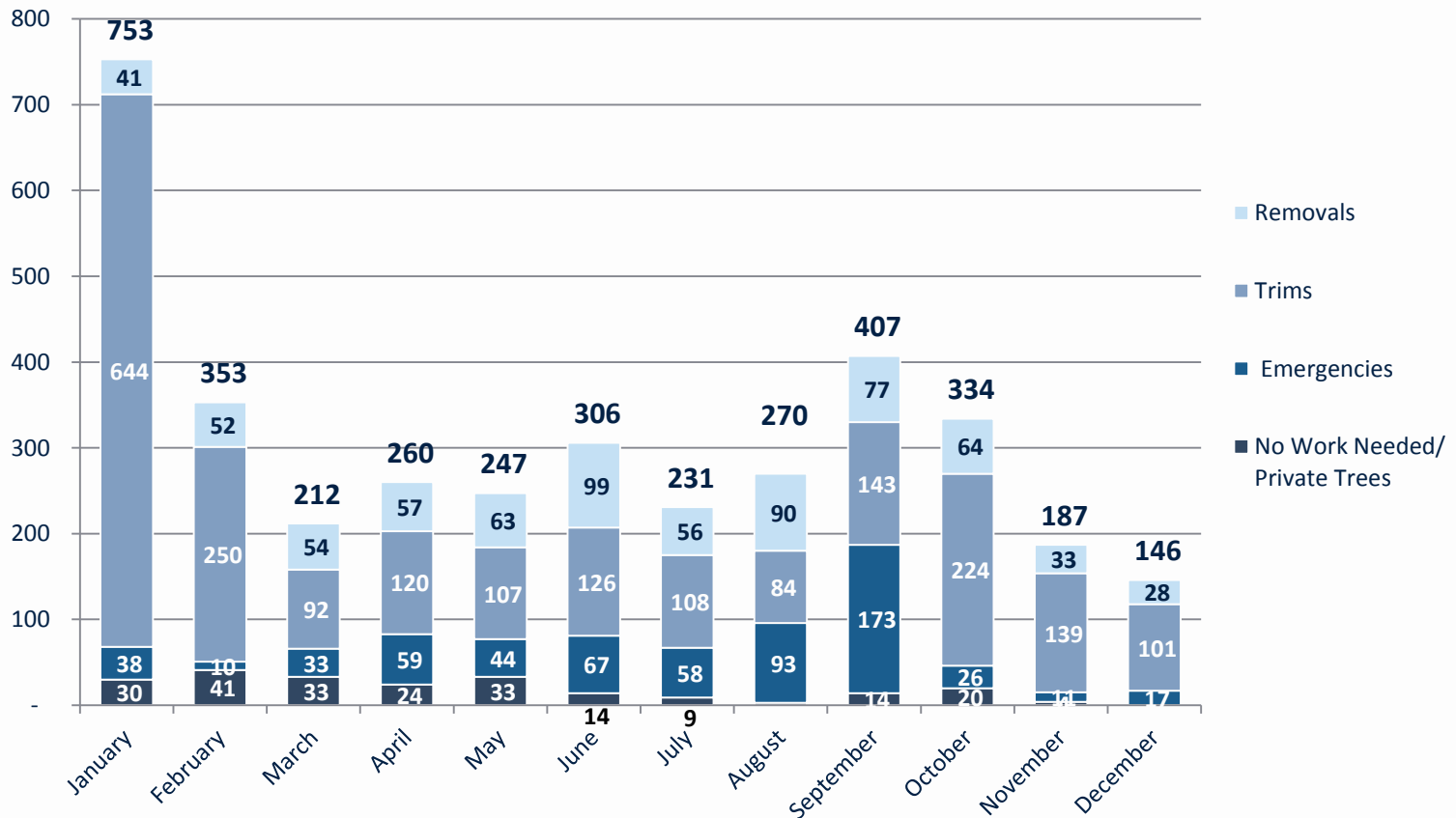
Contact Info: Non-Emergency 658-3200;
Emergency 911



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Forestry Activity: 3,706 Tree-Related Work Orders Closed YTD as of December 31, 2011

Trimming Accounts for 57% of Work Orders



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



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Issue

Tree trimming and removal prevents damage to public and private buildings

Status

Ongoing

Critical Parties

Parks and Parkways

Follow-Up

Track the number of complaints cleared and time to close. ITI will work with Parkways to make sure 311 protocol minimizes the number of "no work needed" work orders.

Bandit Sign Removal Declines to Levels Prior to October 2011 Elections

Issue

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

Status

Ongoing Monitoring

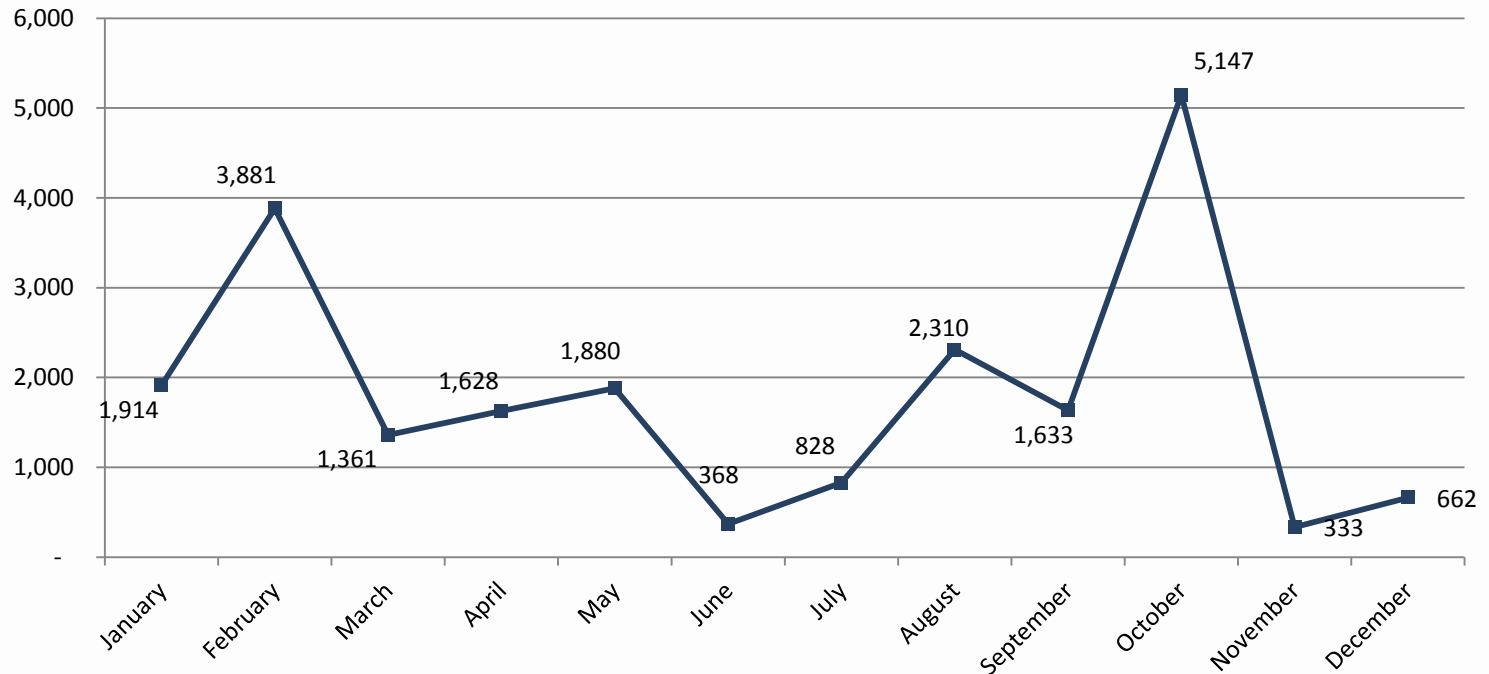
Critical Parties

Sanitation, Parks and Parkways

Follow-Up

ITI to confirm how Bandit Sign workorders will be routed. Sanitation, Intergov., and Parkways to coordinate on publicizing successful prosecutions to sustain program momentum

21,945 Bandit Signs Removed as of December 31, 2011



Approximately 4,300 of the signs removed in October were related to the October 22nd election.

Contact Info

Phone: 658-3800

E-mail: sanitation@nola.gov

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Source: Department of Parks and Parkways and Department of Sanitation Monthly Illegal Sign Spreadsheet, Parkways Working Sign List, Department of Sanitation Monthly Reports 1/13/12



Number of Days to Close **Sanitation Calls** Improves in December

Issue

Illegal Dumping Bandit Signs, Recycling Carts, Missed pick ups, Maintenance of Public Litter Cans, Litter, and Tire Dumping can create a risks 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.

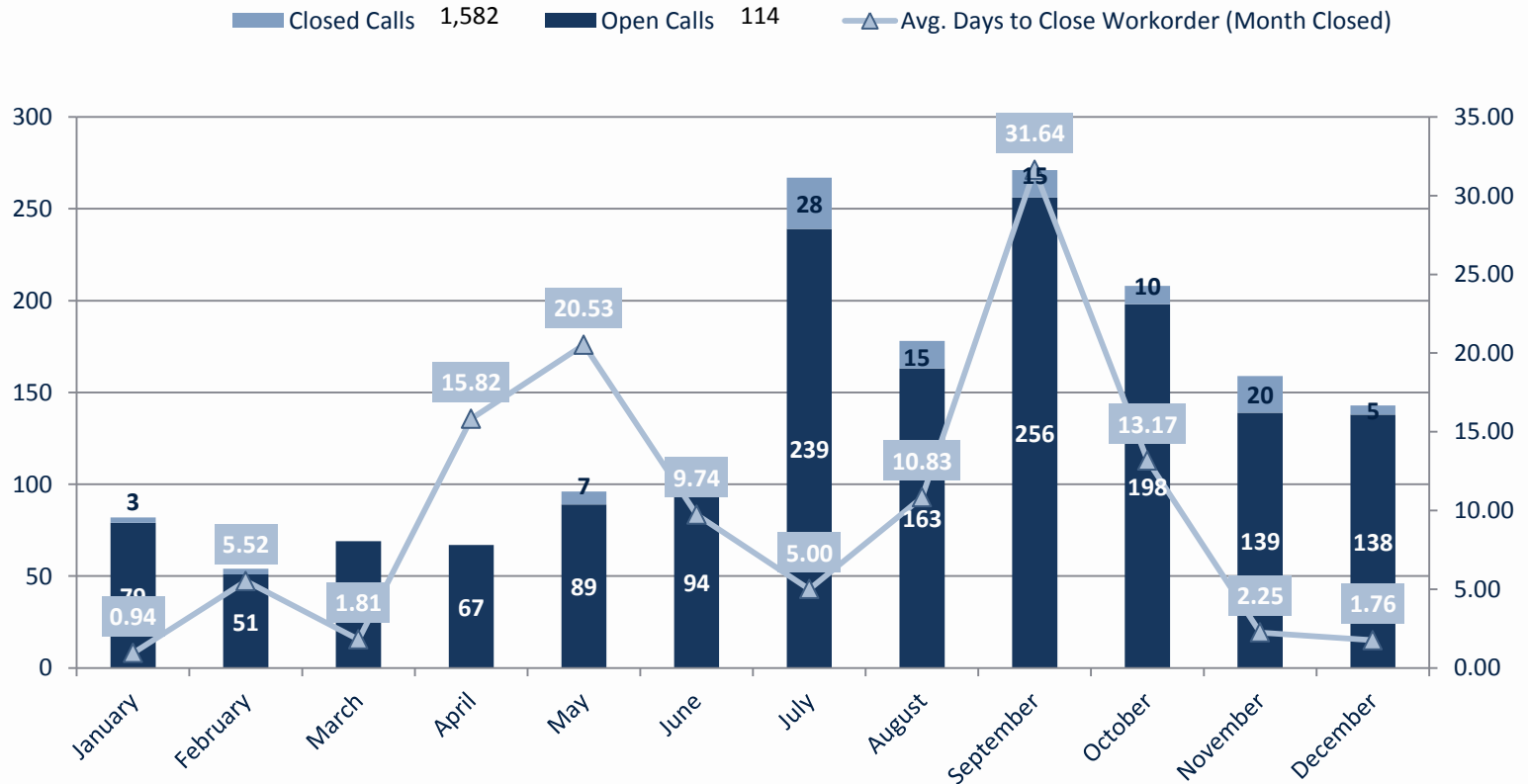
Critical Parties

Sanitation, NOPD

Follow-Up

- Should a target be set?

Sanitation Request for Service Calls by Month of Call



Contact Info

Phone: 658-3800

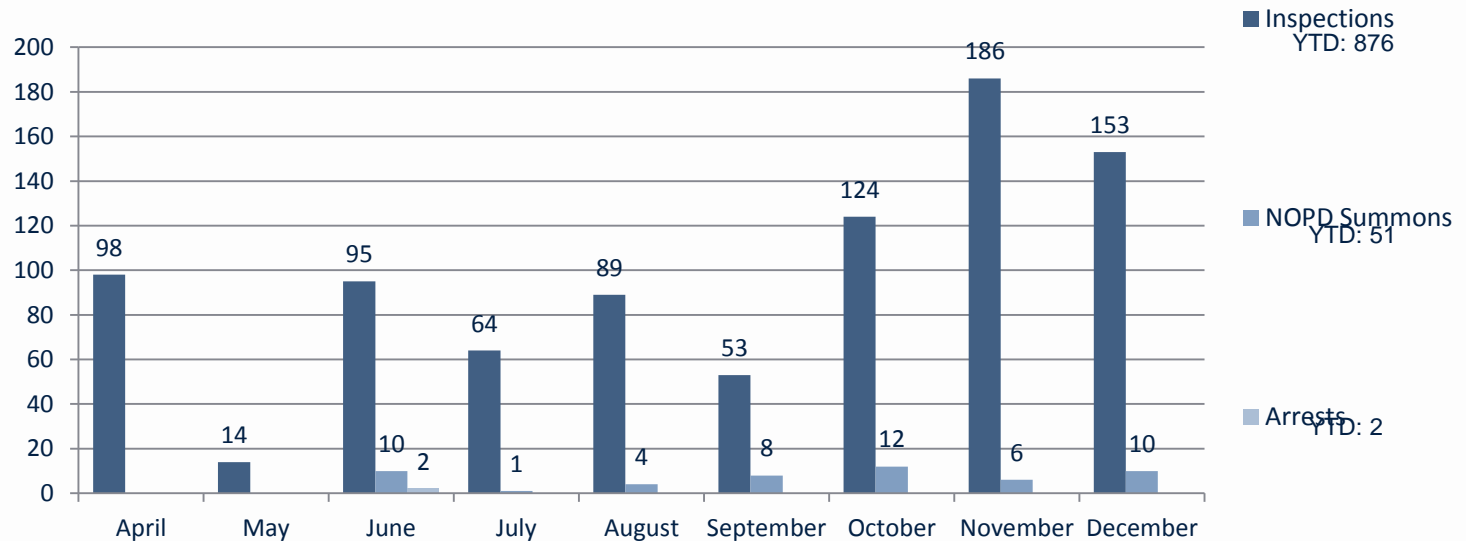
E-mail: sanitation@nola.gov

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Sanitation Ranger and Quality of Life Officer Ramps Up Enforcement for **ABOs, Litter, Tires Dumping**

876 Inspections Completed April-December 2011



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 Departments Shift Priorities to Focus on Lower 9th Ward Abatement Program

Issue

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

Status

Work Order in-take system with mapping needed

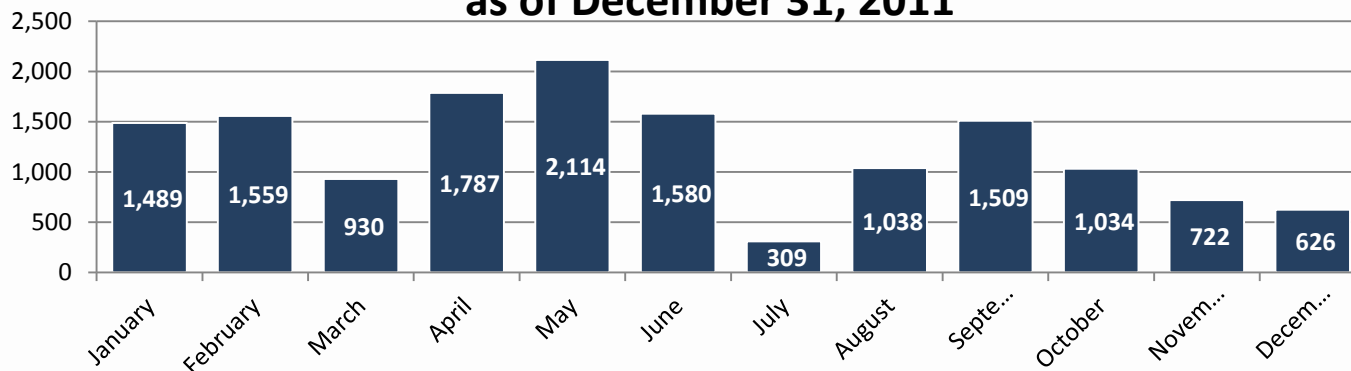
Critical Parties

Sanitation

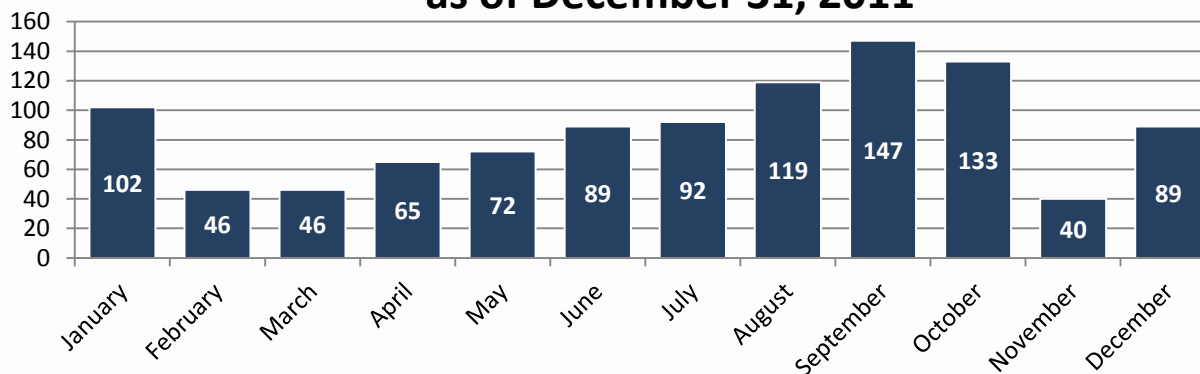
Follow-Up

- Pursue the clearing of illegal dumping sites reported and work toward a work order system for tracking time to close and mapping.

14,697 Tires Removed as of December 31, 2011



1,040 Illegal Dumping Sites Cleared as of December 31, 2011



Contact Info

Phone: 658-3800

E-mail: sanitation@nola.gov



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628% more **Alcohol Beverage Outlet Cases** Prosecuted in 2011 than in 2009

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

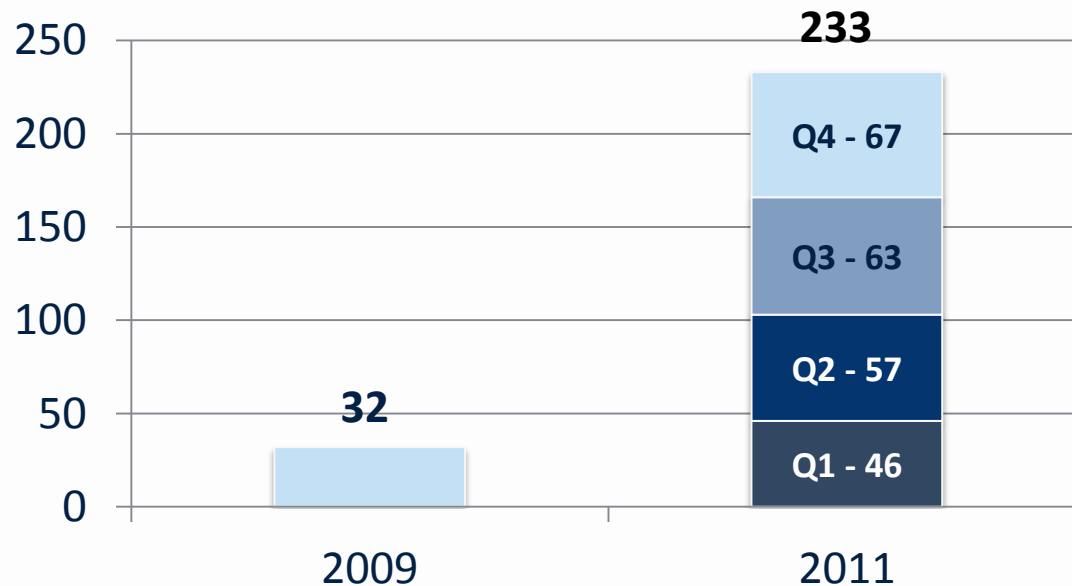
Critical Parties

Law, NOPD, Safety and Permits

Follow-Up

- Will 311 be able to route/track nuisance complaints?
- Explore strategies for ABCB to hear more nuisance cases each month

233 ABO Tax & Nuisance Cases Prosecuted as of December 31, 2011



- In 2011, Law received additional funding that allowed them to hire an additional attorney to try these cases.

Part 3: Proposed Initiatives

1. Monthly Coordinated Enforcement Days with NOPD



Monthly Coordinated Enforcement Days with NOPD QoL Officers

Issue

Quality of Life Officers are familiar with the specific locations and issues that are high priorities within their districts. By improving coordination via dedicated enforcement coordination days, they will help the city demonstrate results that are high-value to the community.

Status

Action required

Critical Parties

NOPD, Safety and Permits, Sanitation, Revenue, Fire Prevention, Homelessness, Parking

Follow-Up

Green light initiative and coordinate meeting with Community Coordinating Sergeants to review and finalize plan.

Challenge:

- NOPD has observed several locations with offenses falling under the jurisdiction of multiple departments (i.e. Code Enforcement, Safety and Permits, State Health, Fire Prevention, Parking, Homeless Services, etc.) that have become sites of criminal activity.

Solution:

- District QoL Officers coordinate with the Administration on four areas
 - Trash-* Sanitation Department
 - Parking-* DPW Parking & Administration
 - Business-* Safety & Permits, Fire Prevention, Revenue, State ATC, State Health
 - Blight/Homelessness-* Code Enforcement, Homelessness Services

Next Steps:

- Deputy Superintendent Darryl Albert will coordinate with Co-Co Sergeants to develop an implementation plan.

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?

