



CITY OF NEW ORLEANS

QualityofLifeSTAT

October 4th, 2012

(Reporting Period: August, 2012)

www.nola.gov/opa

Agenda

Part 1: Introduction/General Updates

8:00-8:05	About this STAT
	Management Level Approach to Issues
8:05-8:15	Quality of Life Officers Update

Part 2: Data & Management Reports

8:15-8:25	311
8:25-8:35	Abandoned Vehicles
8:35-8:45	Street Lights
8:45-8:55	Potholes
8:55-9:05	Catch Basins
9:05-9:15	Sewerage & Water Board
9:15-9:25	Trees and Grass
9:25-9:35	Bandit Signs
9:35-9:45	Illegal Dumping
9:45-9:55	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.



Quality of Life Sweeps Update

- 4th District Sweep, focusing primarily on Gen. Meyer Ave. corridor near Federal City, held on October 2nd
 - 15 participants, including NOPD, Code Enforcement, Safety and Permits, Revenue, and Sanitation
 - 44 businesses visited by 4 Quality of Life teams
 - 5 summons issued
 - 4 warnings issued
 - 11 trash pick-ups by Sanitation
- 6th District Sweep, focusing primarily on S. Claiborne Ave. corridor from Earhart Blvd. to Jackson Ave, will be scheduled for late October.



Part 2: Data & Management Reports

Information Technology & Innovation

1. 311

Department of Public Works

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

Sewerage & Water Board

Parks & Parkways

1. Trees
2. Grass

Sanitation

1. Bandit Signs
2. Illegal Dumping

Law

1. Alcoholic Beverage Outlets



NOLA 311 Update

- Launched on March 26
 - Integrated Departments: Sanitation, Code Enforcement, Public Works, and City-Assisted Evacuation
 - 31 Active Service Request Types
- By the end of 2012
 - Launch Mobile Applications (Apple/Android) and 311 Website Self-Service Tools to Submit Requests and View Request Status
 - Implement Customer Service Survey
 - Additional Departments Fully Integrated
- Early Next Year
 - Publish Public Knowledge Base
 - Additional Departments Fully Integrated



NOLA 311 Before, During and After Isaac

- Disaster Related Operations from Monday, August 27th through Tuesday September 4th
 - Call center active 24/7
 - Answered 22,987 disaster-related calls
 - Scaled staff from 9 311 Agents to as many as 20+ 311 Agents using Help Desk Staff and Evacuteer volunteers
- Disaster-related Service Requests and Updates
 - Registered 1,393 households for City Assisted Evacuation leading up to Hurricane Isaac's landfall
 - Warm transferred 197 households with disabled residents to the Health Department for possible evacuation to Special Needs Shelter
 - 24/7 Information Updates, in coordination with the Mayor's Office and NOHSEP, included storm info, preparation info, City service schedules, POD locations, disaster food stamp info, disaster debris removal, store openings, and miscellaneous disaster related updates and news



NOLA 311 Call Volume Spikes Due to Isaac

Issue

Citizens calling the city with a concern have a hard time reaching the correct department, and also encounter difficulty in following up on their requests once submitted

Status

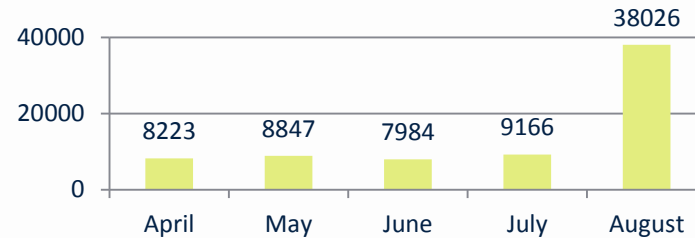
Phase 1 includes:
DPW
EOC – CAE
Code Enforcement
Sanitation

Phased rollout of additional features and City departments scheduled through remainder of year

Critical Parties

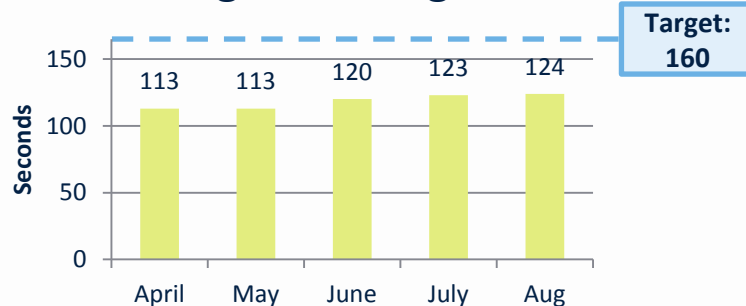
311, OPA
All Departments

Total Calls

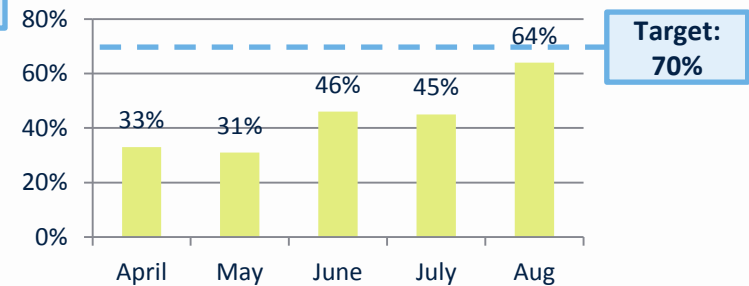


Avg. Calls Per Day	392	402	380	436	1653
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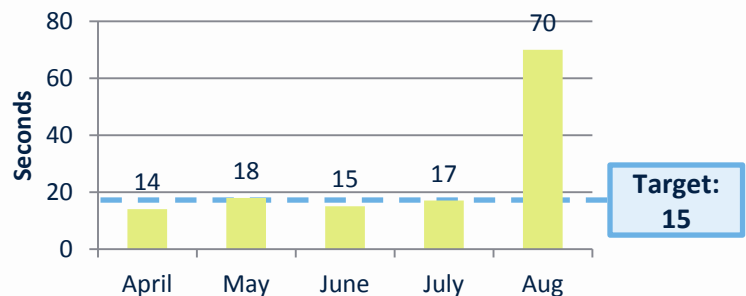
Average Call Length



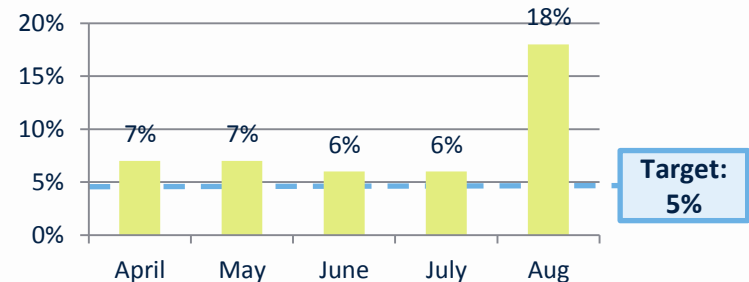
First Call Resolution



Average Hold Time



Abandonment Rate



*First call resolution includes information requests and undocumented calls. Excludes service requests and department referrals. First call resolution in April 2012 corrected in August 2012.



NOLA 311 Becomes a Critical Source of Information During Hurricane Isaac

Issue

Citizens calling the city with a concern have a hard time reaching the correct department, and also encounter difficulty in following up on their requests once submitted

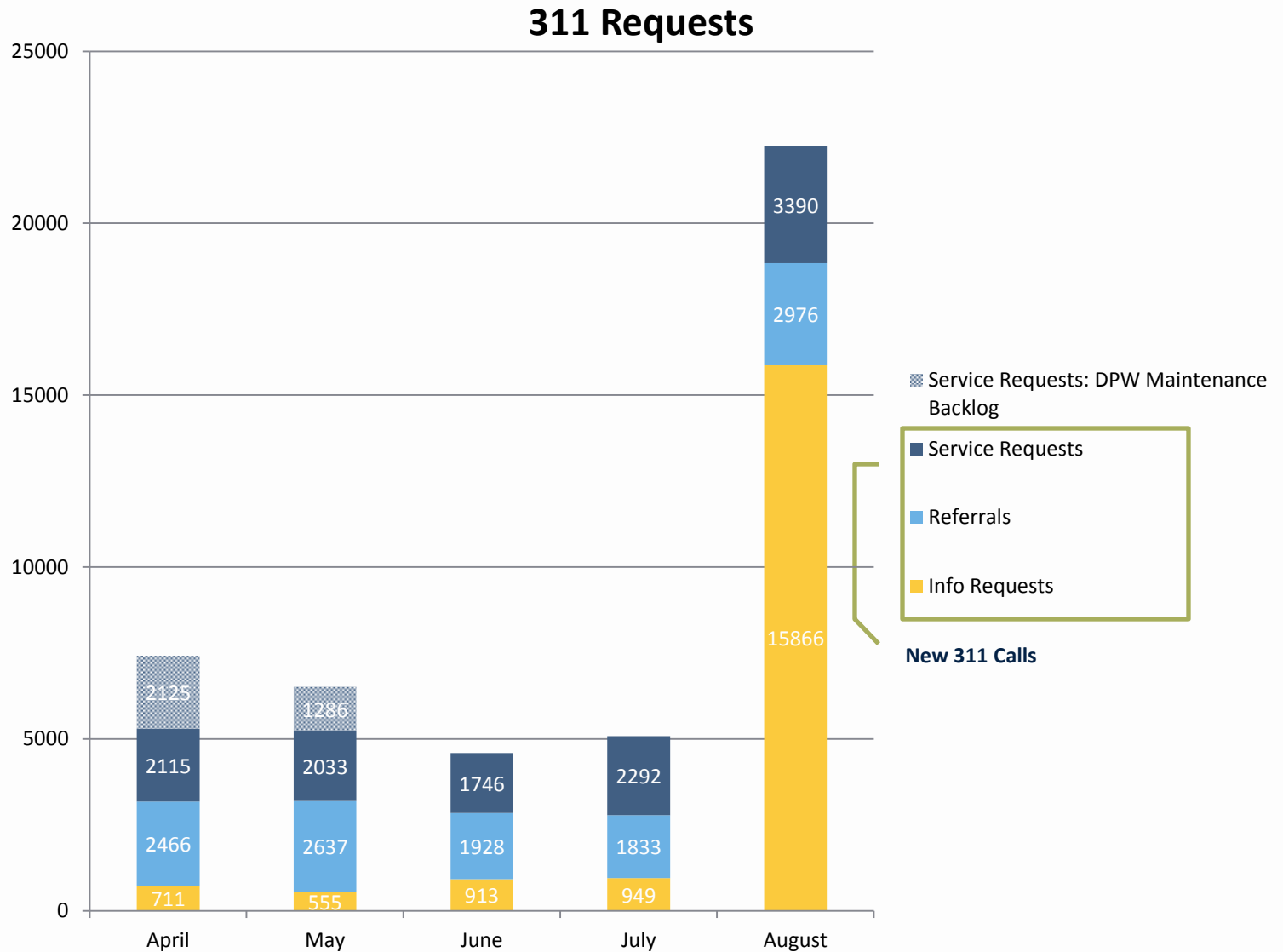
Status

Phase 1 includes:
DPW
EOC – CAE
Code Enforcement
Sanitation

Phased rollout of additional features and City departments scheduled through remainder of year

Critical Parties

311, OPA
All Departments



NOLA 311 Top Service / Information / Referral Requests

Issue

Citizens calling the city with a concern have a hard time reaching the correct department, and also encounter difficulty in following up on their requests once submitted

Status

Phase 1 includes:
DPW
EOC – CAE
Code Enforcement
Sanitation

Phased rollout of additional features and City departments scheduled through remainder of year

Critical Parties

311, OPA
 All Departments

Rank	Service Requests	Requests	Prior Month (Jul-12) Rank
1	Code Enforcement General Request	708	1
2	Tree Maintenance	704	--
3	Street Light	462	2
4	Street Flooding/ Drainage	384	3
5	Pothole/Roadway Surface Repair	220	4

Rank	Information Requests	Requests	Prior Month (Jul-12) Rank
1	General Disaster Info	12,645	--
2	Assessor	102	--
3	Traffic Court	56	--
4	Civil Courts	38	4
5	Municipal Police	33	3

Rank	Department Referrals	Referrals	Prior Month (Jul-12) Rank
1	Code Enforcement	466	1
2	Assessor	456	--
3	Sanitation	442	2
4	Safety & Permits	394	4
5	Finance - Revenue	386	--

Source: 311

Note: Calculation of department referrals changed in August 2012 to accurately reflect the number of successful department transfers as captured in LAGAN.



QualityofLifeSTAT October 4, 2012

Abandoned Vehicle Requests: Increase in Average Days to Close

Issue

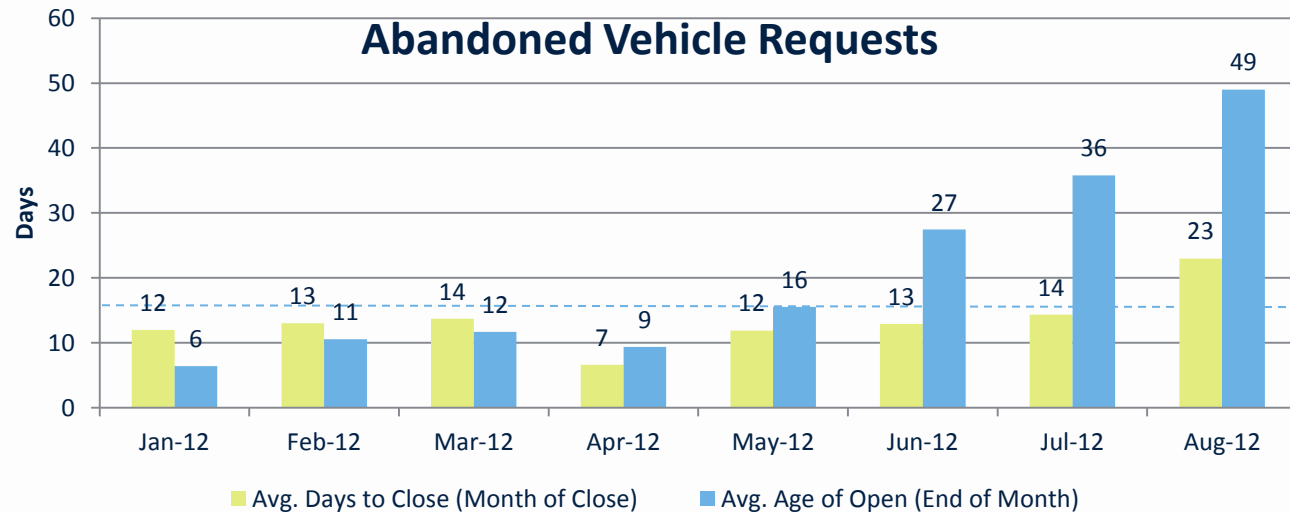
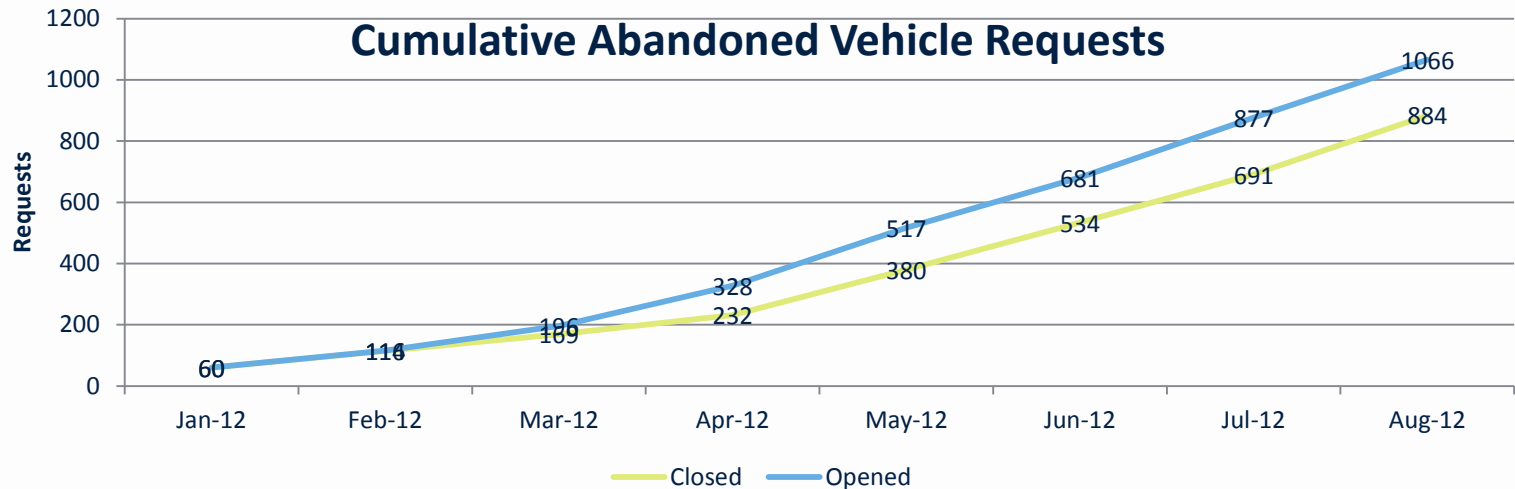
Abandoned vehicles take up parking spaces needed for traffic circulation, contribute to a sense of neglect in neighborhoods, and can become junked harborage for rats and mosquitos

Status

Transitioned to 311 beginning April 2012

Critical Parties

Public Works



Note: A lag occurs in request 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 requests is likely higher than shown here, but is reflected on a one month lag. DPW does not have information on the status of those active requests that preceded the March 26 launch of NOLA 311.



Street Light Repairs Slow Due to Focus on Major Repairs and Isaac-Related Shutdown

Issue

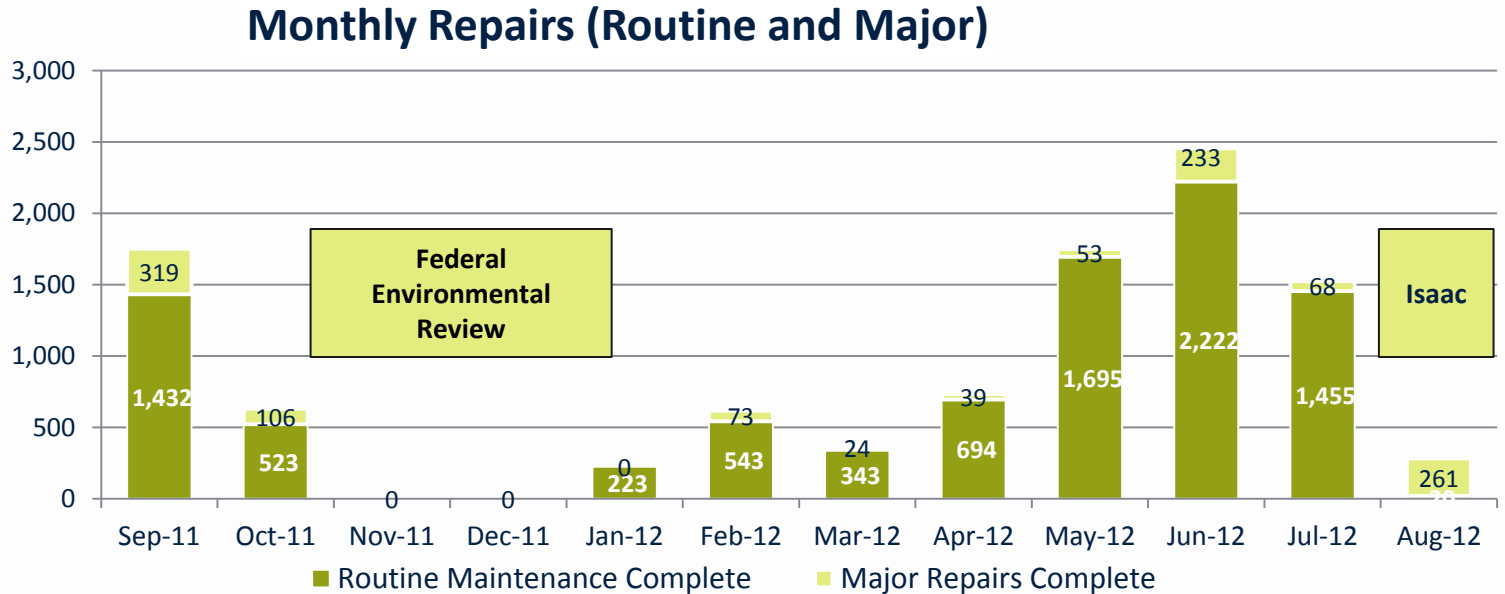
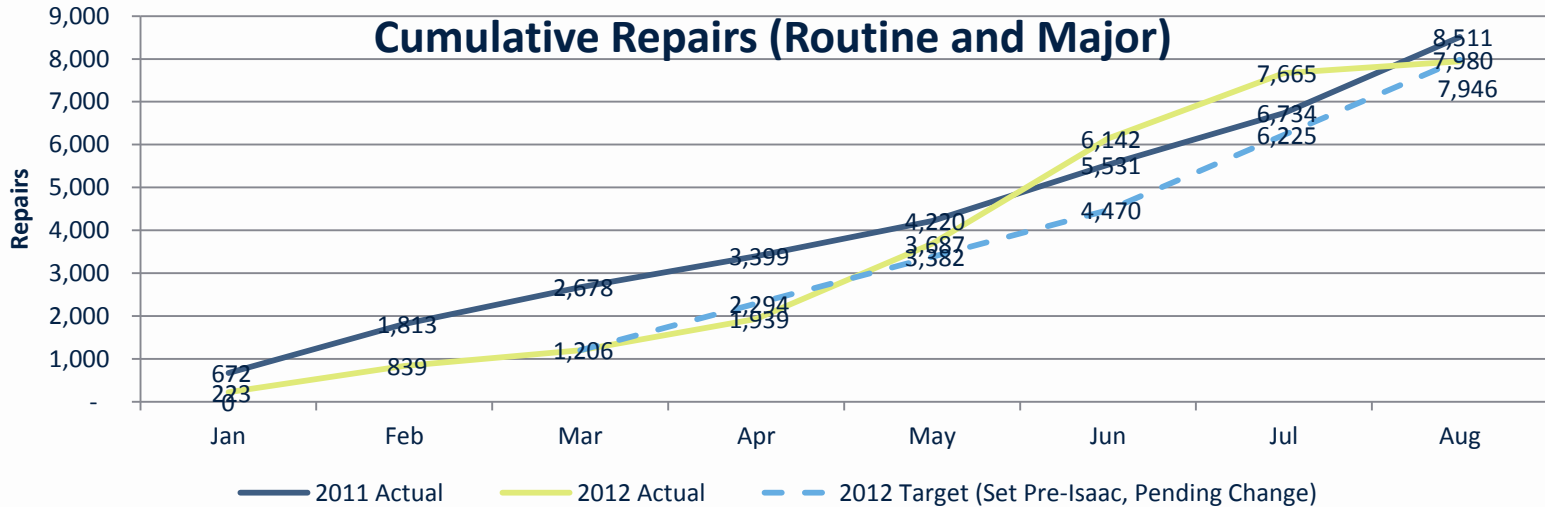
Street light outages contribute to perception of lack of safety and create opportunity for crime, as well as unsafe road conditions for pedestrians and drivers

Status

City announced plan to repair all streetlights in the City by 2013, and a 2012 target was set prior to Hurricane Isaac. A new goal will be set once the Hurricane Isaac damage assessment of the City's streetlights is complete in mid-October.

Critical Parties

Department of Public Works
Royal Engineers and
All Star Electric



Street Light Outstanding Repairs Increase

Isaac Damage Assessment to be Completed Mid-October

Issue

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

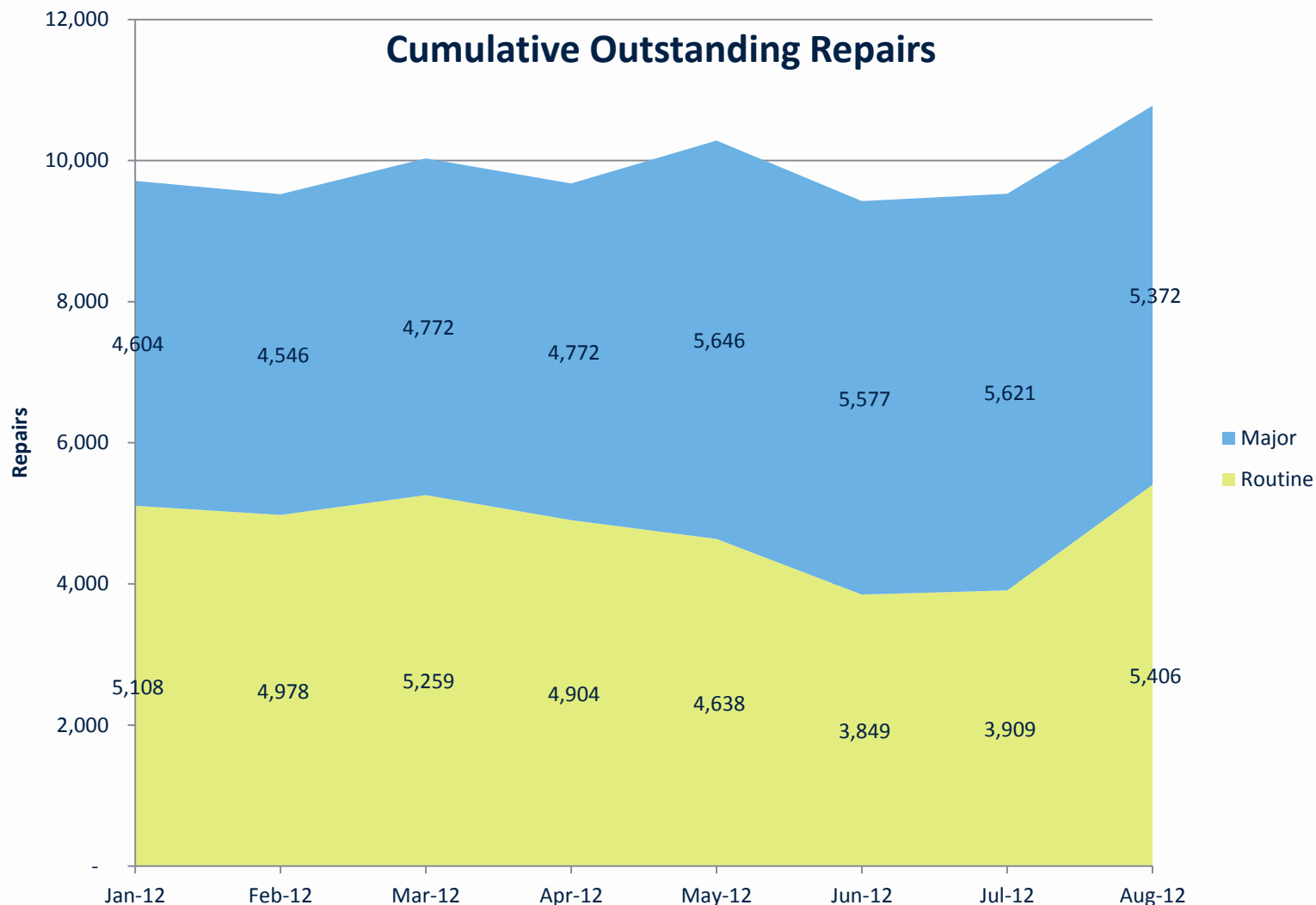
Status

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



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.

Potholes Filled Continue to Exceed Target

Though None Filled During the Last Week of August Due to Isaac

Issue

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

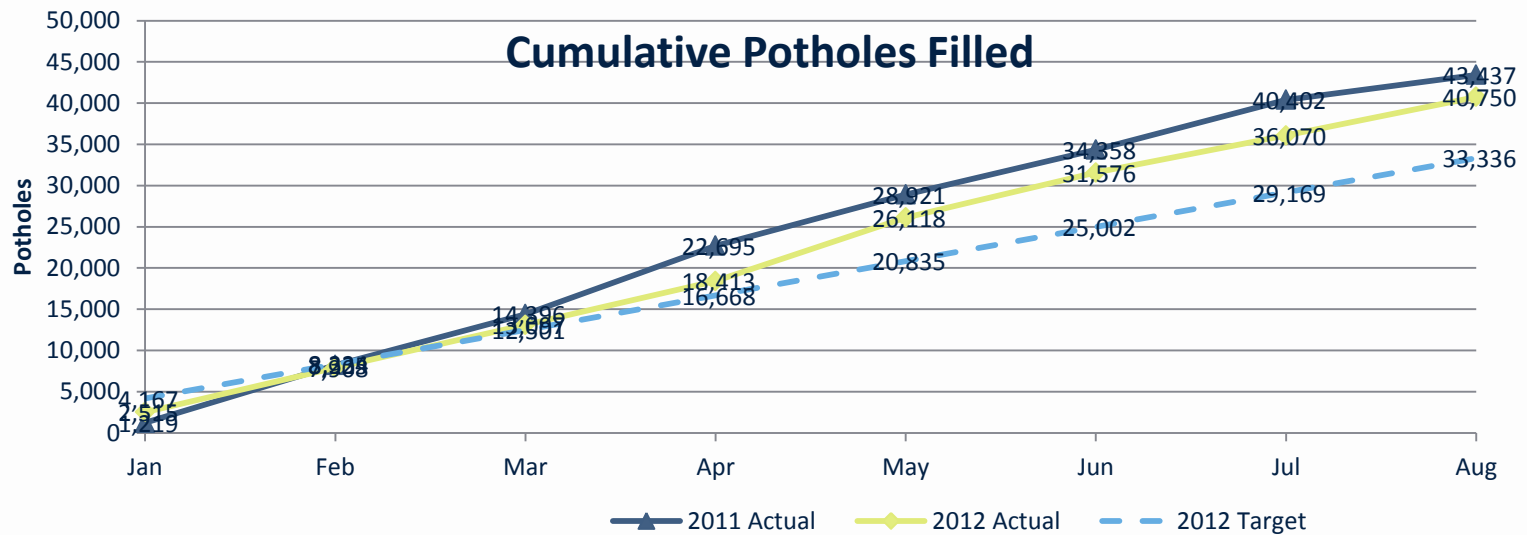
Status

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

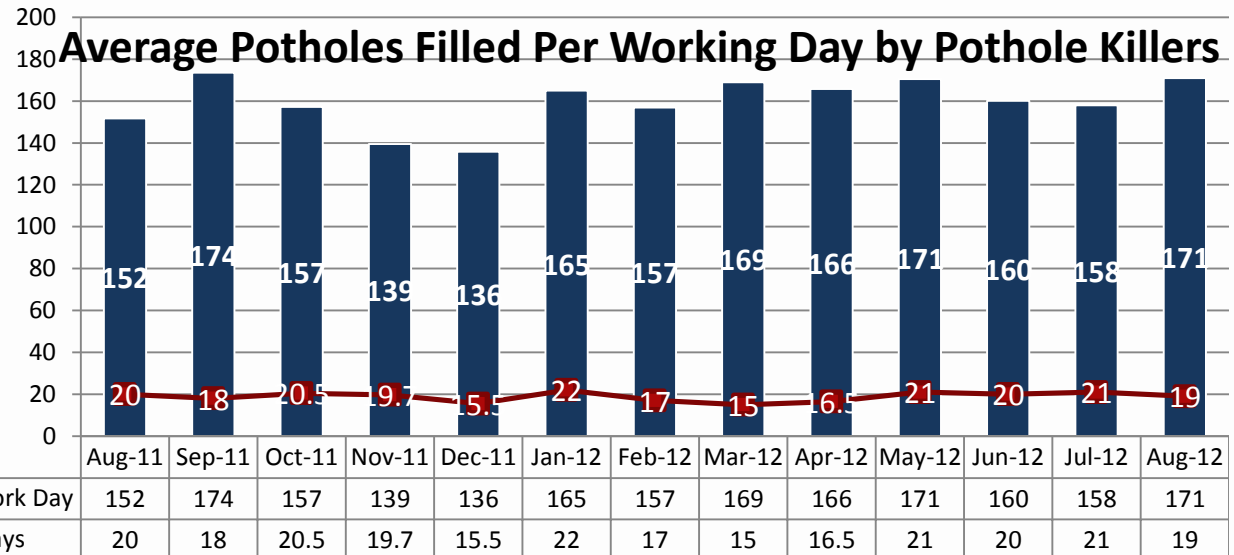
Timeliness data on some pothole filling generated via 311 reporting in 2012

Critical Parties

Public Works, ITI



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



Note: Cumulative number of potholes filled in June 2012 corrected in August 2012.

Source: Department of Public Works, Pothole Killer Log and Weekly Maintenance Reports, August 2012



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Catch Basin Cleanings Continue to Exceed Target

Issue

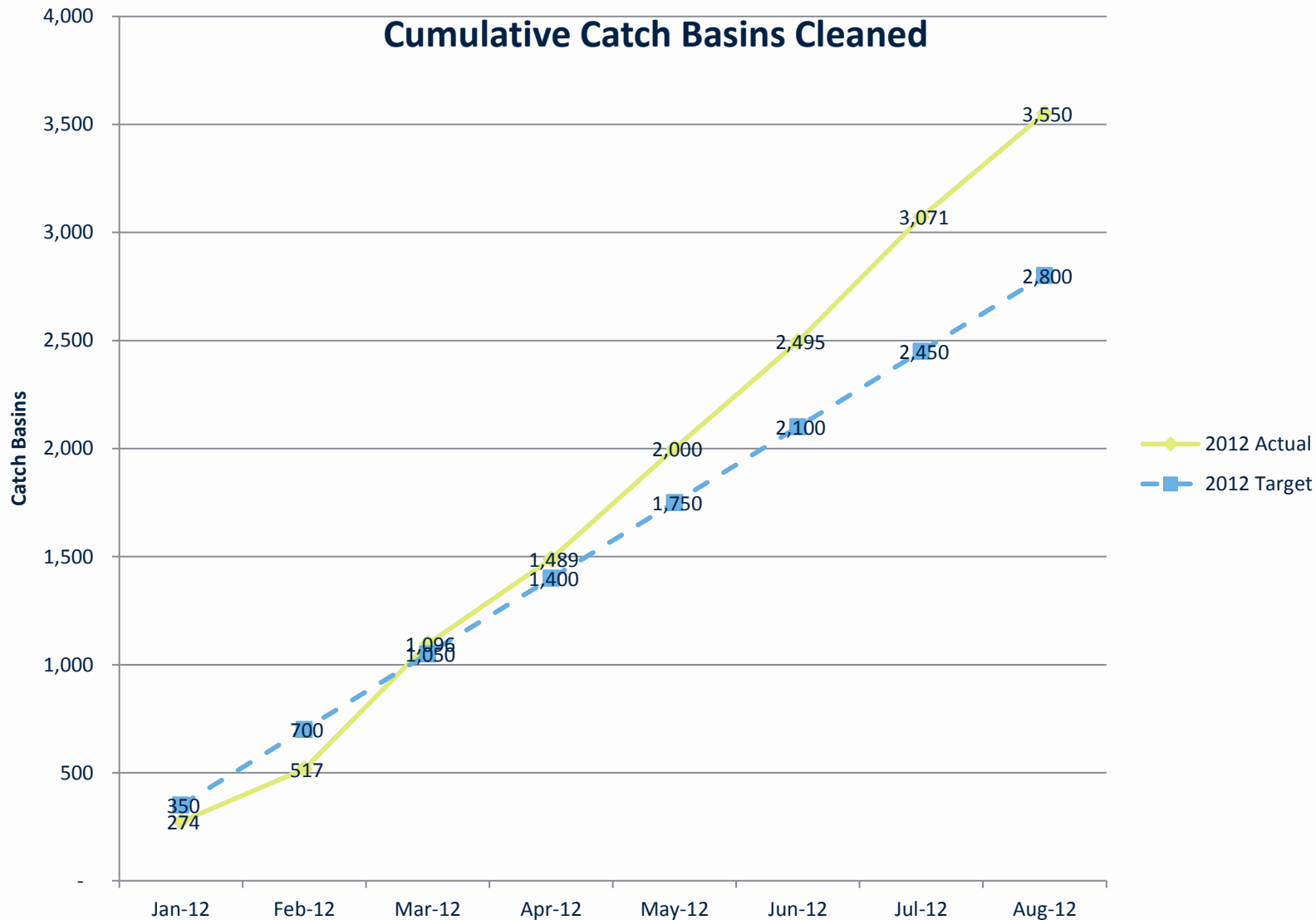
Catch Basins when blocked can cause severe flooding in neighborhoods, damage streets, and cause damage to cars and homes.

Status

2012 annual target has been set at 4,200; monthly results vary due to seasonality

Critical Parties

Department of Public Works, Sewerage and Water Board



Note: Cumulative number of catch basins cleaned in June 2012 corrected in August 2012.

Source: Department of Public Works Weekly Maintenance Reports, August 2012



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

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

Green = Favorable Variance

Yellow = Minimal Variance / No Action Recommended

Red = Unfavorable Variance / Action Recommended



Sewerage and Water Board of New Orleans

Meters Read as a Percentage of Total Meters

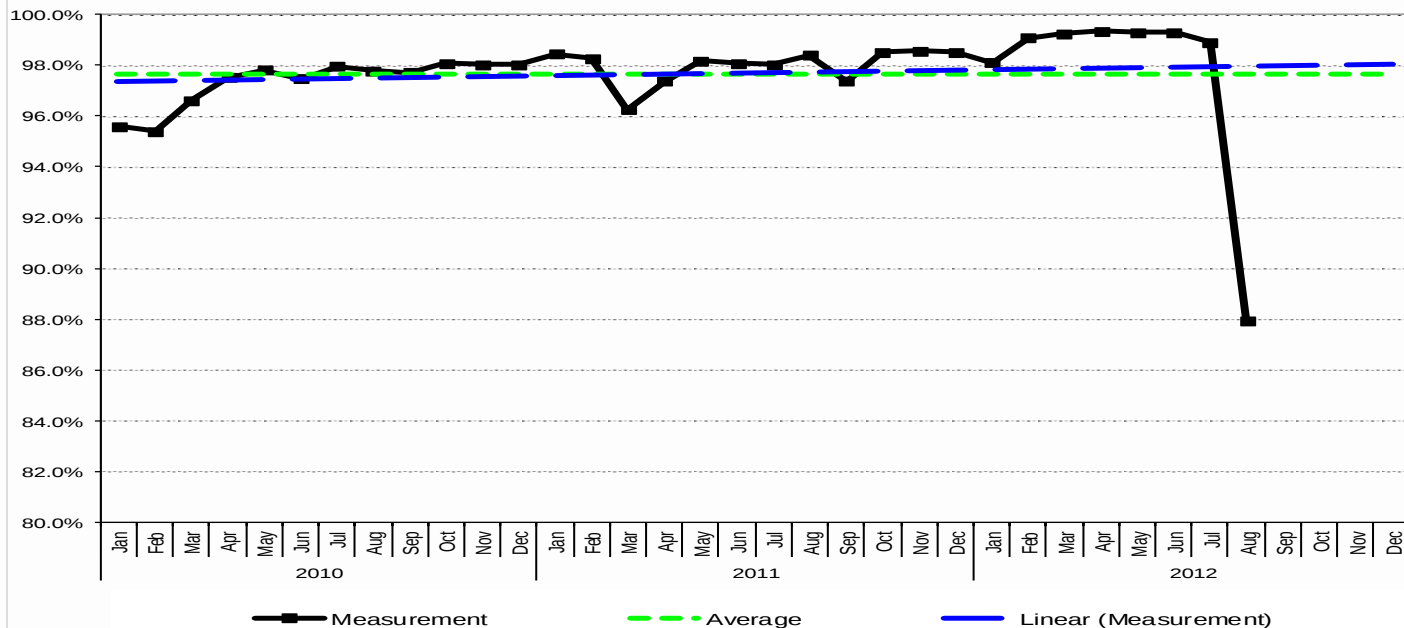
Constituency: Customer Ratepayers		Objective: Provide Accurate Bills		Goal: Read 98% or more of meters each month
Currently Meeting Goal: No		Process Operating Within Control Limits: Yes		Trend: Favorable

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 achieved a record high reading rate since Hurricane Katrina of 99.3% for four consecutive months starting March 2012. Staff was unable to read meters during Hurricane Isaac resulting in only 87.9% of meters read.

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
2010	95.6%	95.4%	96.6%	97.5%	97.8%	97.5%	97.9%	97.8%	97.7%	98.1%	98.0%	98.0%
2011	98.4%	98.3%	96.2%	97.4%	98.2%	98.1%	98.0%	98.4%	97.4%	98.5%	98.6%	98.5%
2012	98.1%	99.1%	99.3%	99.3%	99.3%	99.3%	98.9%	87.9%				



Sewerage and Water Board of New Orleans

AMR Meters Read as a Percentage of Total AMR Meters

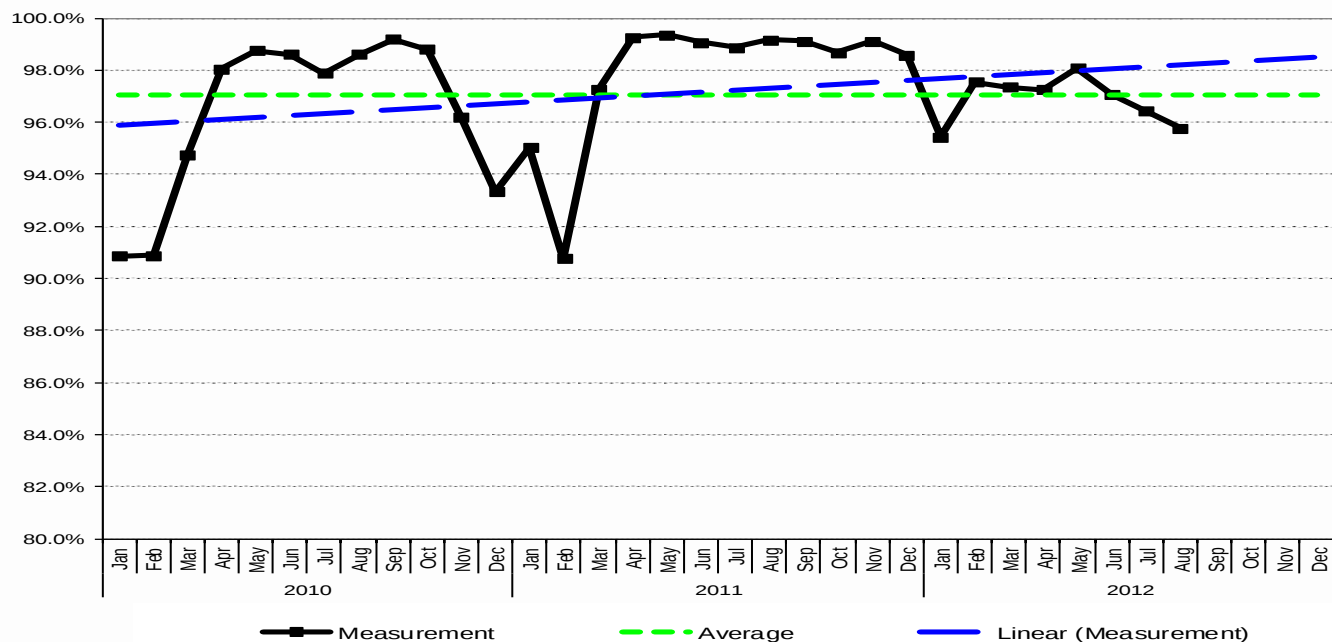
Constituency: Customer Ratepayers			Objective: Provide Accurate Bills			Goal: Read 99.5% or more of AMR meters each month
Currently Meeting Goal: No			Process Operating Within Control Limits: No			Trend: Favorable

Analysis

Meter reading is a labor-intensive task, requiring 22 meter readers, 6 supervisors, and 1 manager. AMR technology is being piloted to determine if it can improve the accuracy of meter readings, percentage of meters read, and cost per meter reading.

Plans for Improvement

This is a pilot process being utilized to supplement a permanent process. This process will be targeted for improvement if / when it replaces the permanent process.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2010	90.9%	90.9%	94.8%	98.0%	98.8%	98.6%	97.9%	98.6%	99.2%	98.8%	96.2%	93.3%
2011	95.0%	90.8%	97.3%	99.3%	99.4%	99.1%	98.9%	99.2%	99.1%	98.7%	99.1%	98.6%
2012	95.4%	97.5%	97.3%	97.2%	98.1%	97.1%	96.4%	95.8%				



Sewerage and Water Board of New Orleans

High Bill Complaints as a Percentage of Total Bills

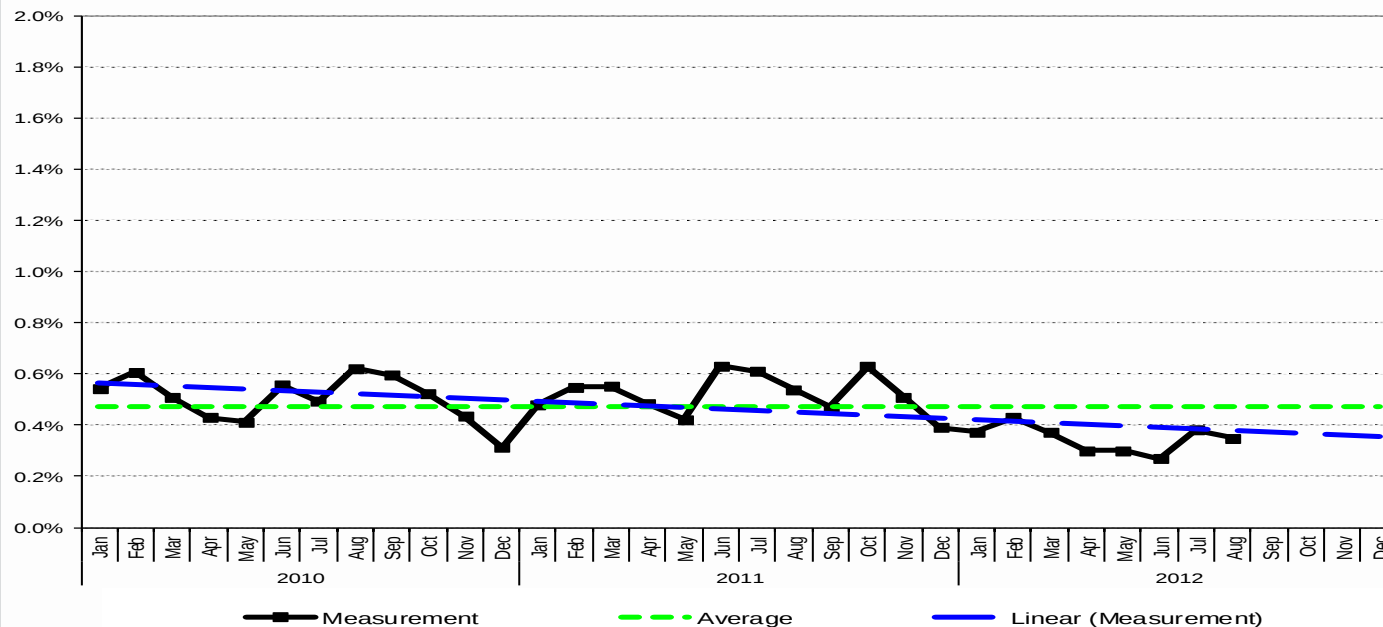
Constituency: Customer Ratepayers			Objective: Provide Accurate Bills			Goal: Reduce percentage over time
Currently Meeting Goal: Yes			Process Operating Within Control Limits: Yes			Trend: Favorable

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
2010	0.5%	0.6%	0.5%	0.4%	0.4%	0.6%	0.5%	0.6%	0.6%	0.5%	0.4%	0.3%
2011	0.5%	0.5%	0.6%	0.5%	0.4%	0.6%	0.6%	0.5%	0.5%	0.6%	0.5%	0.4%
2012	0.4%	0.4%	0.4%	0.3%	0.3%	0.3%	0.4%	0.4%				

Sewerage and Water Board of New Orleans

Bills Adjusted as a Percentage of Total Bills Computed

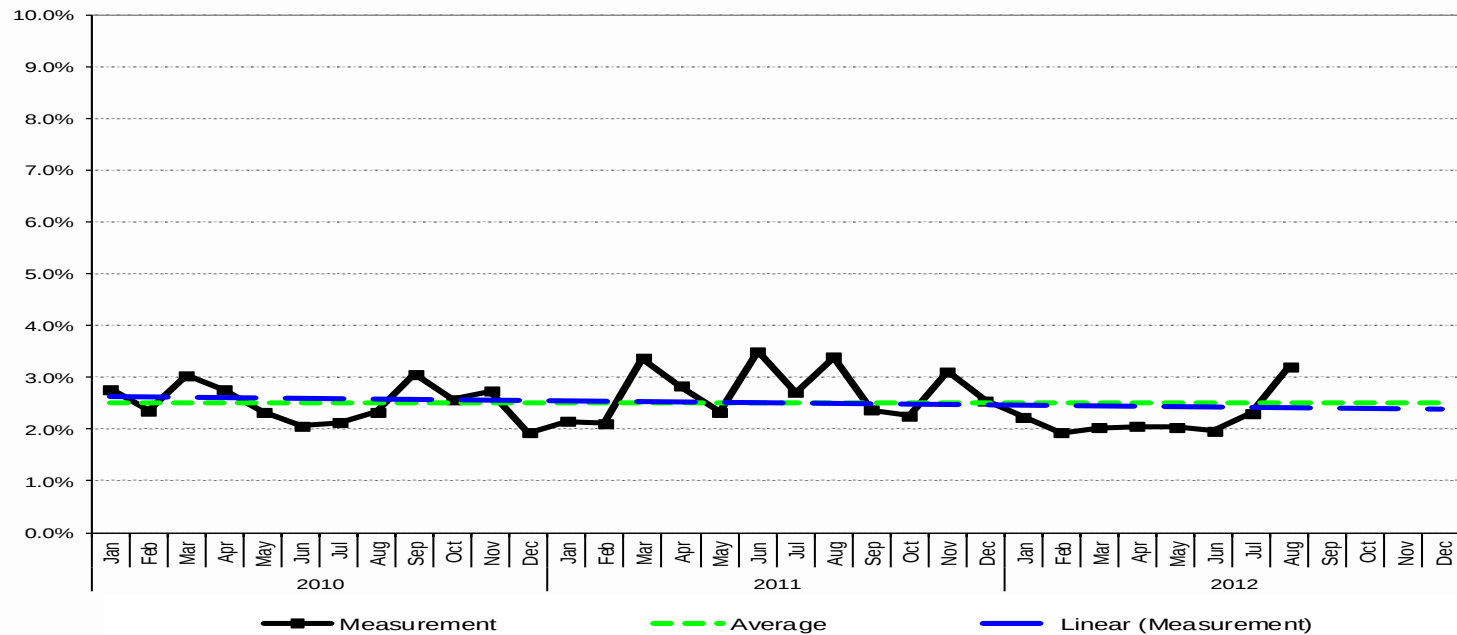
Constituency: Customer Ratepayers			Objective: Provide Accurate Bills			Goal: Reduce percentage over time
Currently Meeting Goal: Close			Process Operating Within Control Limits: Close			Trend: Level

Analysis

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

Plans for Improvement

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



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2010	2.8%	2.4%	3.0%	2.8%	2.3%	2.1%	2.1%	2.3%	3.1%	2.6%	2.7%	1.9%
2011	2.1%	2.3%	3.4%	2.8%	2.3%	3.5%	2.7%	3.4%	2.4%	2.3%	3.1%	2.6%
2012	2.2%	1.9%	2.0%	2.1%	2.0%	2.0%	2.3%	3.2%				



Sewerage and Water Board of New Orleans

Total Inbound Customer Contacts

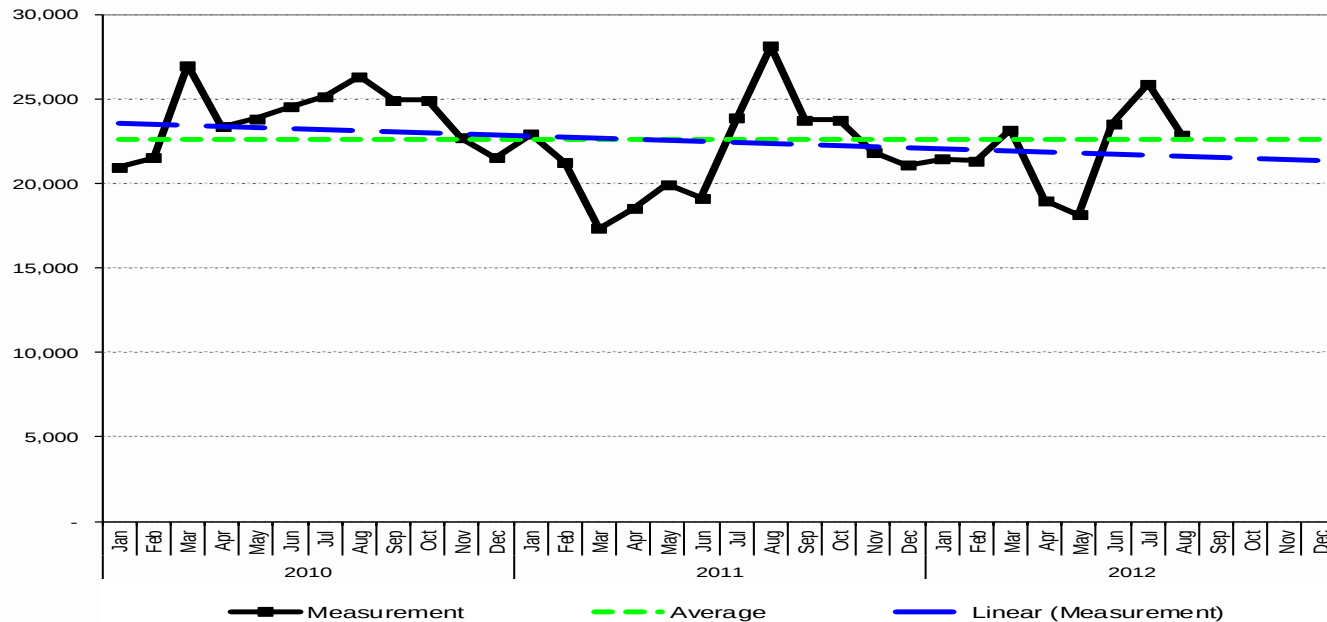
Constituency: Customer Ratepayers		Objective: Provide Timely Information and Respond Promptly to Requests		Goal: Reduce Triggers of Customer Calls
Currently Meeting Goal: Yes		Process Operating Within Control Limits: Yes		Trend: Favorable

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2010	20,946	21,501	26,965	23,359	23,811	24,523	25,125	26,322	24,924	24,903	22,680	21,493
2011	22,887	21,210	17,328	18,507	19,943	19,116	23,863	28,102	23,759	23,751	21,839	21,057
2012	21,447	21,313	23,164	18,977	18,149	23,545	25,870	22,818				

Sewerage and Water Board of New Orleans

Average Call Wait Time

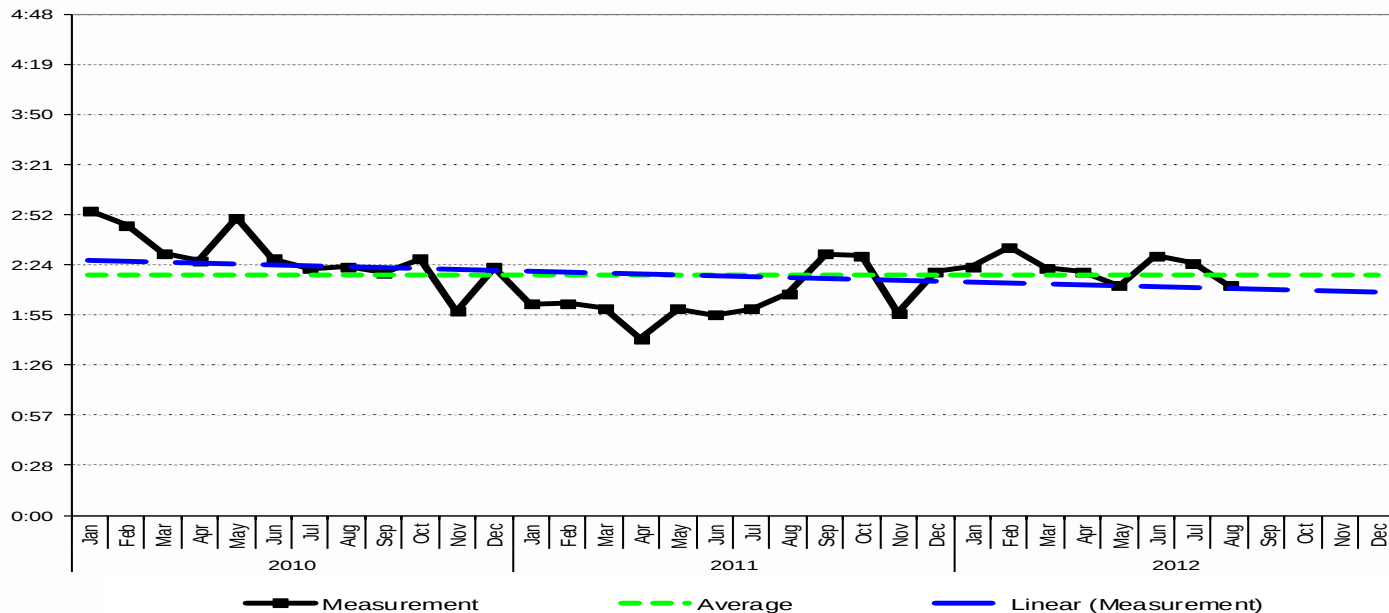
Constituency: Customer Ratepayers			Objective: Provide Accurate Bills			Goal: Reduce percentage over time
Currently Meeting Goal: Yes			Process Operating Within Control Limits: Yes			Trend: Favorable

Analysis

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Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2010	2:55	2:46	2:30	2:26	2:50	2:27	2:21	2:22	2:19	2:27	1:57	2:22
2011	2:01	2:01	1:59	1:41	1:58	1:55	1:58	2:07	2:30	2:29	1:56	2:20
2012	2:22	2:34	2:22	2:20	2:12	2:29	2:25	2:12				



Sewerage and Water Board of New Orleans

Calls Abandoned by Customers as a Percentage of Total

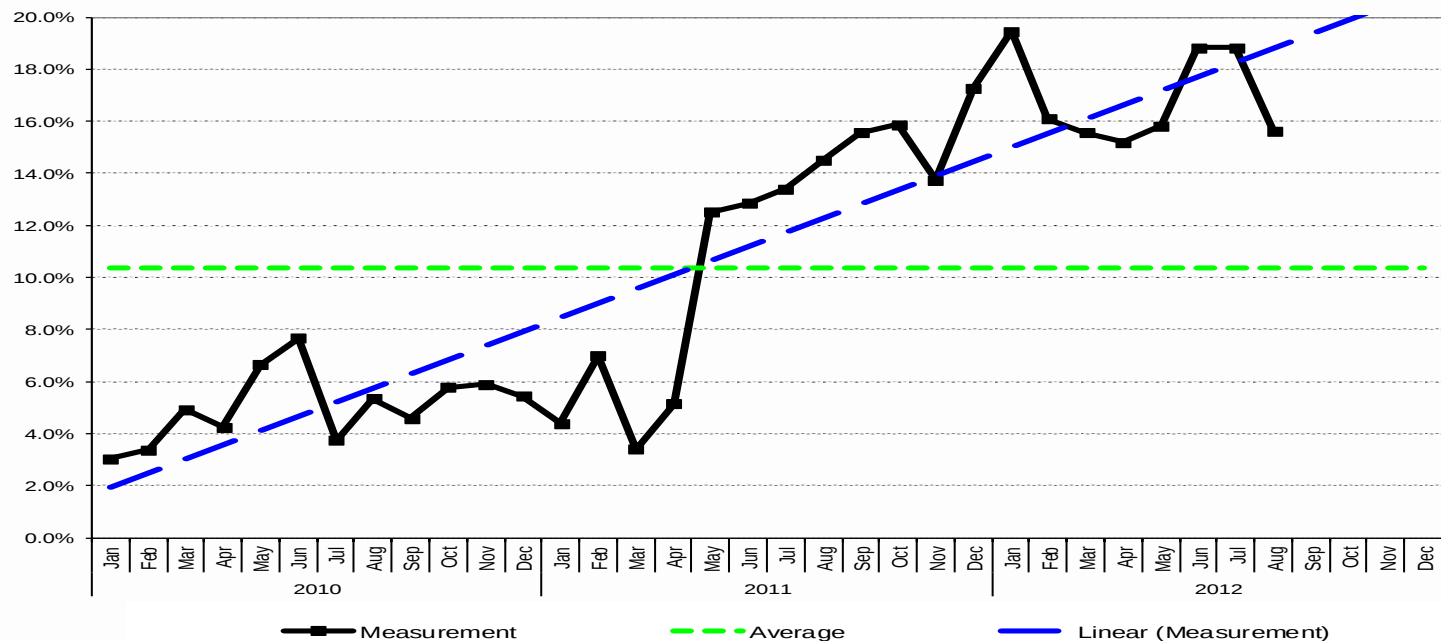
Constituency: Customer Ratepayers			Objective: Provide Timely Information and Respond Promptly to Requests		Goal: Respond to calls with less than 5% abandoned
Currently Meeting Goal: No			Process Operating Within Control Limits: No		Trend: Unfavorable

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. Staff is addressing this issue as a top priority.

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.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2010	3.0%	3.4%	4.9%	4.2%	6.7%	7.7%	3.7%	5.3%	4.6%	5.8%	5.9%	5.4%
2011	4.4%	7.0%	3.4%	5.1%	12.5%	12.8%	13.4%	14.5%	15.6%	15.9%	13.7%	17.3%
2012	19.4%	16.1%	15.6%	15.2%	15.8%	18.8%	18.8%	15.6%				



Sewerage and Water Board of New Orleans

Total Service Requests about Low Water Pressure

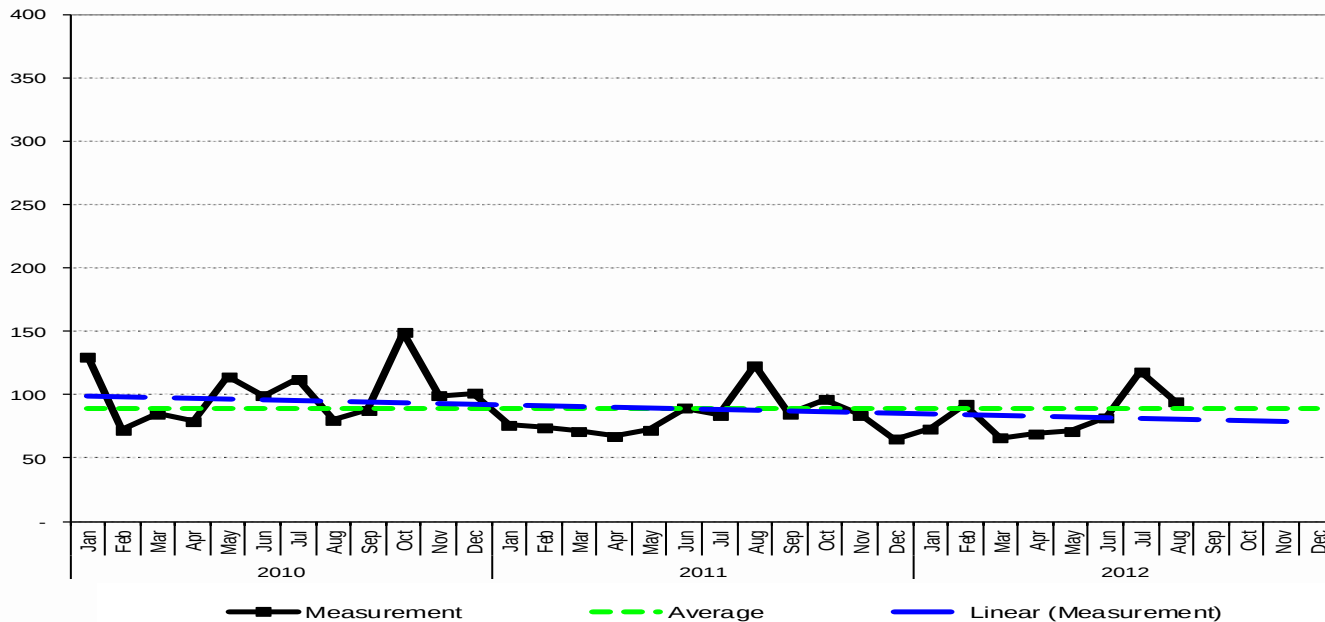
Constituency: Customer Ratepayers			Objective: Provide Timely Information and Respond Promptly to Requests		Goal: Reduce Number of Service Requests
Currently Meeting Goal: Yes			Process Operating Within Control Limits: Yes		Trend: Favorable

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	69	71	82	118	94				

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**

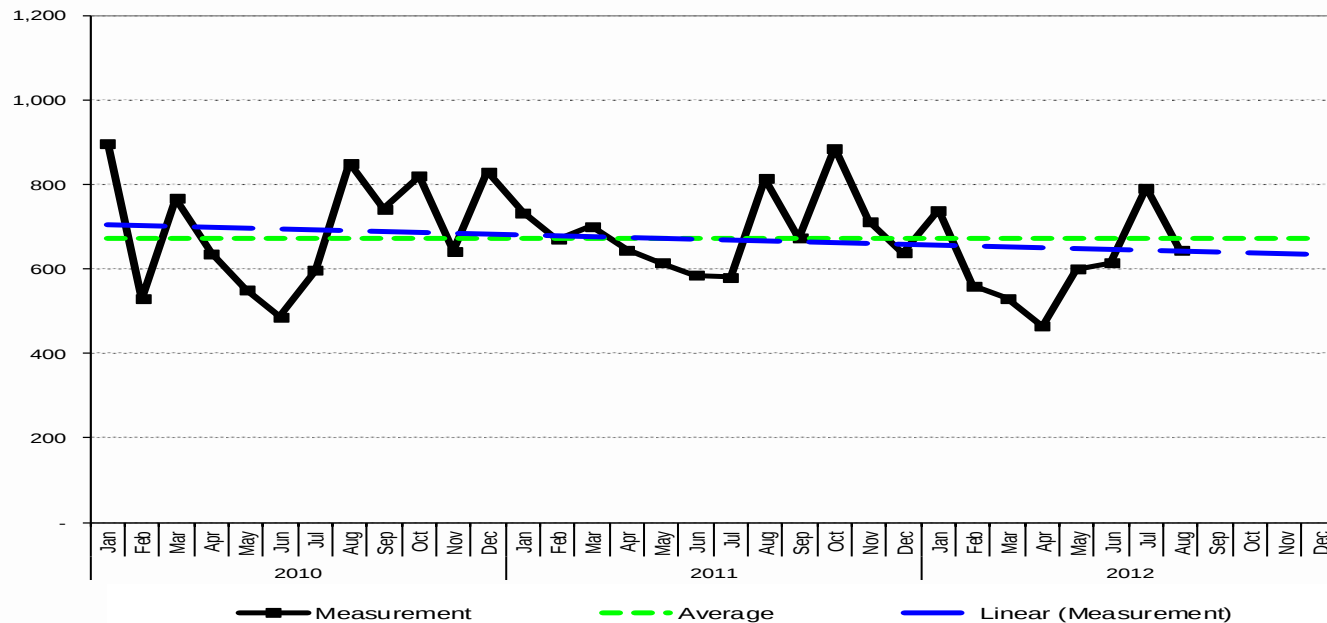
Trend: **Favorable**

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.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2010	897	529	767	636	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	464	600	614	792	643				



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:** Yes

**Process Operating
Within Control
Limits:** Yes

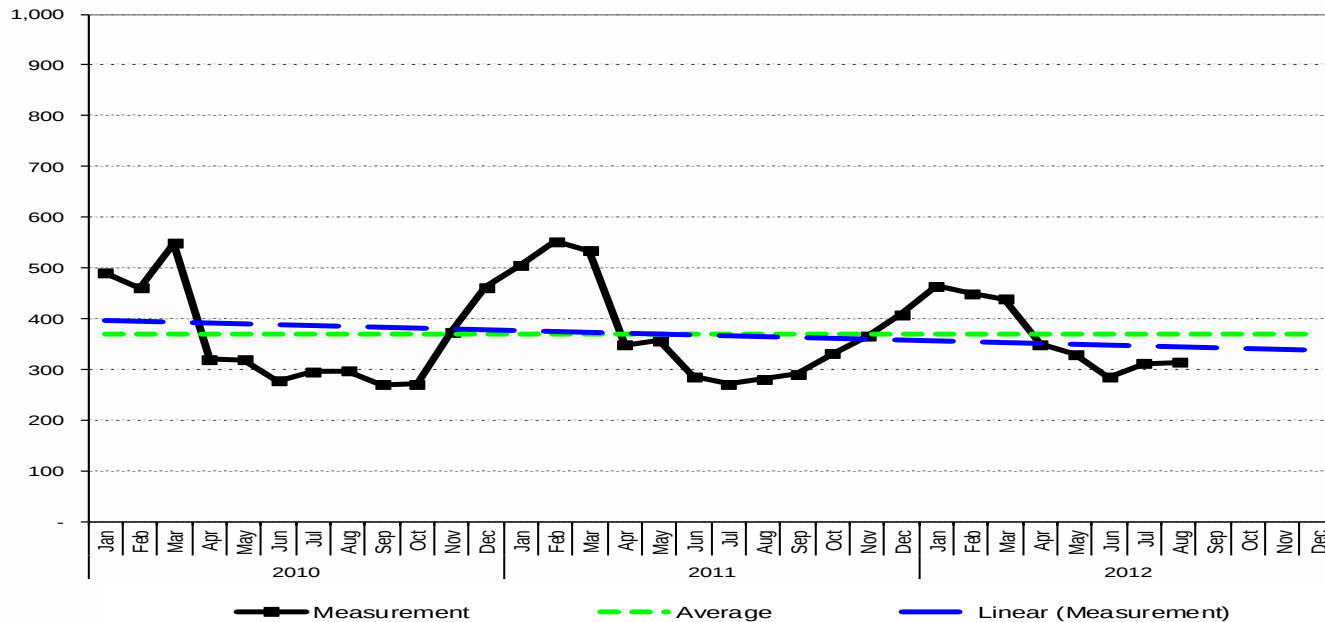
Trend: Favorable

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
2010	490	460	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	349	329	284	311	313				



Sewerage and Water Board of New Orleans

Total Accounts Turned Off for Non-Payment

Constituency:
Customer
Ratepayers

Objective: Ensure
Collection of Payments for
Services Provided

Goal: None
Established

**Currently Meeting
Goal:** Not
Applicable

**Process Operating
Within Control
Limits:** Yes

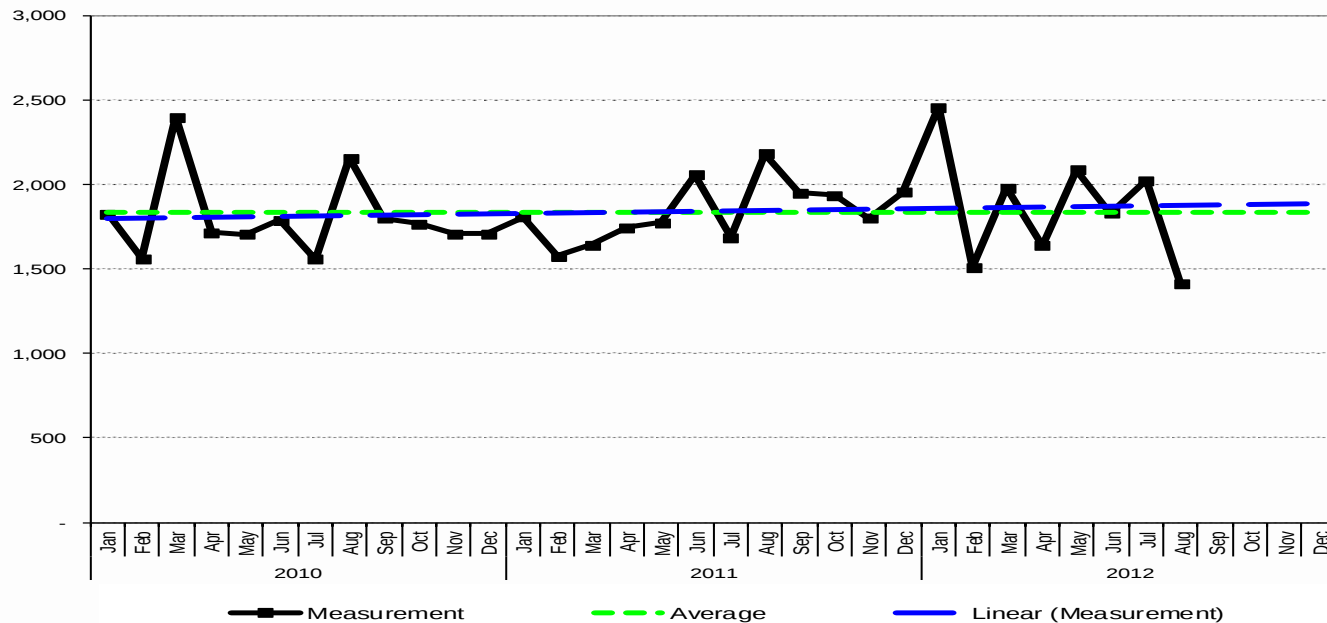
Trend: Level

Analysis

Customers accounts are turned-off for non-payment for balances more than \$50 and over sixty days past due. Although the number of accounts turn-off for non-payment varies widely from month to month, the overall trend is level and no seasonal pattern is apparent.

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.

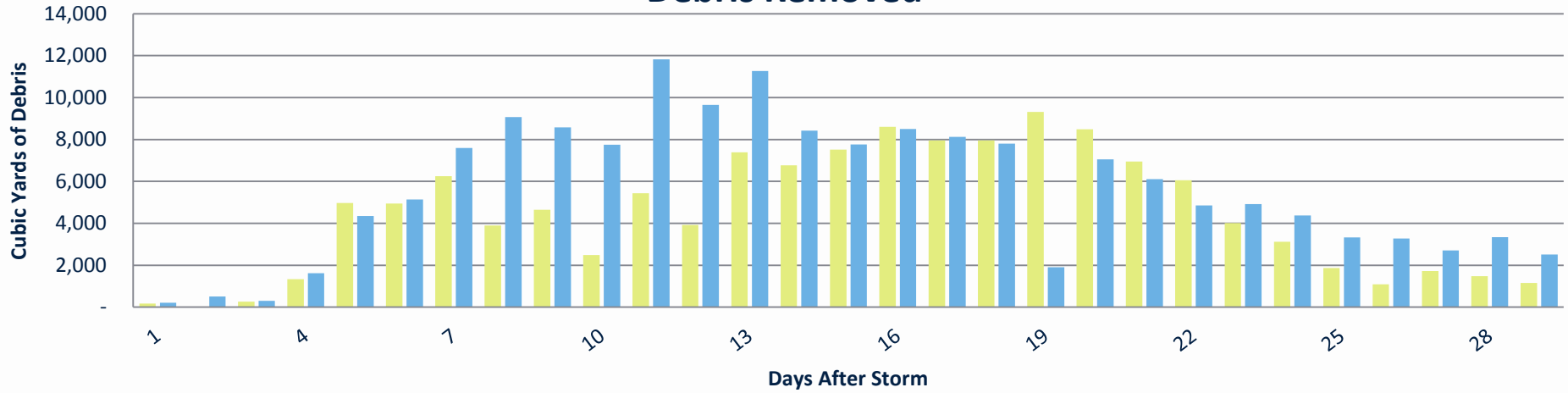


Data Table

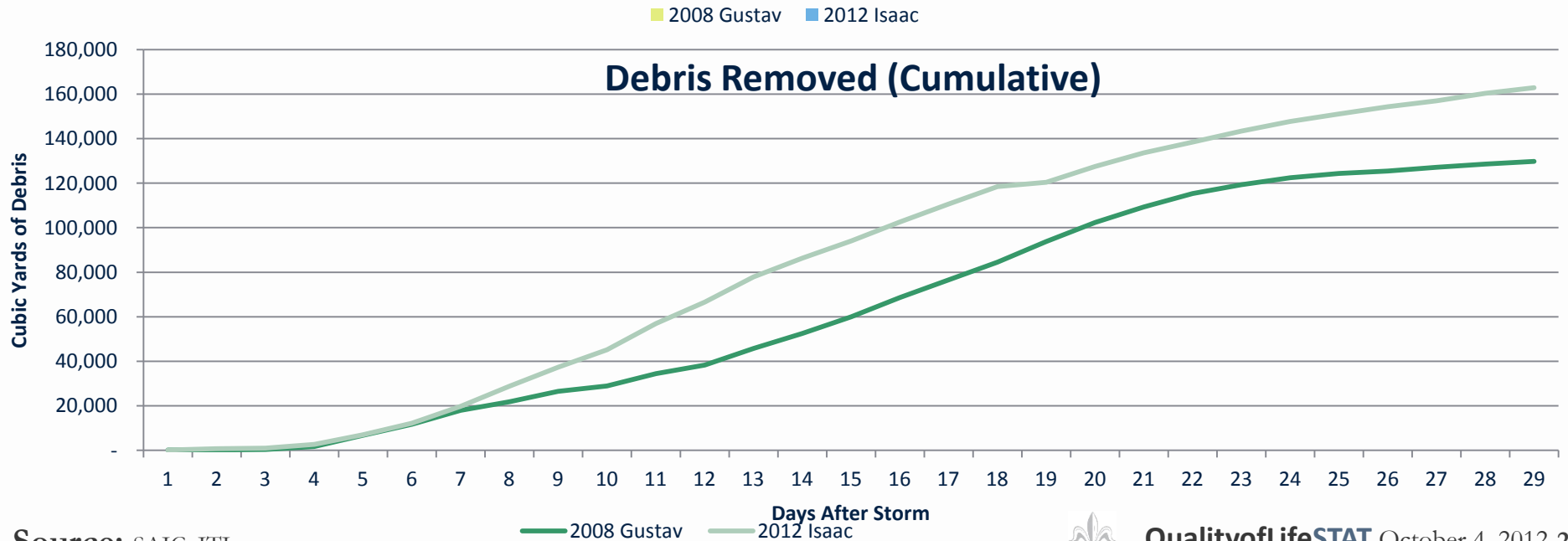
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2010	1,823	1,561	2,396	1,715	1,703	1,788	1,558	2,154	1,798	1,767	1,708	1,708
2011	1,807	1,576	1,641	1,744	1,773	2,056	1,687	2,180	1,951	1,933	1,800	1,952
2012	2,456	1,511	1,980	1,638	2,085	1,829	2,024	1,413				

Hurricane Isaac Debris Removal Exceeded the Total Removed During the Gustav Event

Debris Removed



Debris Removed (Cumulative)



Tree Work Order Calls for Service Surge

Issue

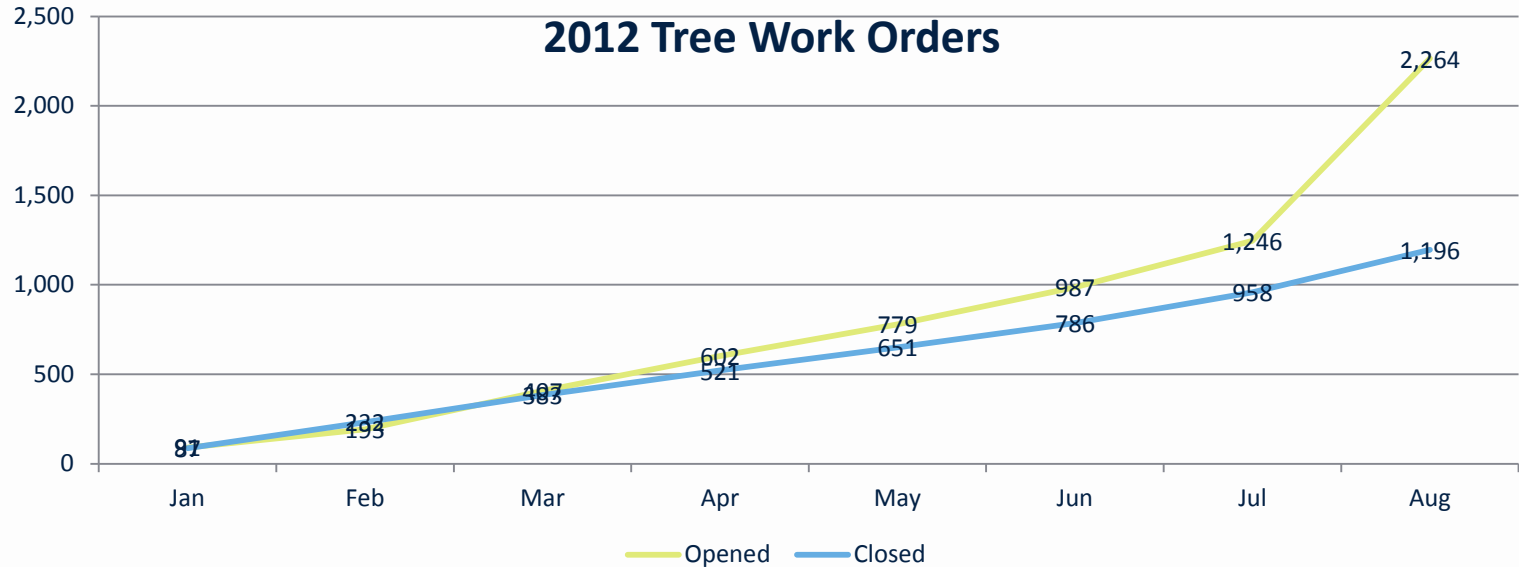
Tree trimming and removal prevents damage to public and private buildings

Status

Ongoing

Critical Parties

Parks and Parkways
ITI
OPA



Parks and Parkways Isaac Response

- Inspected more than 1,400 requests for service, triaged, and removed more than 600 threats to public safety.
- Major parks and playgrounds were inspected and readied for public use.
 - Labor Day
 - Jackson Square hosted 3 weddings
 - Washington Square readied for Decadence Festival
 - Second weekend
 - Joe Bartholomew Golf Course, Armstrong Park and Joe Brown Park
 - Approximately 60 parks/playgrounds readied for weekend activities
 - Major corridors in CBD readied for the Saints game

Tree Work Order Time to Close Non-Emergency Work Orders Meets Target

Issue

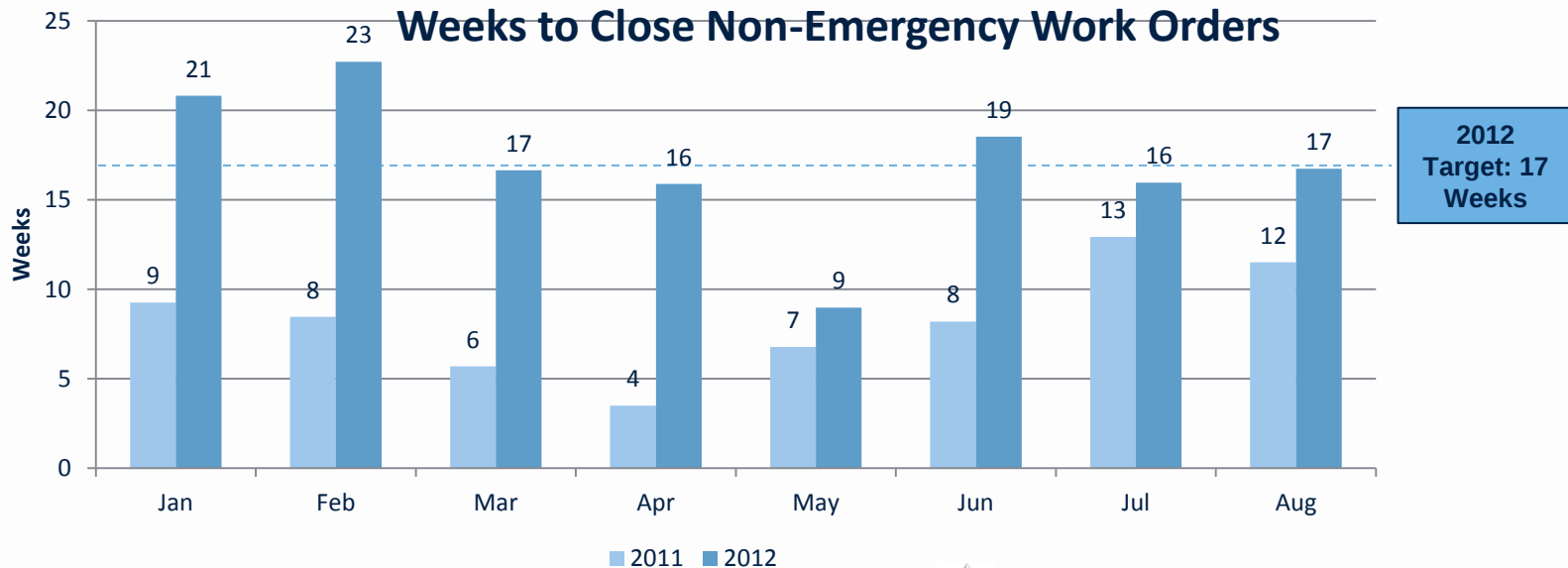
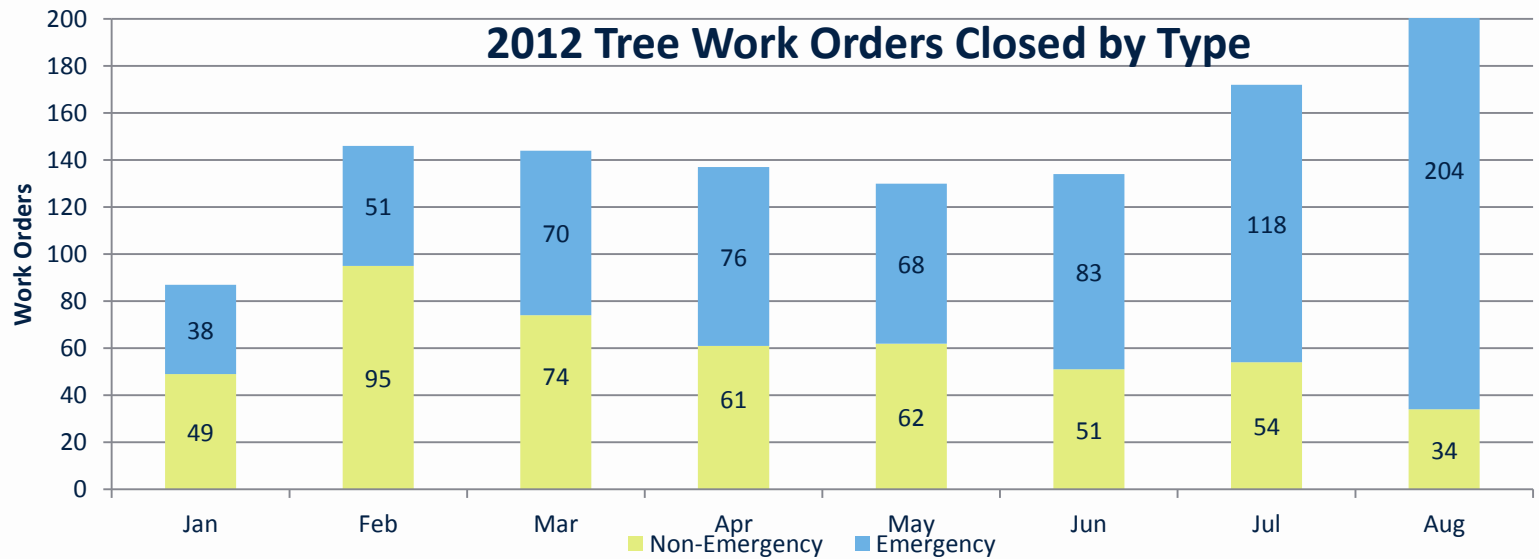
Tree trimming and removal prevents damage to public and private buildings

Status

Ongoing

Critical Parties

Parks and Parkways
ITI
OPA



Forestry Activity: Emergency Work Orders Completed Double

Issue

Tree trimming and removal prevents damage to public and private buildings

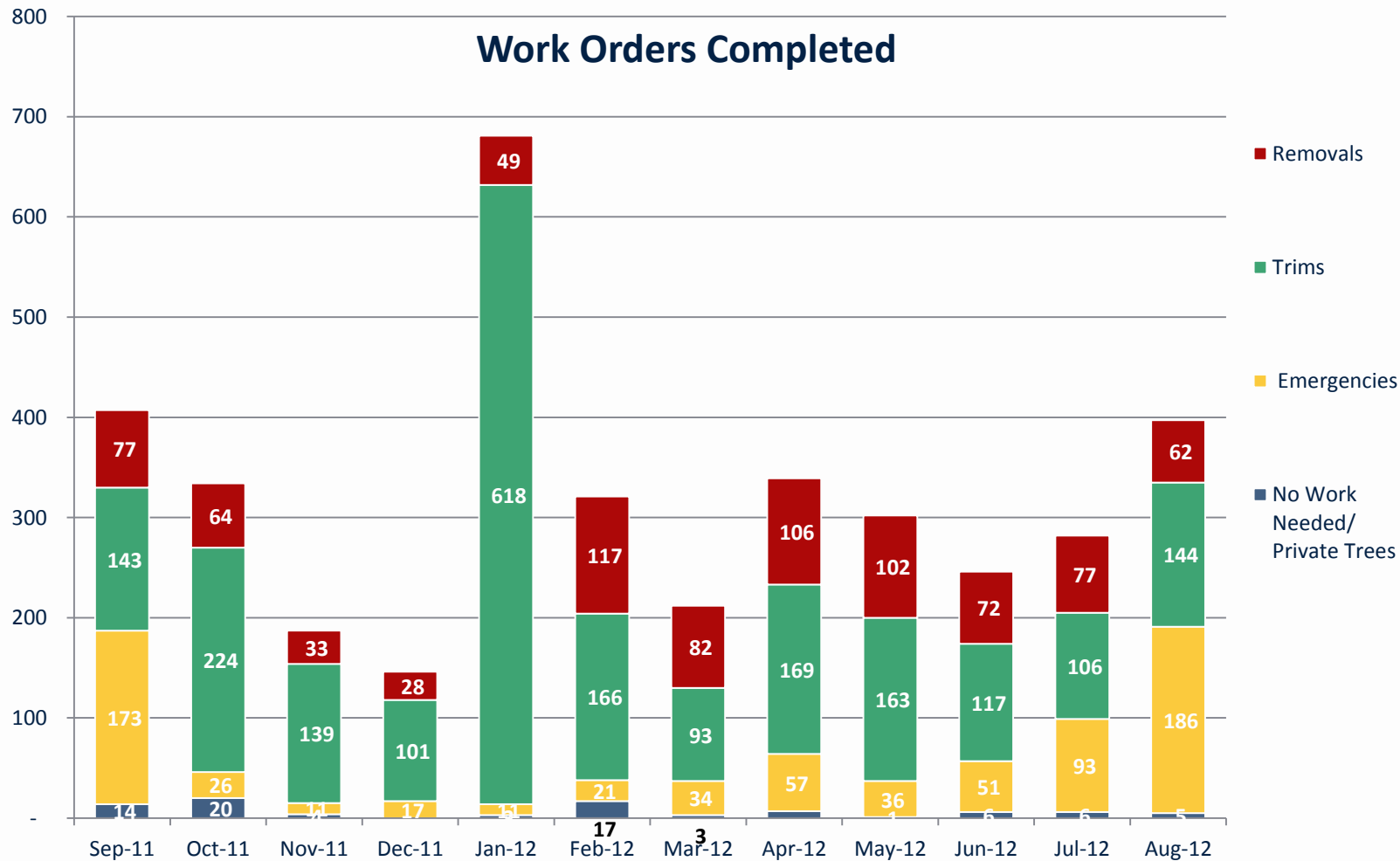
Status

Ongoing

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

Critical Parties

Parks and Parkways



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



QualityofLifeSTAT October 4, 2012 30

Mowing Season Peaks

Issue

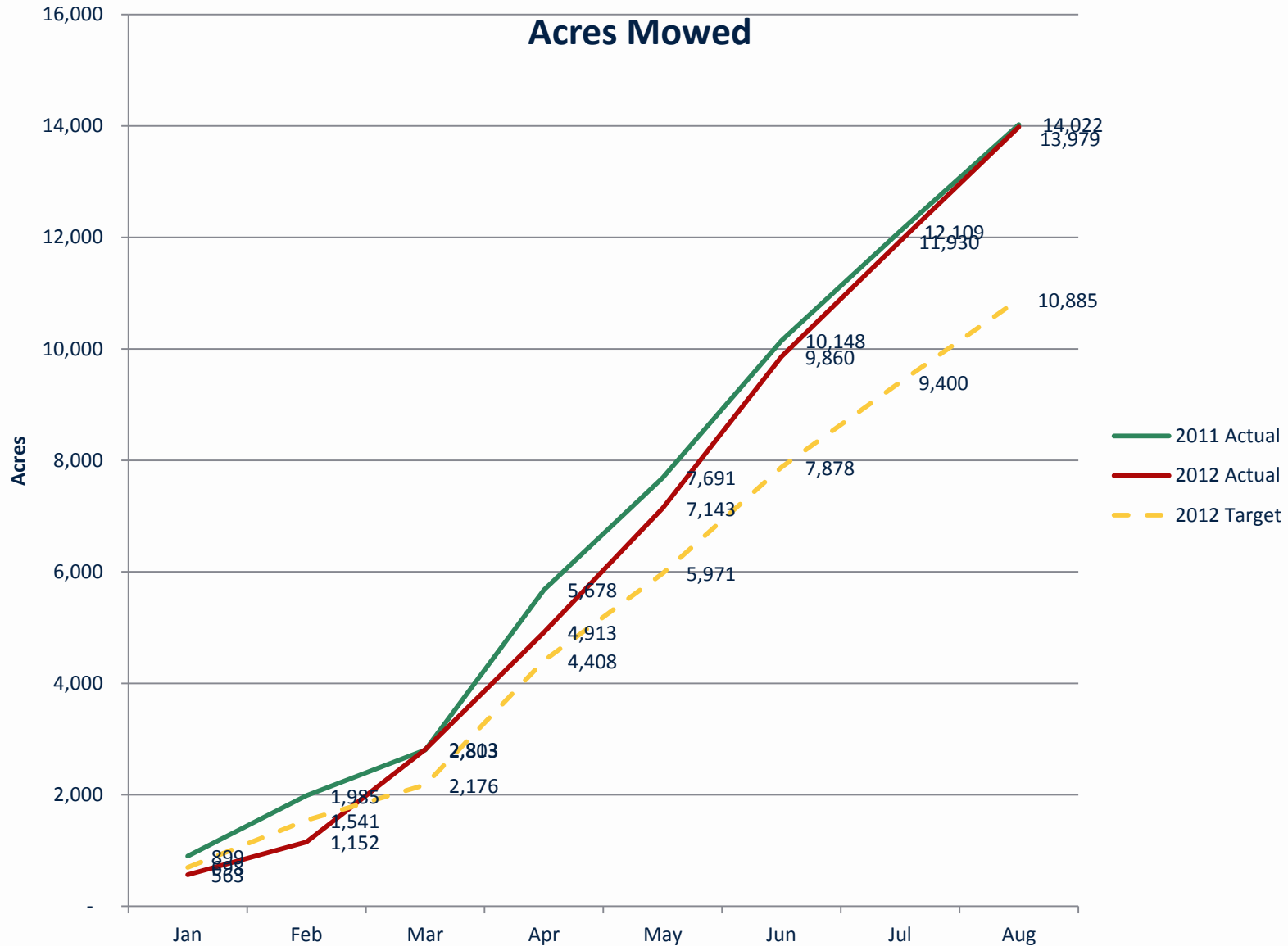
Proper mowing results in healthy and attractive green spaces.

Status

Ongoing

Critical Parties

Parks and Parkways



Number of **Bandit Signs** on Public Right-of-Ways Remain Below 2011 Levels

Issue

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

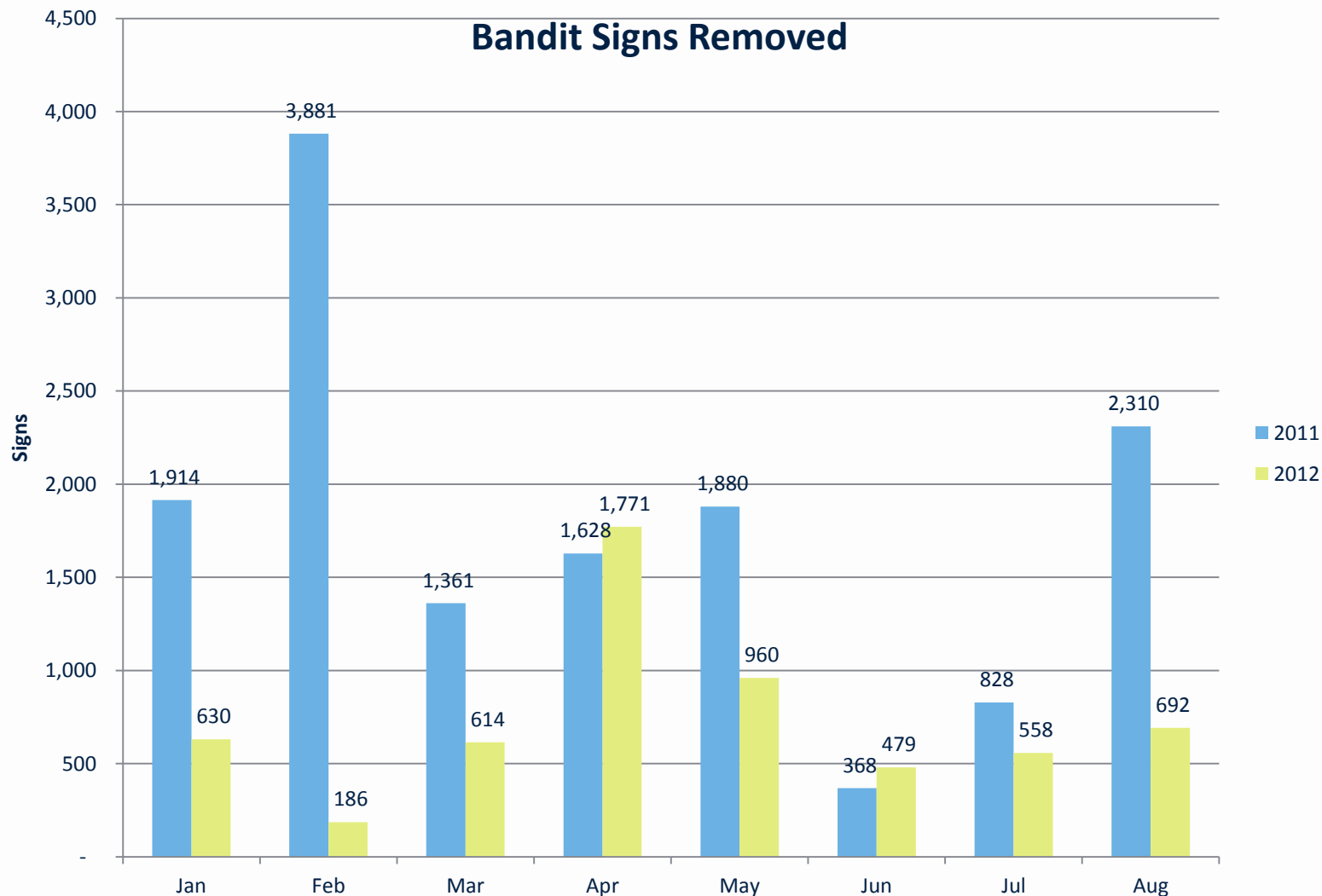
Status

Monitoring efforts continue

Letters have been sent to repeat offenders

Critical Parties

Sanitation, Parks and Parkways



Source: Department of Parks and Parkways Illegal Sign Spreadsheet and Working Sign List, August 2012, and Department of Sanitation Monthly Report, August 2012.



Sanitation Ranger and 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

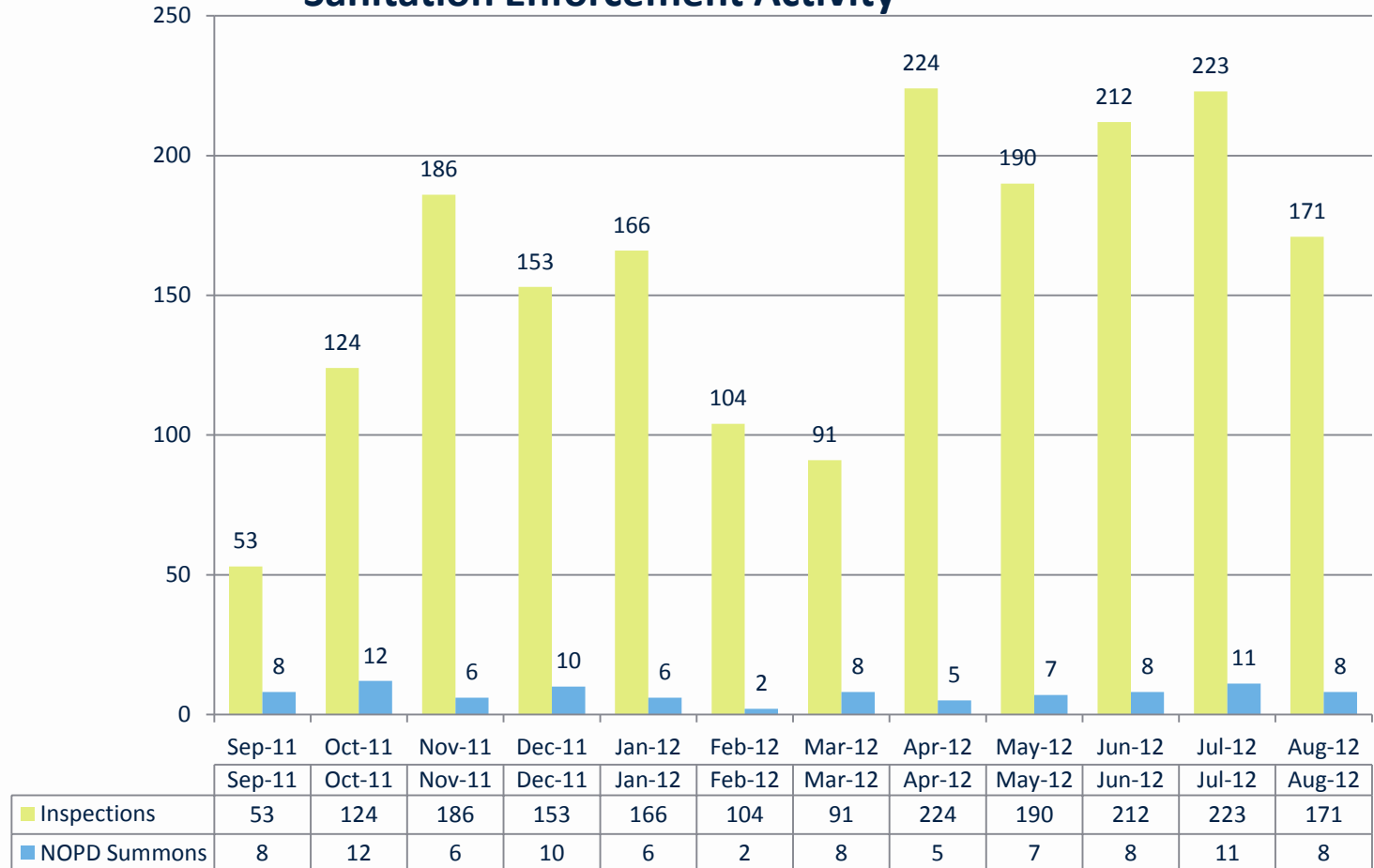
Sanitation is integrating this workflow with 311

Critical Parties

Sanitation, NOPD

Follow-Up

Sanitation Enforcement Activity



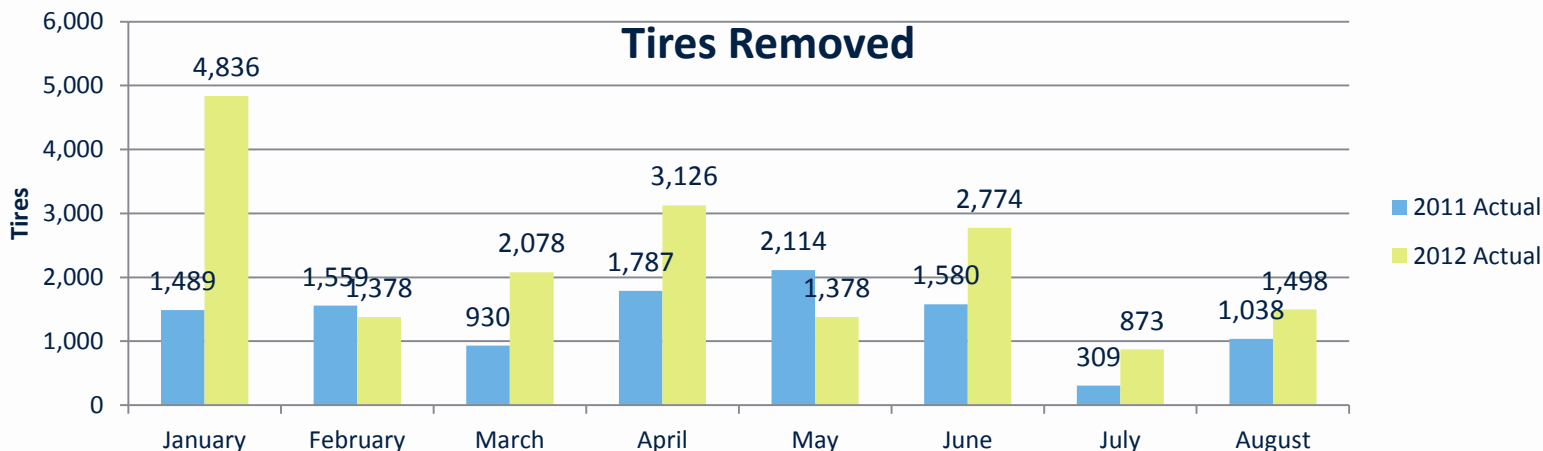
Source: Department of Sanitation Monthly Report August 2012



Sanitation Tires and Illegal Dumping Sites

Issue

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

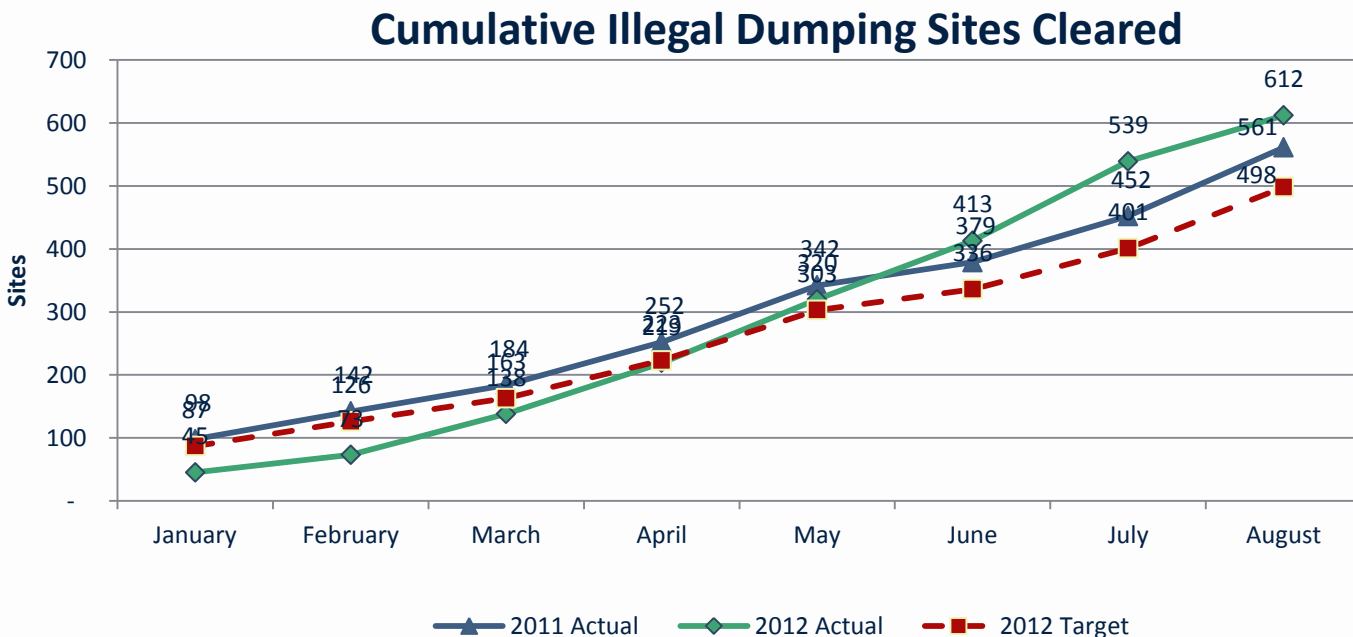


Status

Included in initial 311 rollout

Work Order intake system with mapping needed

Sanitation and Law are researching alternative methods of addressing these ongoing challenges



Critical Parties

Sanitation
Law

*Illegal dumping 311 cases are a subset of the total number of illegal dumping cases.

Note: Illegal dumping 2011 actuals and 2012 target corrected in August 2012.



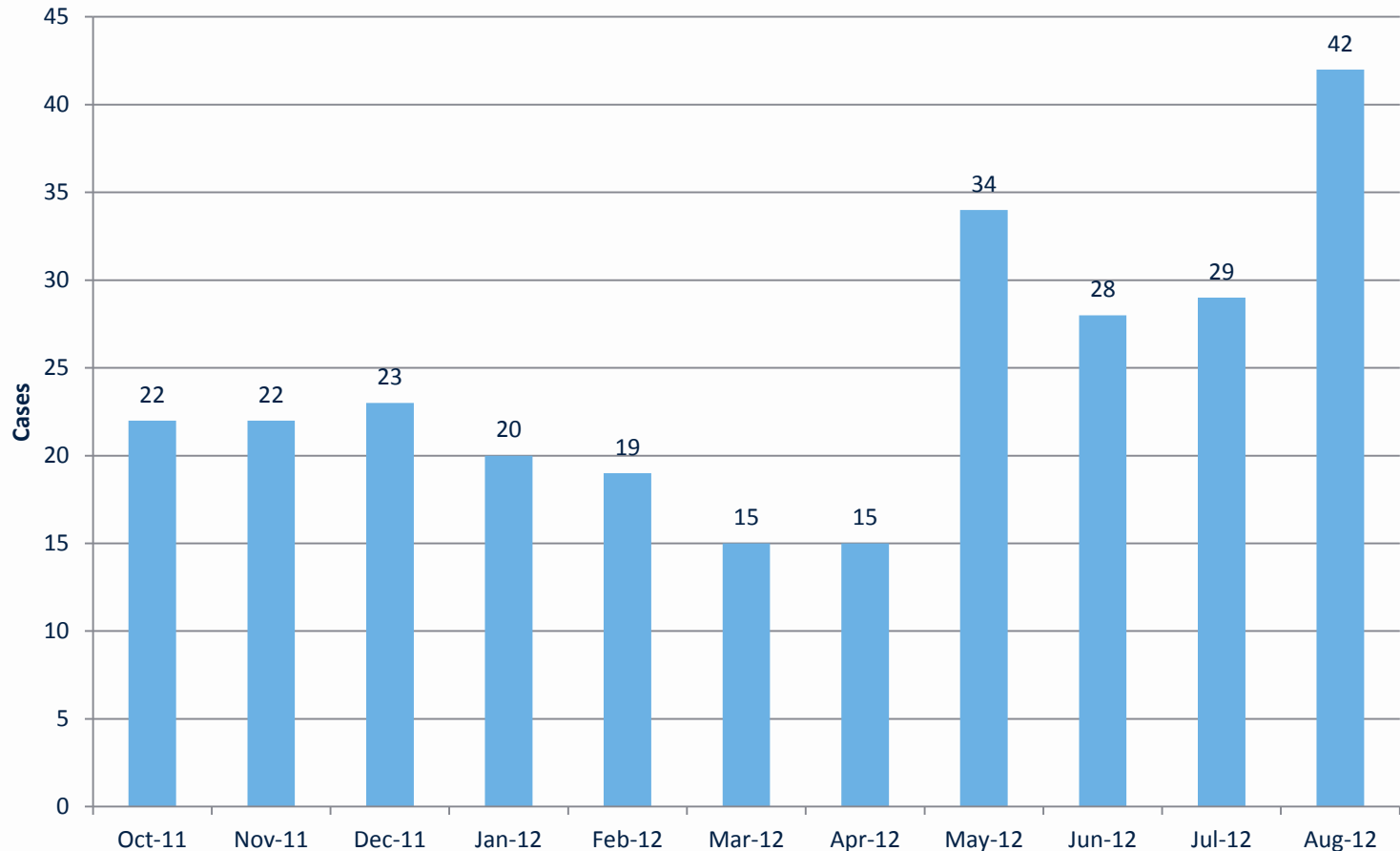
Department of Sanitation Hurricane Isaac Response

- Activated, directed and provided oversight of a debris removal monitoring company, six debris removal contractors (five of these debris removal contractors were obtained as a result of a bid and an expedited contracting process during the event) and a street sweeping contractor
- Some of the contractors and monitors were obtained as a result of Employment Information and Job Fairs held in 2011 and 2012 or as a result of pre-existing contracts
- Contractors deployed a high of over 84 pieces of heavy equipment
- Coordinated and utilized personnel and equipment resources from multiple departments and agencies such as Parks and Parkways, Mosquito and Termite Control, New Orleans Sewerage and Water Board, Department of Public Works, N. O. Police Department, Department of Property Management, NORDC, DDD, Safety and Permits, the Orleans Parish Sheriff's Office and the Louisiana National Guard
- City Departments and agencies deployed a high of over 42 pieces of heavy equipment
- Coordinated, directed and monitored efforts of the City's three major solid waste collection contractors
- Coordinated extended closing times and monitored access with two landfills
- Obtained LDEQ approval to activate four pre-approved temporary Emergency Debris Staging Sites and obtained approved to modify/expand permits
- Monitored four pre-approved temporary debris staging sites
- Secured, supervised, assigned and transported temporary workers from five agencies (one of the five had three franchises) over a four week period generally ranging from 245-100 per day. Workers removed and bagged debris to avoid roadway hazards and clogged storm drains
- Collected and removed over 170,000 cubic yards of Hurricane Isaac debris
- Worked with contractors to provide data to Grants Management to obtain advances and for FEMA reimbursement
- Handled the clean-up associated with the Decadence Festival, Second Line Parades, the 4th District Quality of Life Sweep, Homeless area clean ups and community clean-ups (Donsereau/Harrison Playground 9/13/12- Rebuilding Together and NORDC and United Saints Recovery Project, Tulane's Outreach – MLK/Saratoga area 9/15/12)
- Attended and or prepared for two community meetings and a City Council presentation



Alcohol Beverage Outlet Cases Prosecuted Increase

ABO Tax and Nuisance 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

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?

