



CITY OF NEW ORLEANS

QualityofLifeSTAT

August 2nd, 2012

(Reporting Period: June, 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 Officers Update

- 2nd District Sweep (July 31) Report
 - 26 participants, including NOPD, Sanitation, and Revenue, and ATC
 - 66 locations visited
 - Actions
 - 2 municipal summons issued by NOPD
 - 4 warnings given by NOPD
 - 24 trash pick-ups by Sanitation
 - 2 subpoenas issued by Revenue
 - 7 administrative violations issued by ATC
 - Advance trimming of vegetation by Parks & Parkways

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

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

NOLA 311 Call Volume Remains Steady

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

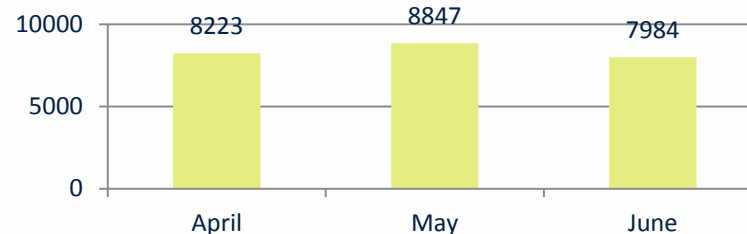
Phase 1 includes:
DPW
EOC – CAE
Code Enforcement
Sanitation

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

Critical Parties

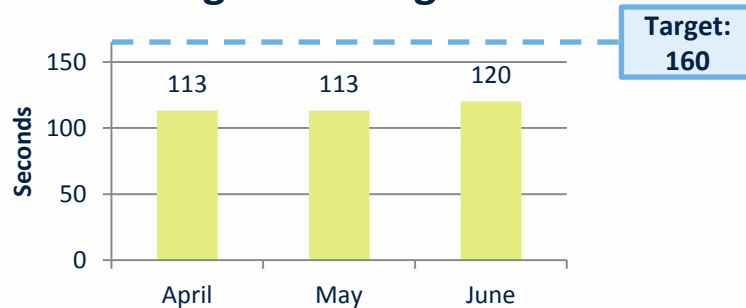
ITI, OPA
All Departments

Total Calls

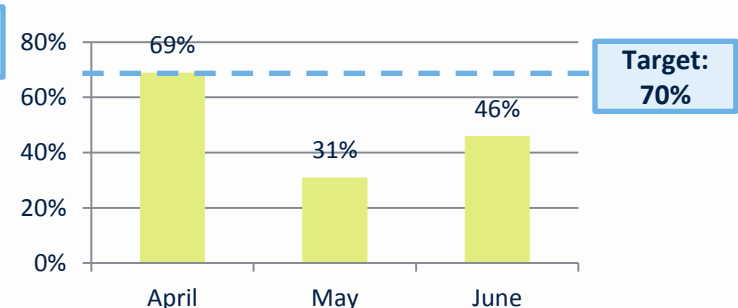


Avg. Calls Per Day	392	402	380
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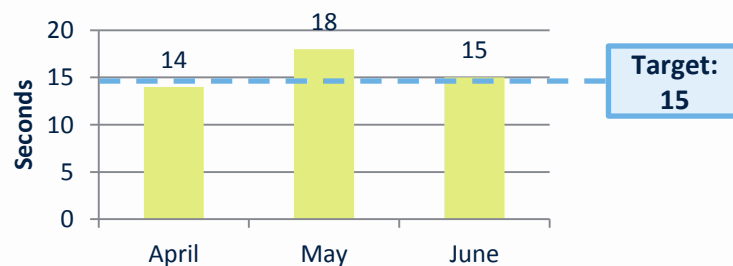
Average Call Length



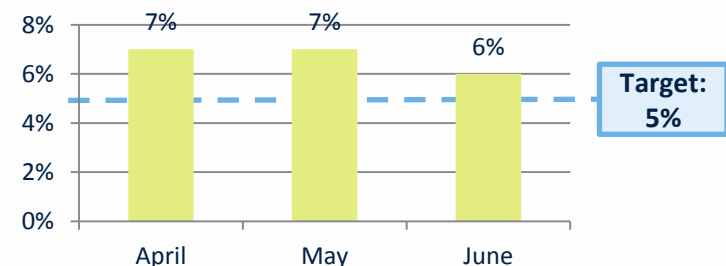
First Call Resolution



Average Hold Time



Abandonment Rate



**First Call Resolution includes Information Requests & Undocumented Calls. Excludes Service Requests and Department Referrals.

NOLA 311 Service Requests Decrease

as Agents Increase First Call Resolution via Information Request Fulfillment

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

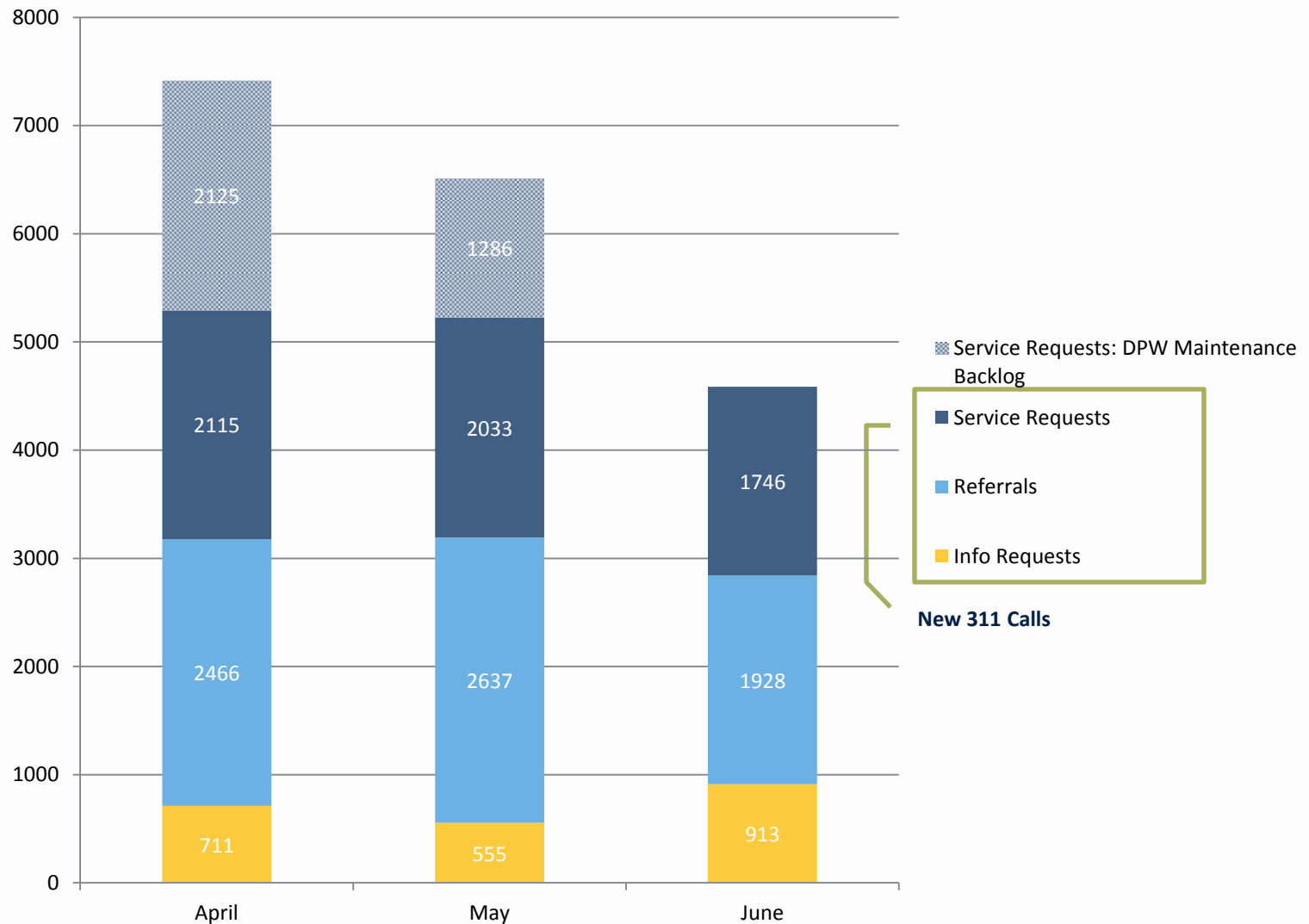
Phase 1 includes:
DPW
EOC – CAE
Code Enforcement
Sanitation

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

Critical Parties

ITI, OPA
All Departments

311 Requests



NOLA 311 Top 5 Service Request Types

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

ITI, OPA
All Departments

Rank	Service Request	Requests	Prior Month (May-12) Rank
1	Code Enforcement General Request	707	2
2	Street Light	340	4
3	Abandoned Vehicle	164	5
4	Pothole/Roadway Surface Repair	158	1
5	Street Flooding/Drainage	138	3

Note: Increased Service Request volume for May 2012 attributed to entry of DPW Maintenance case backlog into 311 system (1286 cases)

NOLA 311 Top 5 Information Request Types

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

ITI, OPA
All Departments

Rank	Information Request	Requests	Prior Month (May-12) Rank
1	Building Code	85	2
2	Municipal Police	39	1
3	Assessor	33	--
4	Civil Courts	24	--
5	Police Reports	21	--

Note: May increase in Municipal Police information requests attributed to creation of knowledge base article for Non-Emergency Police Number.

NOLA 311 Top 5 Department Referrals

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

ITI, OPA
 All Departments

Rank	Department Referral	Requests	Prior Month (May-12) Rank
1	Code Enforcement	610	1
2	Safety & Permits	335	2
3	Finance – Treasury	295	3
4	Public Works	290	4
5	Assessor	238	5

Abandoned Vehicle Requests Opened Outpace Requests Closed

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

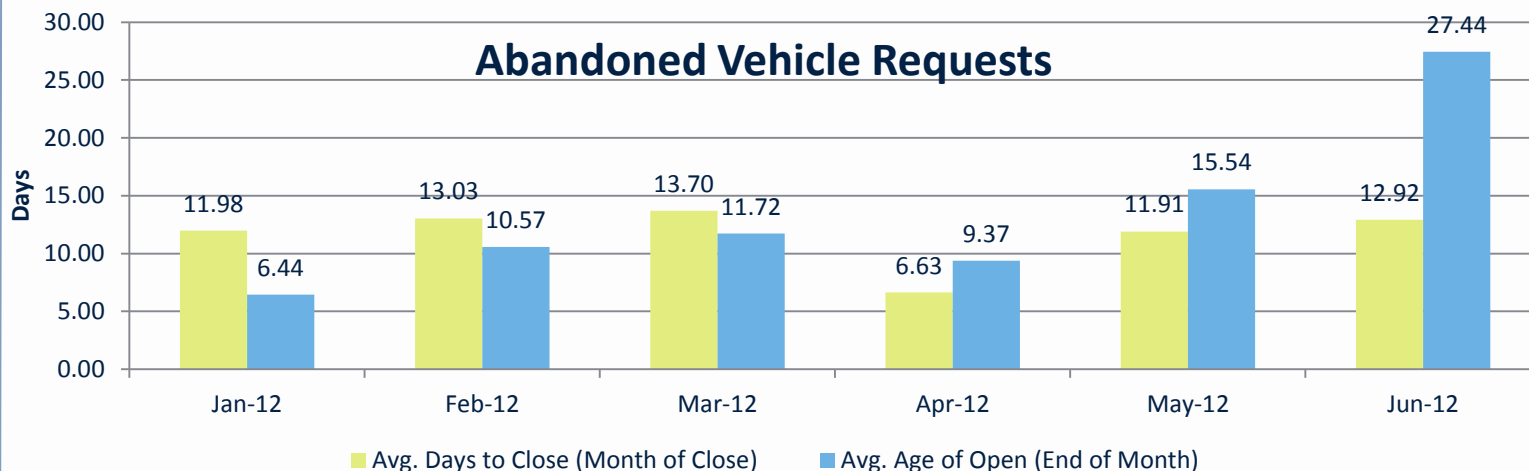
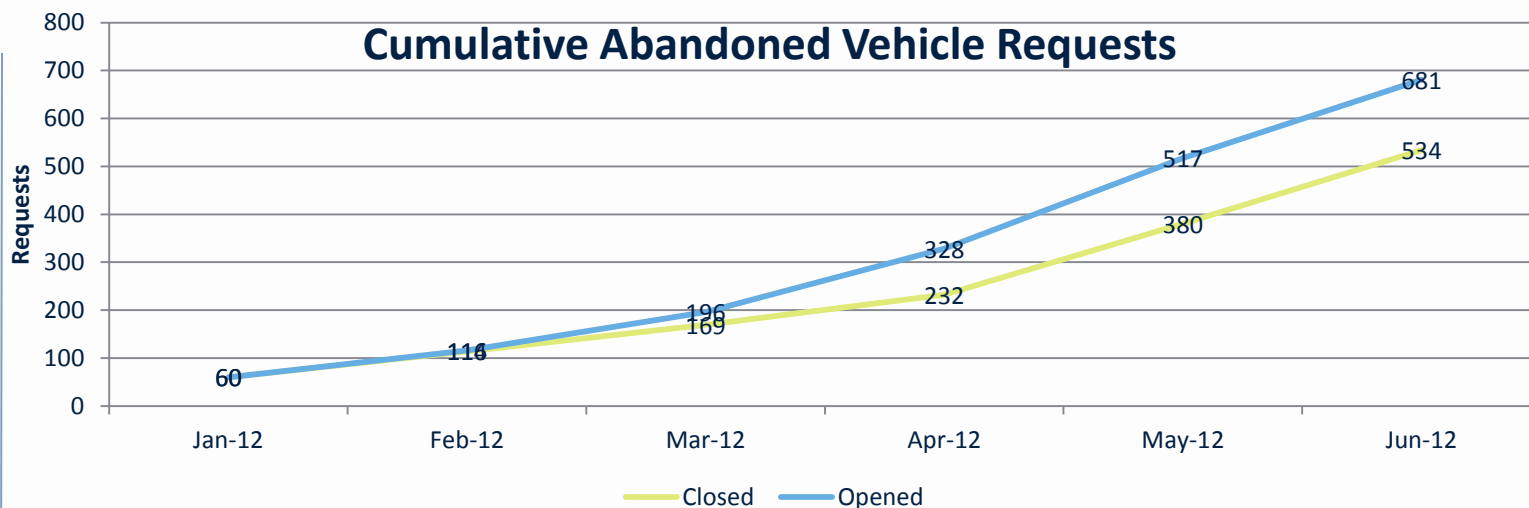
High number of cases may present a resource challenge

Critical Parties

Public Works

Follow-Up

- Set new performance target for days to close



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 Continue to Exceed Target

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

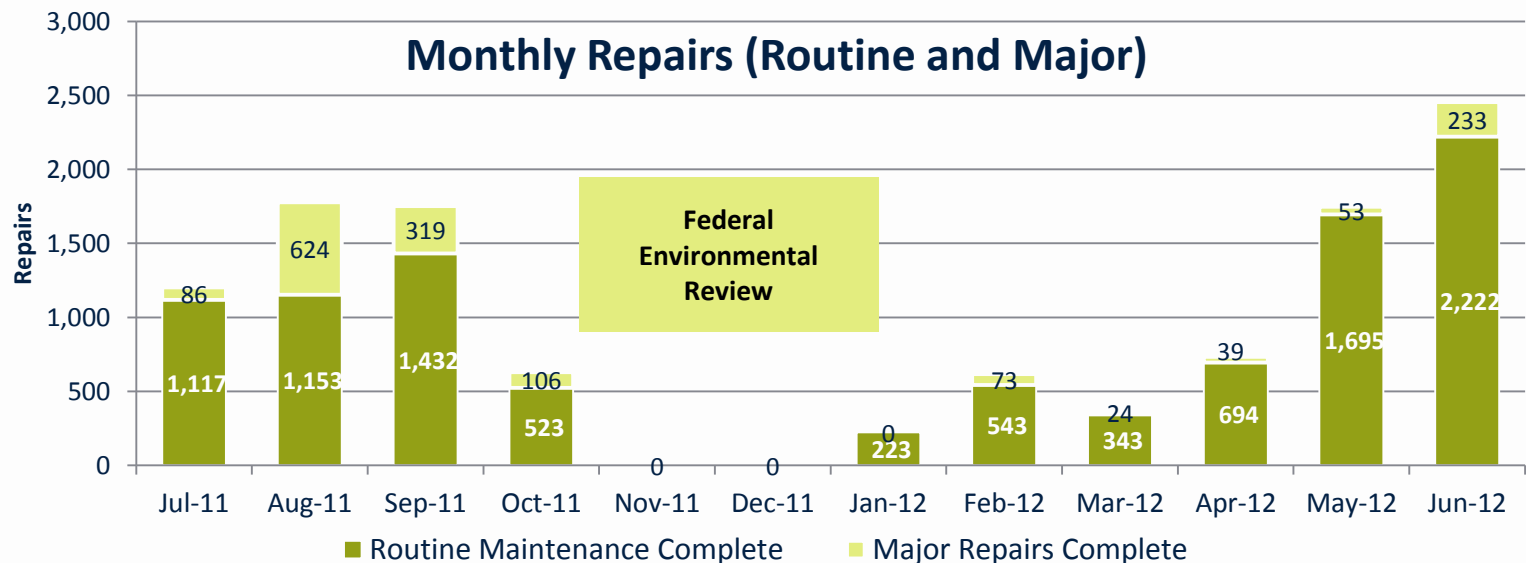
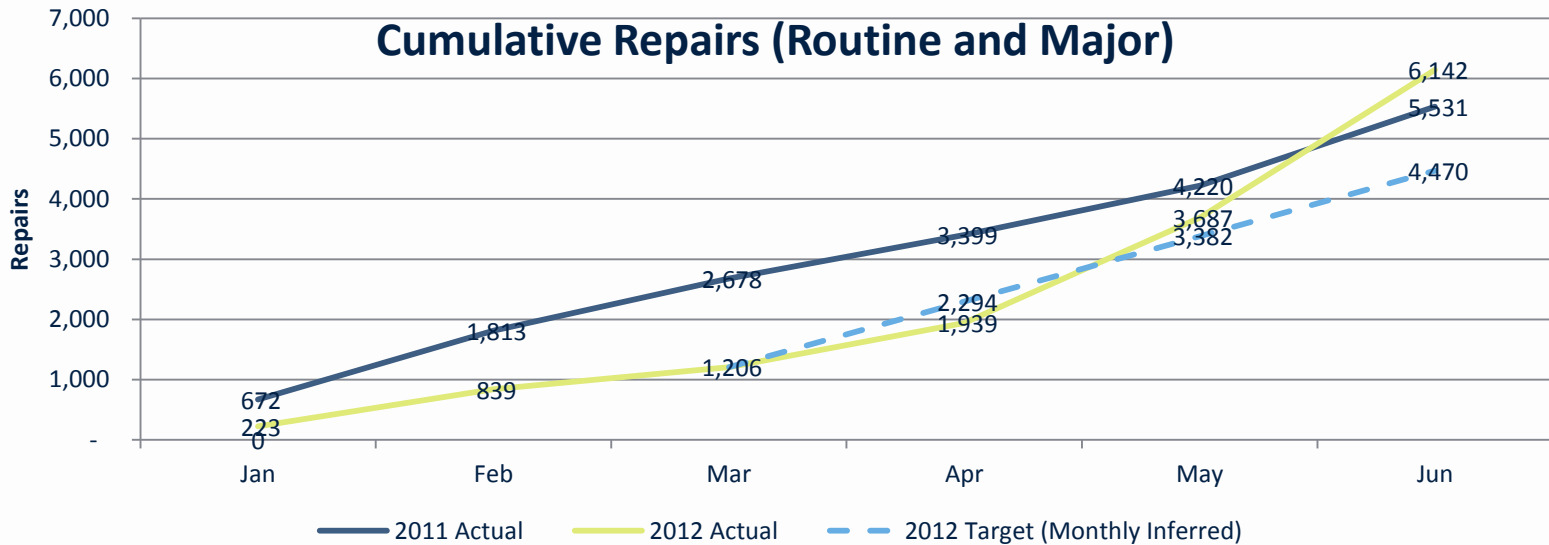
Status

City announced plan to repair all streetlights in the City by 2013.

2012 streetlight repair target set at 11,000.

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.

Street Light Outstanding Repairs Decrease

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

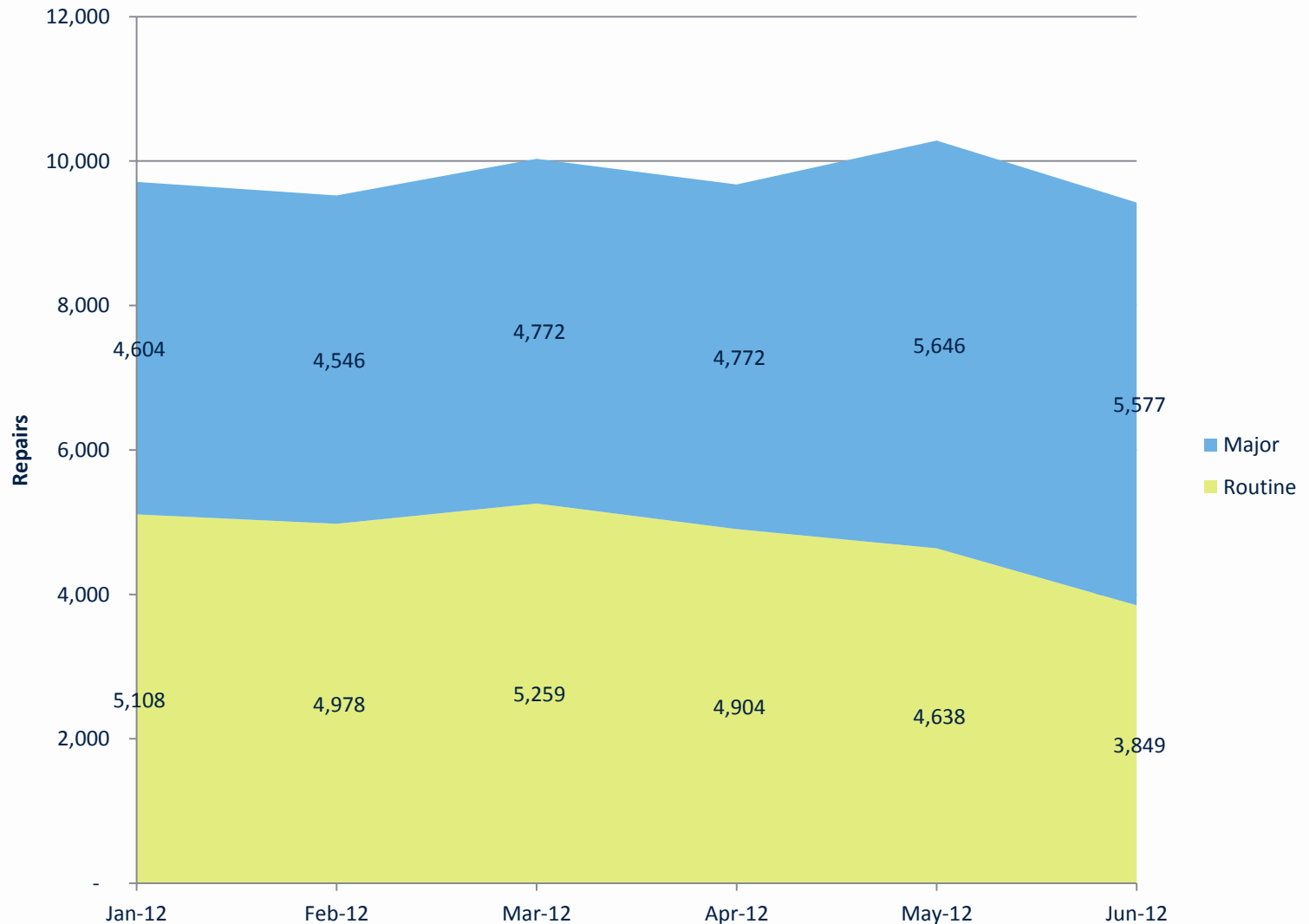
Critical Parties

Department of Public Works
Royal Engineers and
All Star Electric

Follow-Up

- Compare outage rate to projections

Cumulative Outstanding Repairs



Potholes Filled Continues to Exceed Target

Issue

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

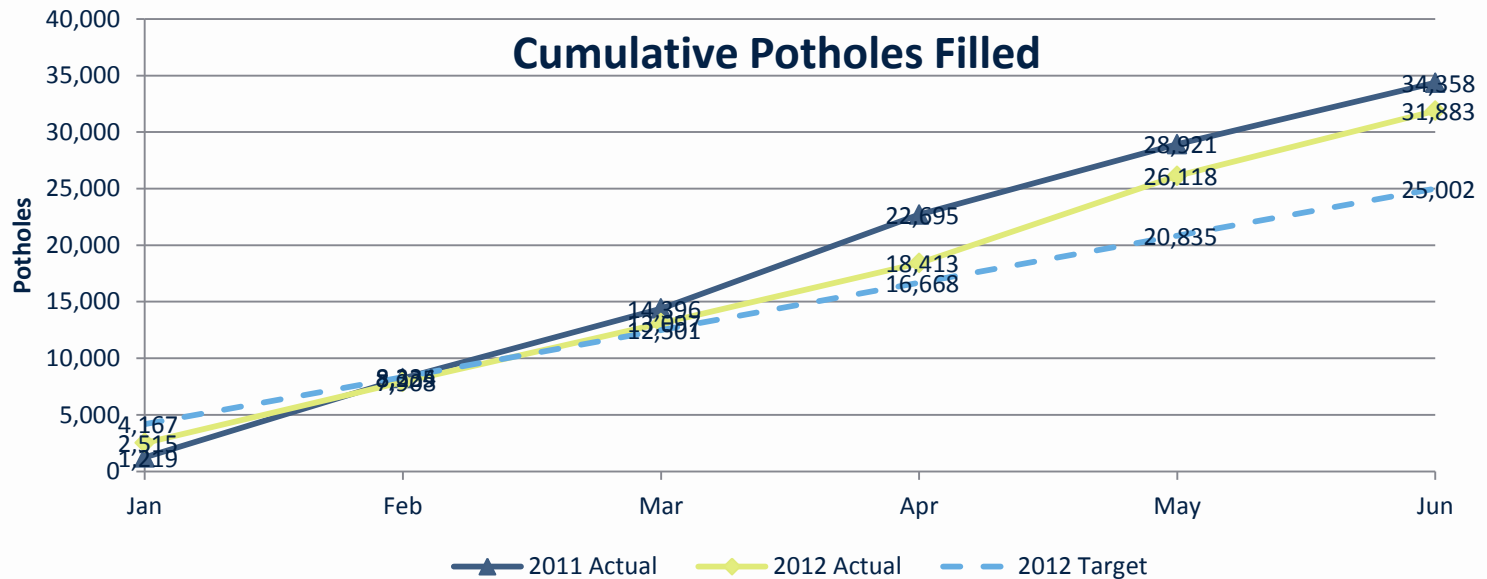
Status

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

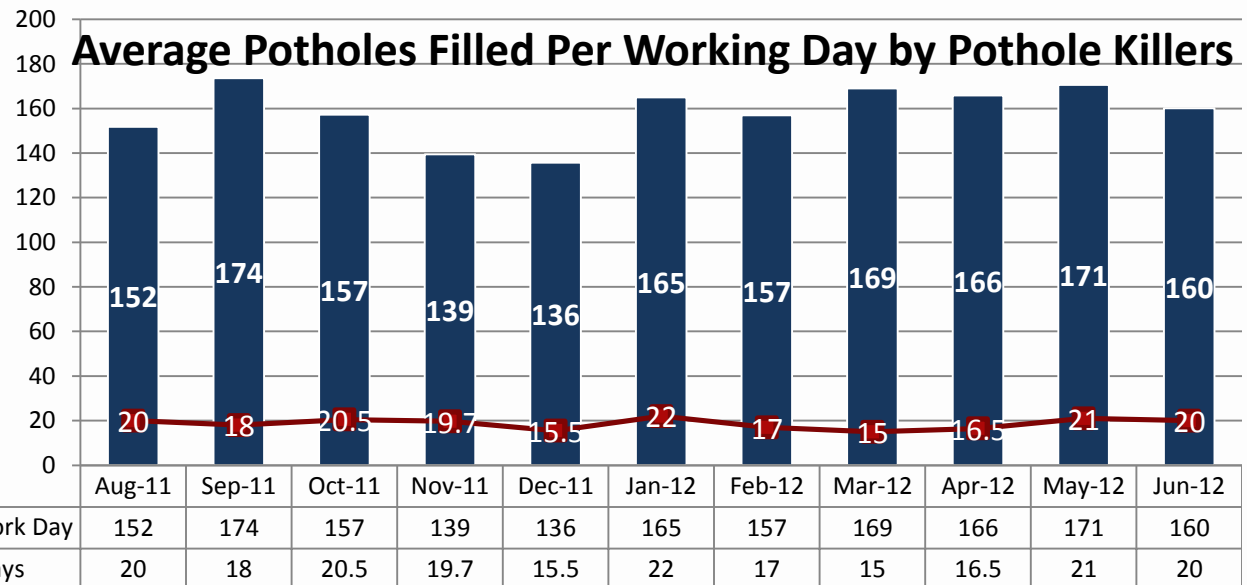
Timeliness data on some pothole filling generated via 311 reporting in 2012

Critical Parties

Public Works, ITI



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



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

Catch Basin Cleanings Continue to Exceed Target

Issue

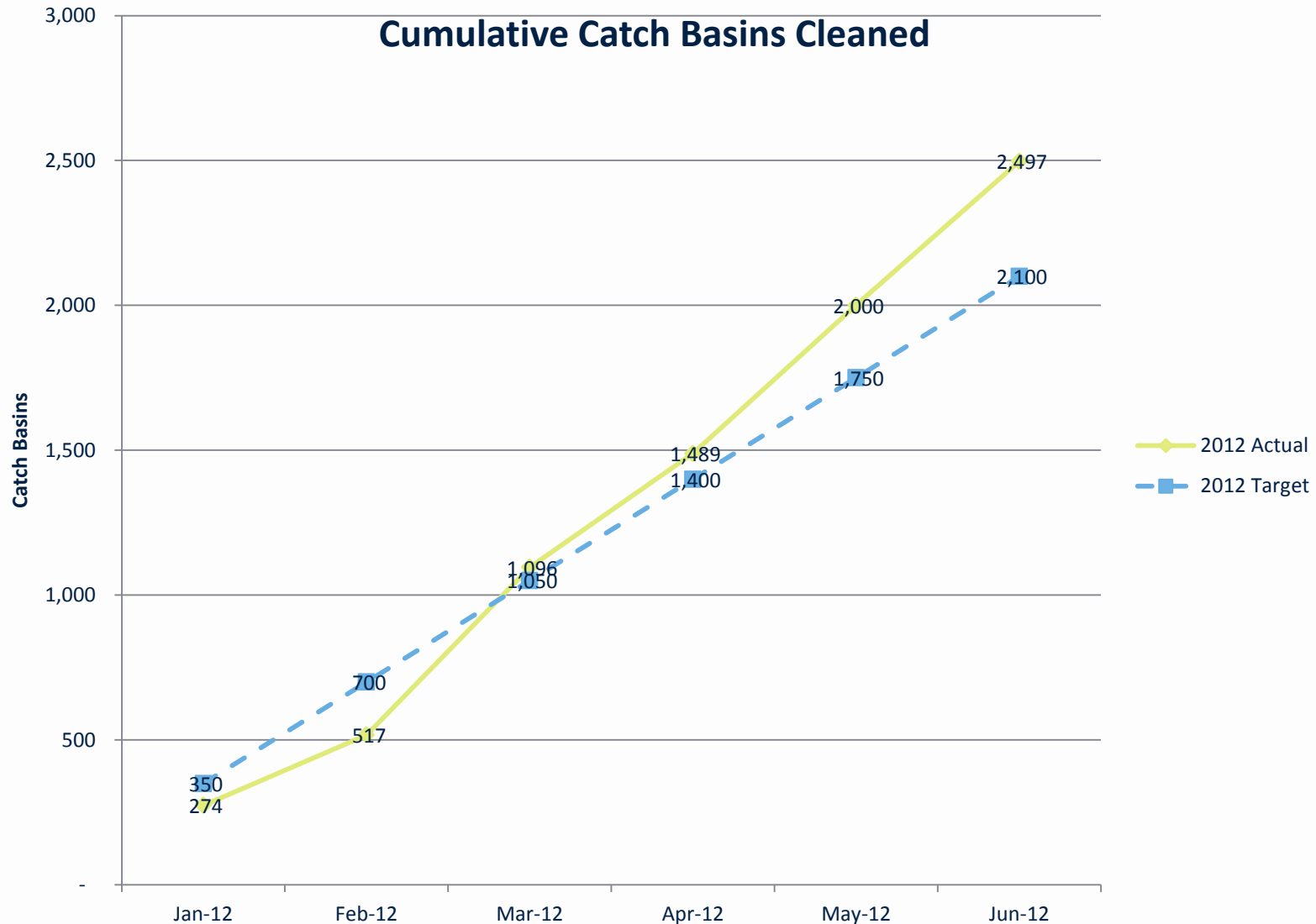
Catch Basins when blocked can cause severe flooding in neighborhoods, damage streets, and cause damage to cars and homes.

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



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

Operations Support	Goal	Goal Met		Within Control Limits		Trend
Billing Accuracy / Reasonable						
	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					
Problem Resolution						
	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					
Collections Effectiveness						
	Accounts Off for Non-Payment					
	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

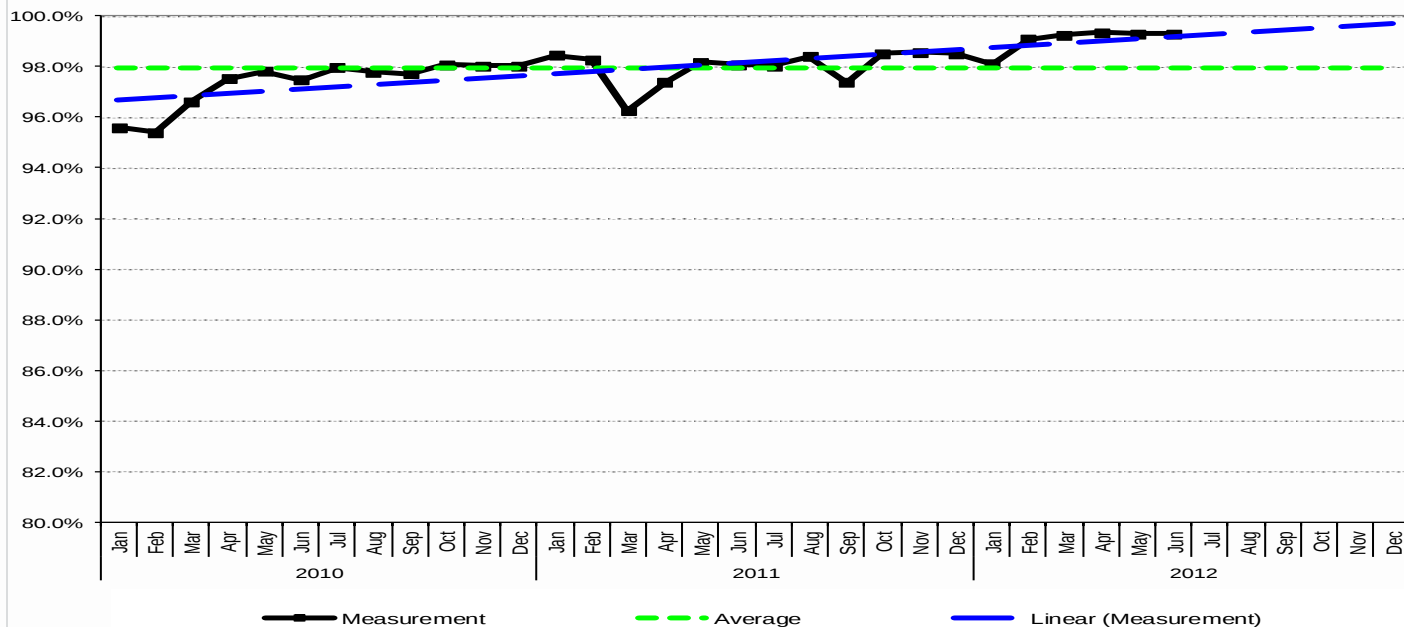
Constituency: Customer Ratepayers		Objective: Provide Accurate Bills		Goal: Read 98% or more of meters each month
Currently Meeting Goal: Yes		Process Operating Within Control Limits: Yes		Trend: Favorable

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 99.1% during February 2012 and 99.3% during March 2012.

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
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%						

Sewerage and Water Board of New Orleans

AMR Meters Read as a Percentage of Total AMR Meters

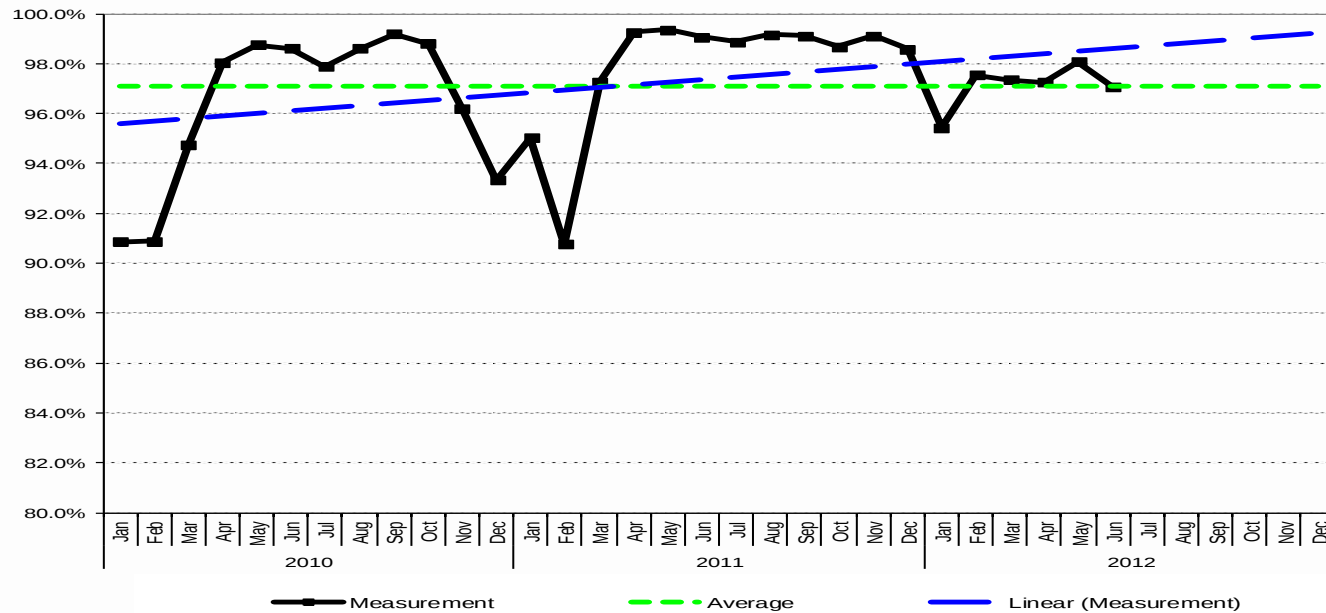
Constituency: Customer Ratepayers			Objective: Provide Accurate Bills			Goal: Read 99.5% or more of AMR meters each month
Currently Meeting Goal: Close			Process Operating Within Control Limits: Yes			Trend: Favorable

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 on 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%						

Sewerage and Water Board of New Orleans

High Bill Complaints as a Percentage of Total Bills

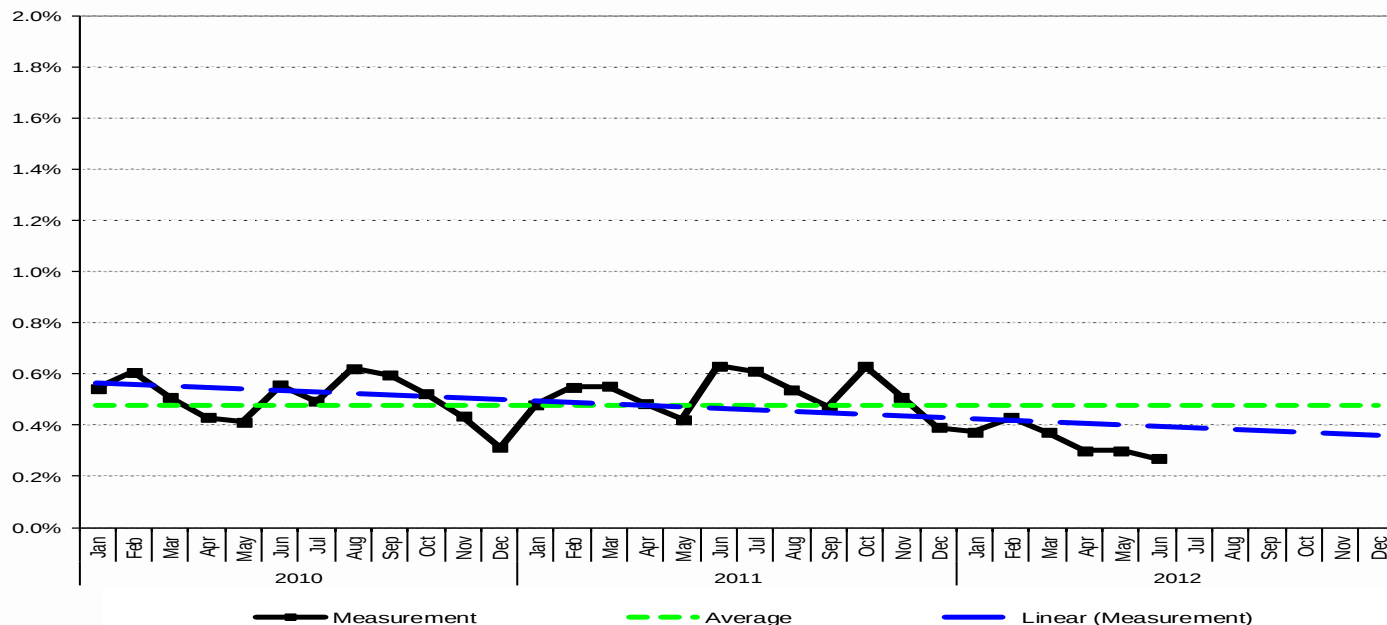
Constituency: Customer Ratepayers			Objective: Provide Accurate Bills			Goal: Reduce percentage over time
Currently Meeting Goal: Yes			Process Operating Within Control Limits: Yes			Trend: Favorable

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%		0.5%	0.4%
2012	0.4%	0.4%	0.4%	0.3%	0.3%	0.3%						

Sewerage and Water Board of New Orleans

Bills Adjusted as a Percentage of Total Bills Computed

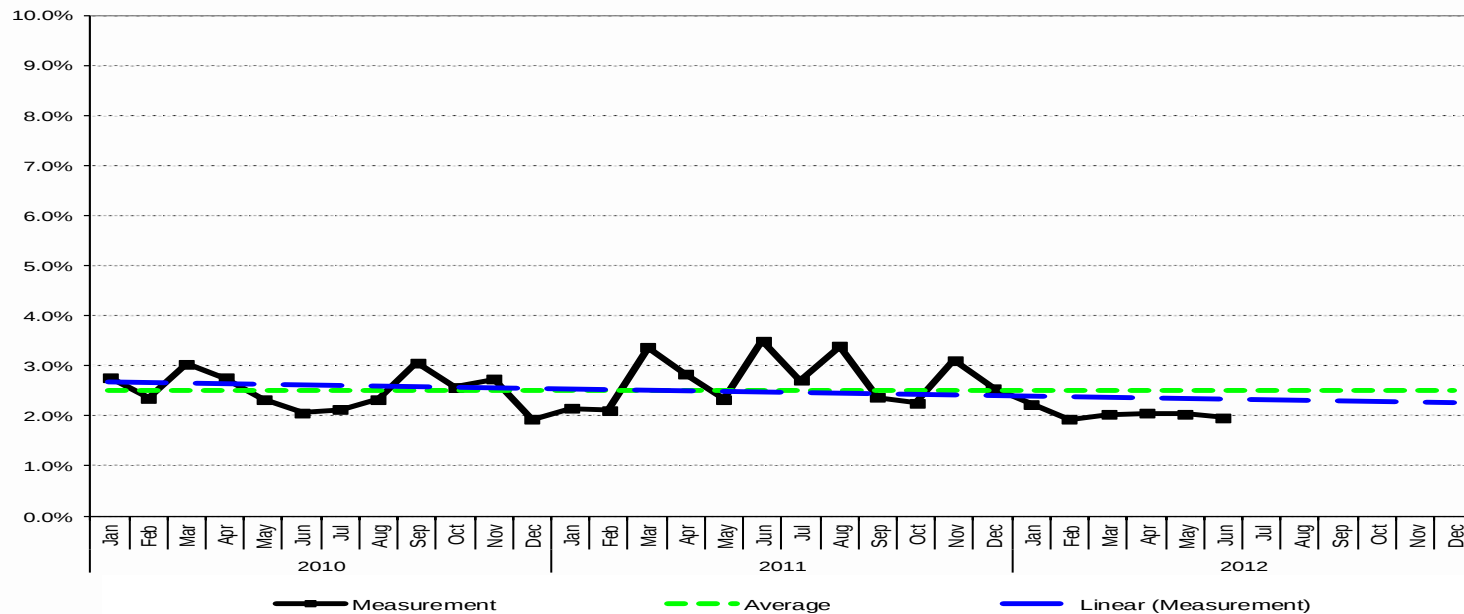
Constituency: Customer Ratepayers			Objective: Provide Accurate Bills			Goal: Reduce percentage over time
Currently Meeting Goal: Yes			Process Operating Within Control Limits: Yes			Trend: Favorable

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%	2.1%	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%						

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: Close

Process Operating
Within Control
Limits: Yes

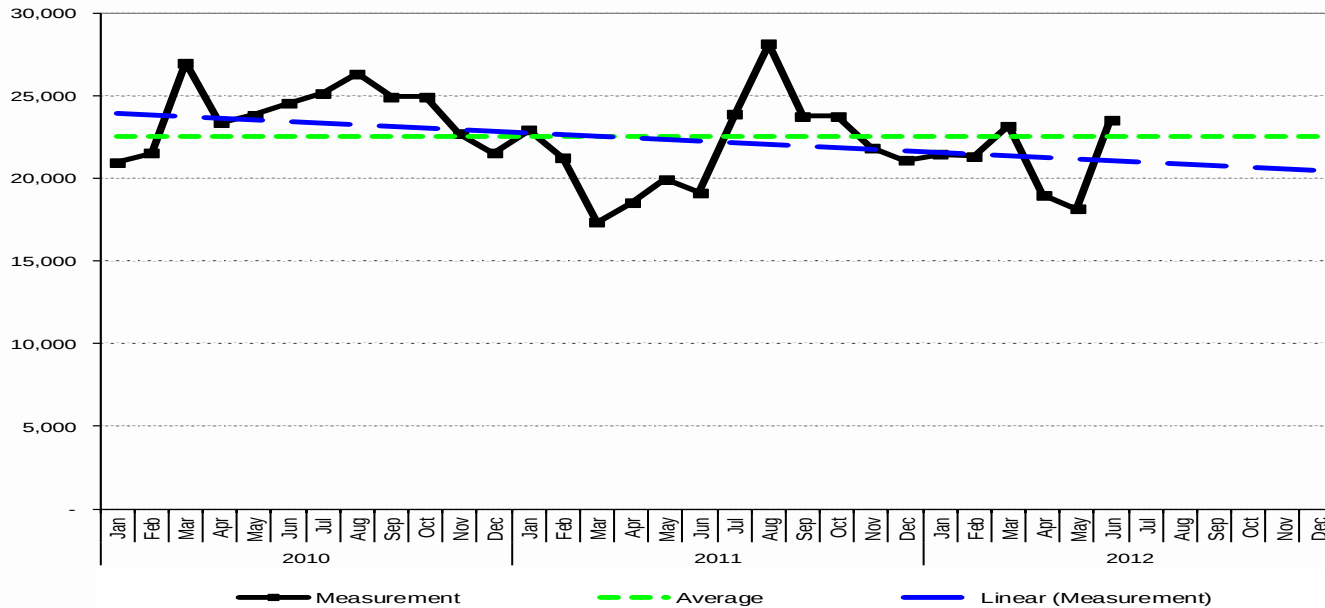
Trend: Favorable

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						

Sewerage and Water Board of New Orleans

Average Call Wait Time

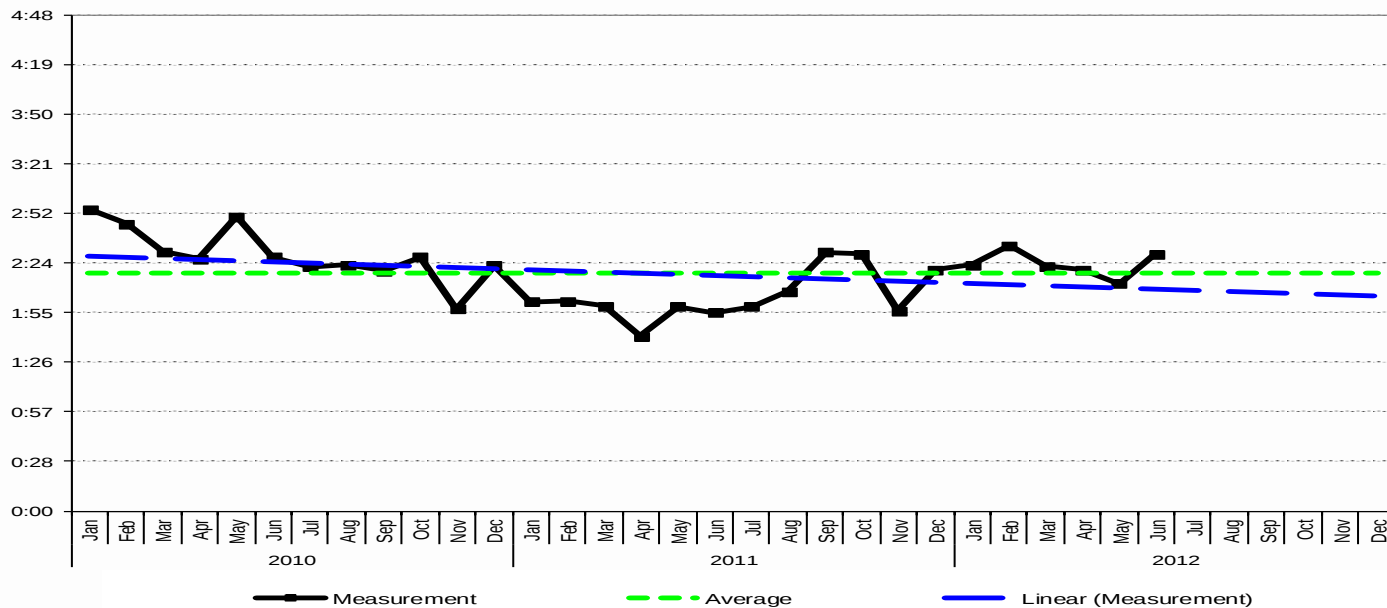
Constituency: Customer Ratepayers			Objective: Provide Accurate Bills			Goal: Reduce percentage over time
Currently Meeting Goal: Close			Process Operating Within Control Limits: Yes			Trend: Favorable

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	2:55	2:46	2:30	2:26	2:50	2:27		2:21	2:22	2:19	2:27	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						

Sewerage and Water Board of New Orleans

Calls Abandoned by Customers as a Percentage of Total

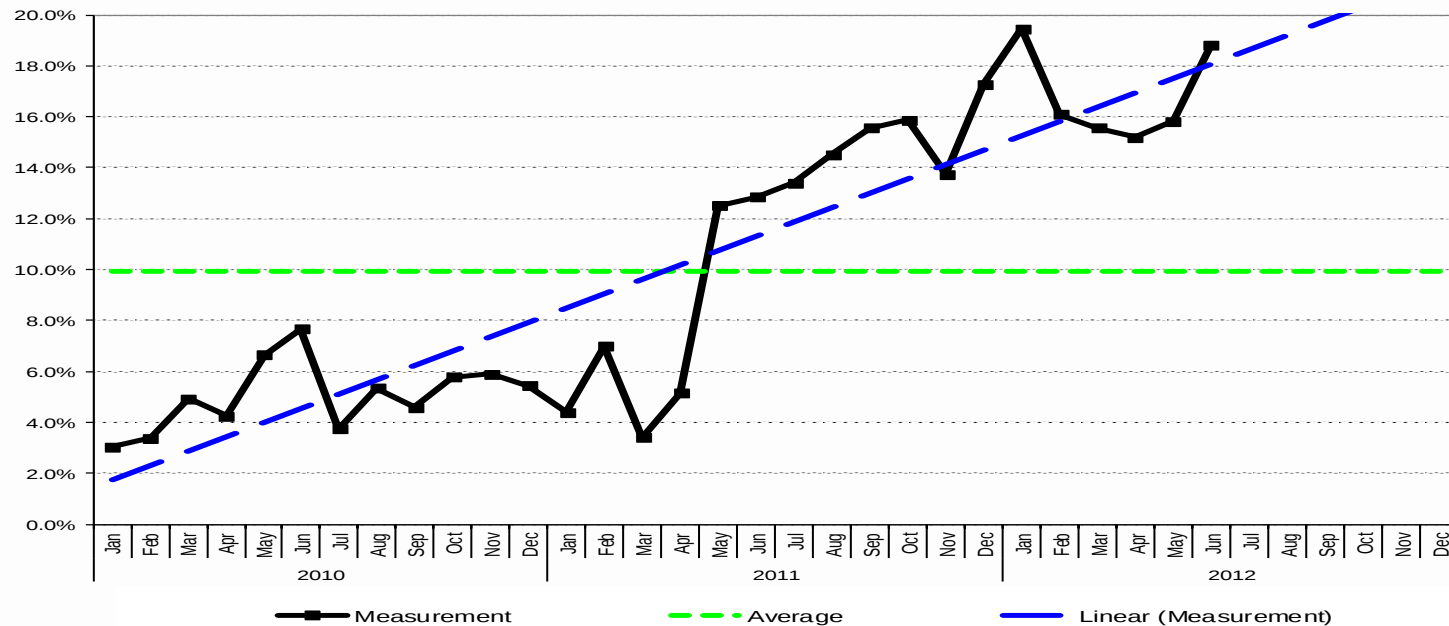
Constituency: Customer Ratepayers		Objective: Provide Timely Information and Respond Promptly to Requests		Goal: Respond to calls with less than 5% abandoned
Currently Meeting Goal: No		Process Operating Within Control Limits: No		Trend: Unfavorable

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 will need to be hired and trained. 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%						

Sewerage and Water Board of New Orleans

Total Service Requests about Low Water Pressure

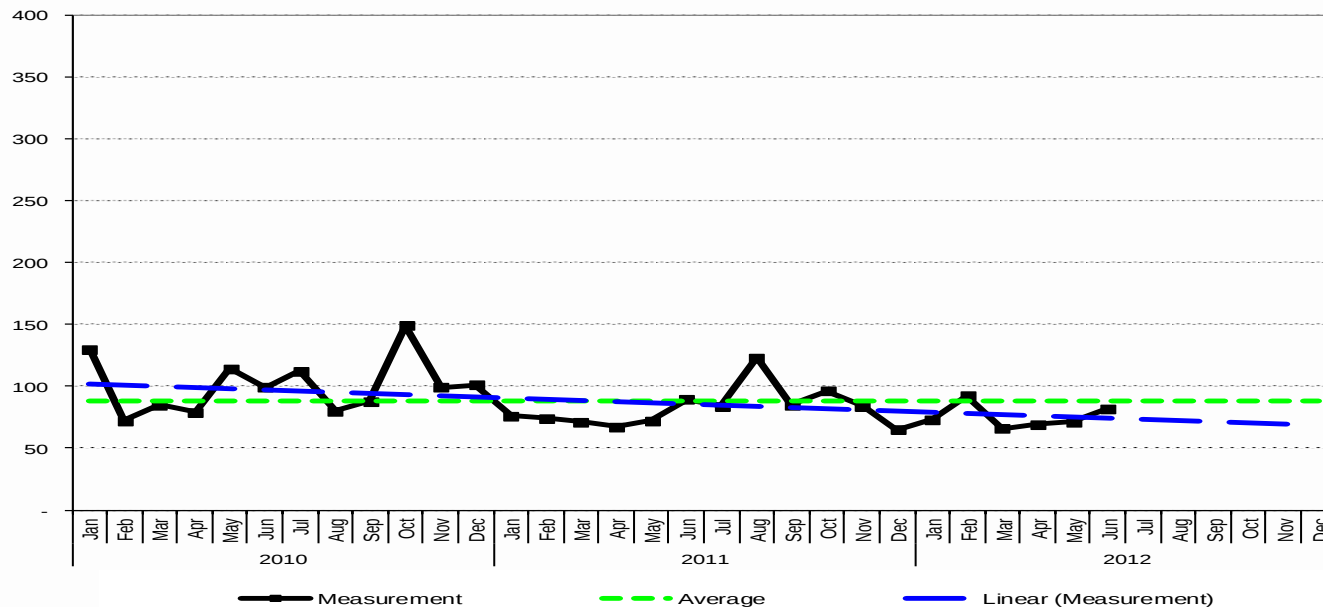
Constituency: Customer Ratepayers			Objective: Provide Timely Information and Respond Promptly to Requests		Goal: Reduce Number of Service Requests
Currently Meeting Goal: Yes			Process Operating Within Control Limits: Yes		Trend: Favorable

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						

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

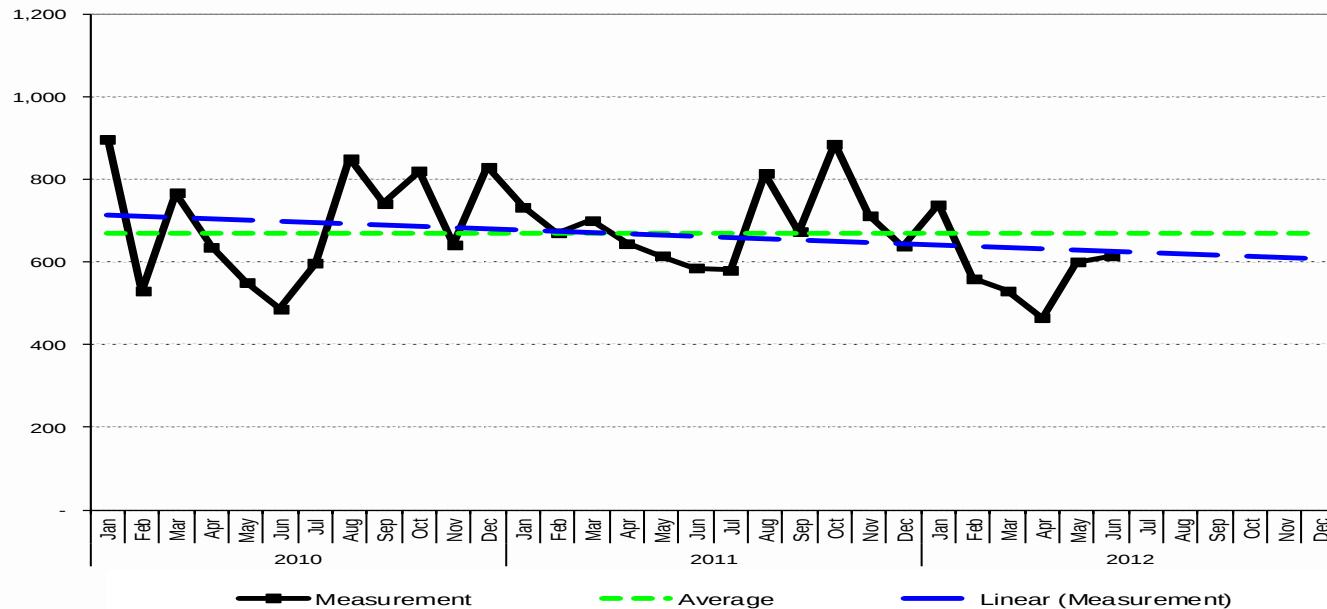
Trend: Favorable

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						

Sewerage and Water Board of New Orleans

Total Service Requests for Sewer System Leaks

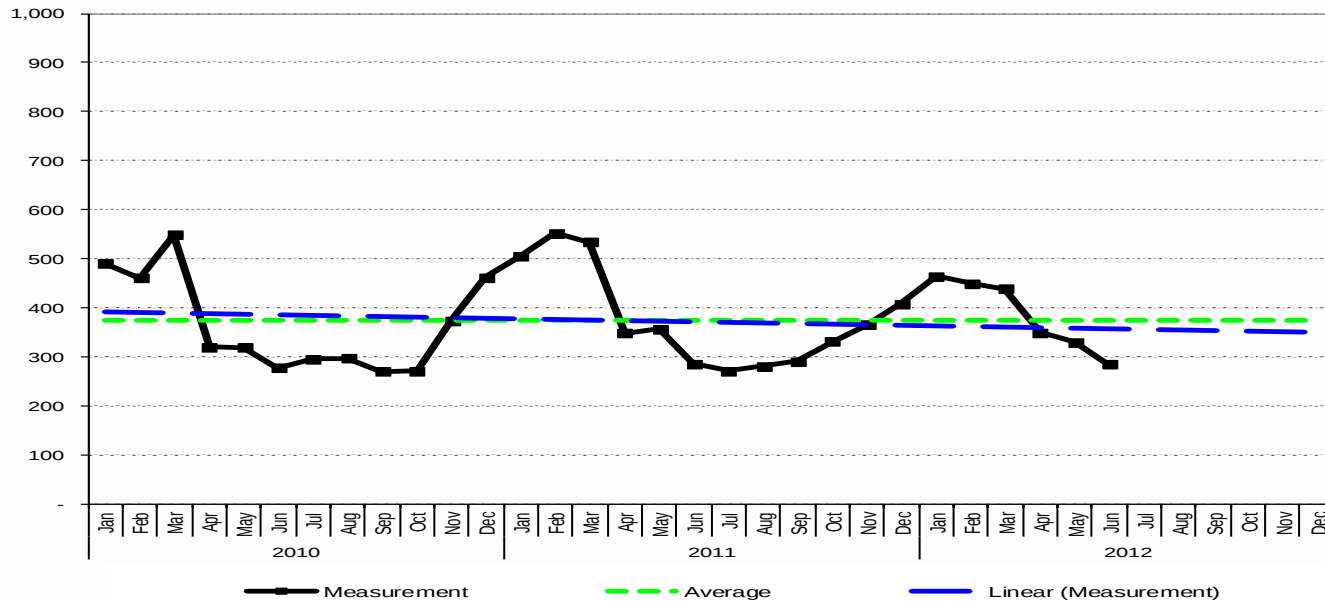
Constituency: Customer Ratepayers			Objective: Provide Timely Information and Respond Promptly to Requests		Goal: Reduce Number of Service Requests
Currently Meeting Goal: Yes			Process Operating Within Control Limits: Yes		Trend: Favorable

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						

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

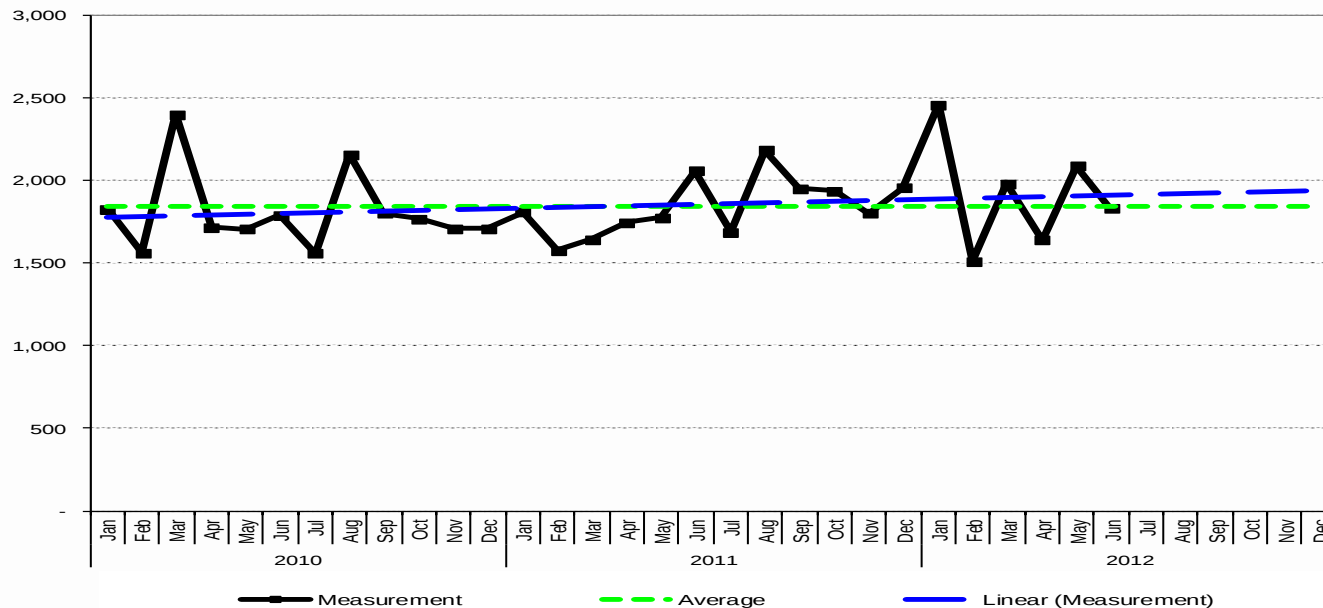
Trend: Increasing

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						

Tree Work Order Time to Close Non-Emergency Work Orders Increases

Issue

Tree trimming and removal prevents damage to public and private buildings

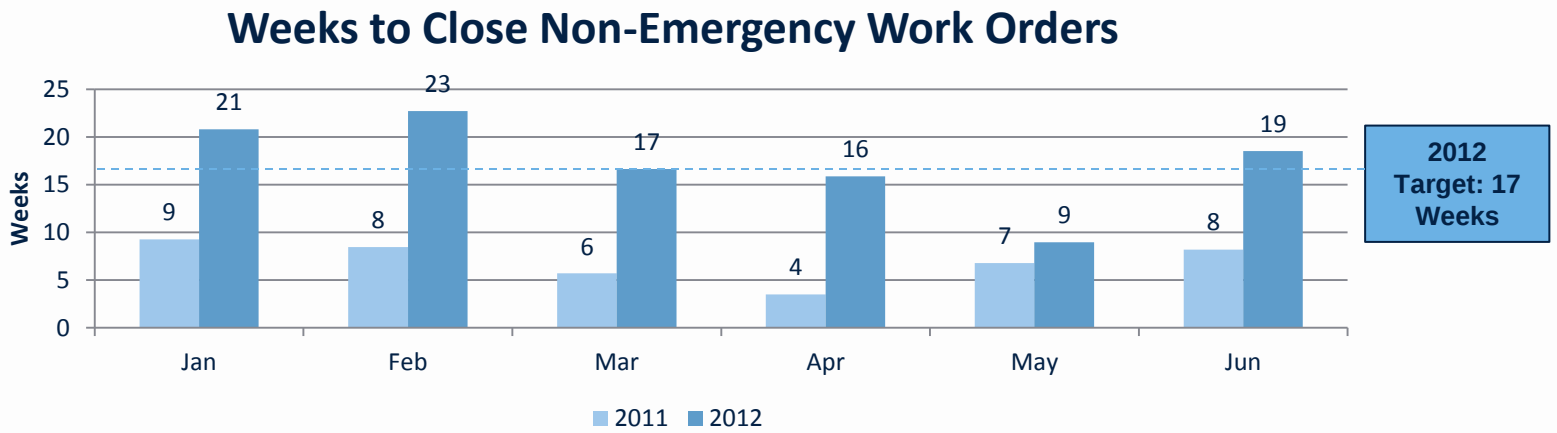
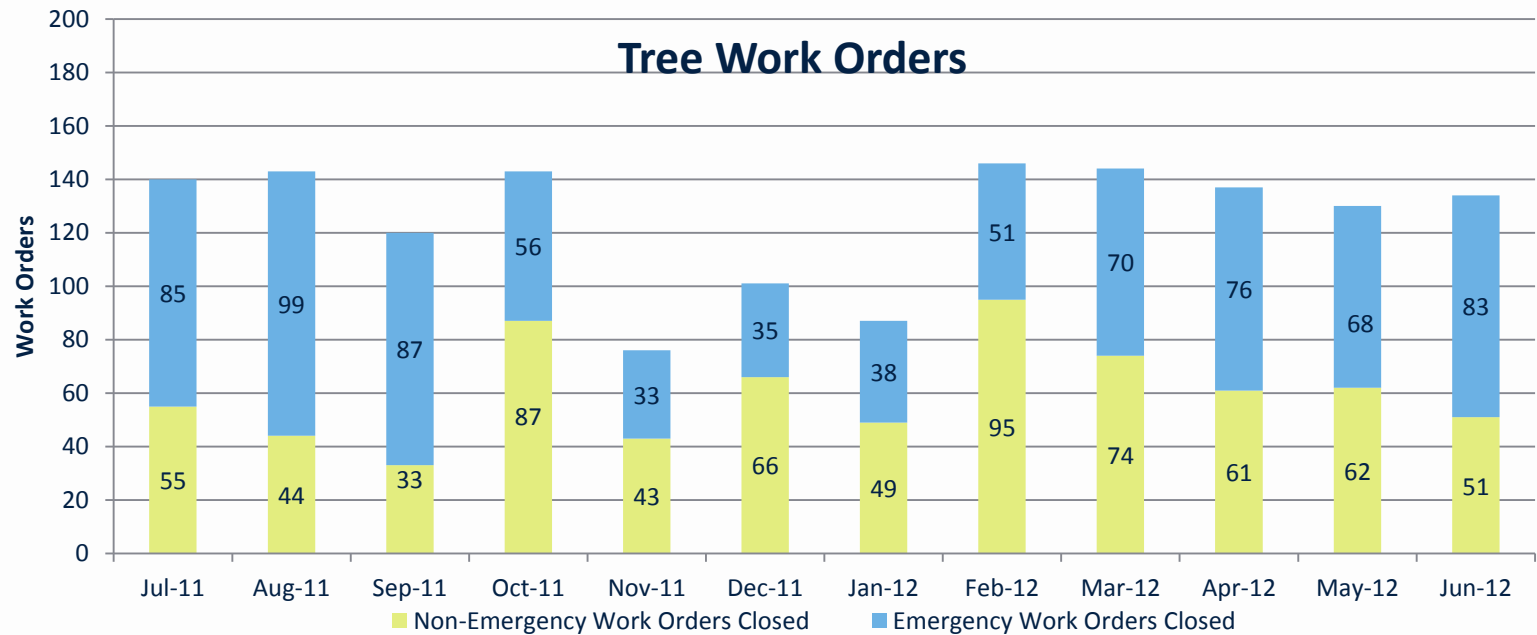
Status

GIS mapping and optimization of work patterns in process

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

Critical Parties

Parks and Parkways
ITI
OPA



Forestry Activity Decreases

Issue

Tree trimming and removal prevents damage to public and private buildings

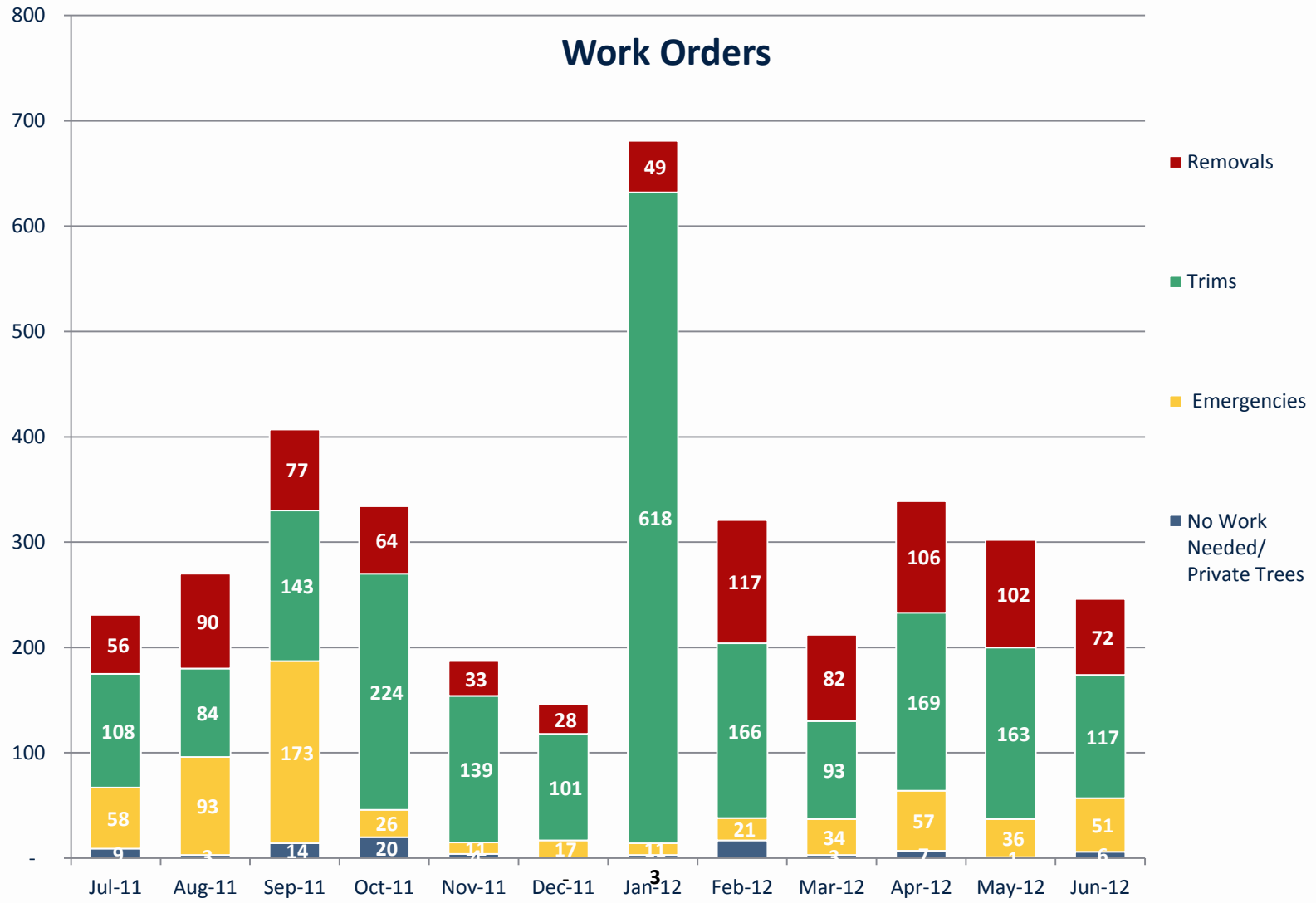
Status

Ongoing

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

Critical Parties

Parks and Parkways

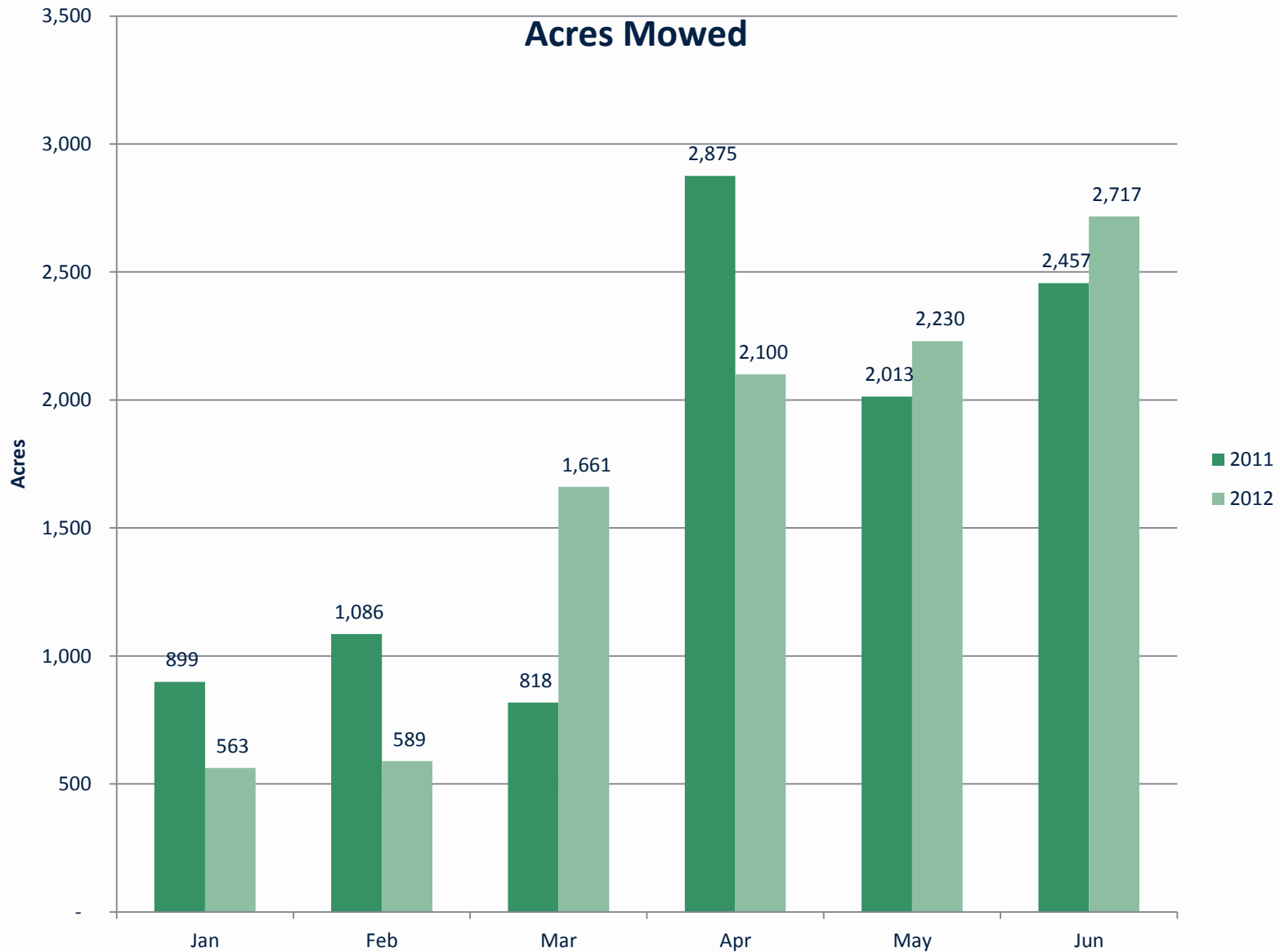


Contact Info: Non-Emergency 658-3200; Emergency 911



Quality of Life STAT August 2, 2012 29

Mowing Season Peaks



Issue

Proper mowing results in healthy and attractive green spaces.

Status

Ongoing

Critical Parties

Parks and Parkways

Bandit Signs Removed Decreases

Issue

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

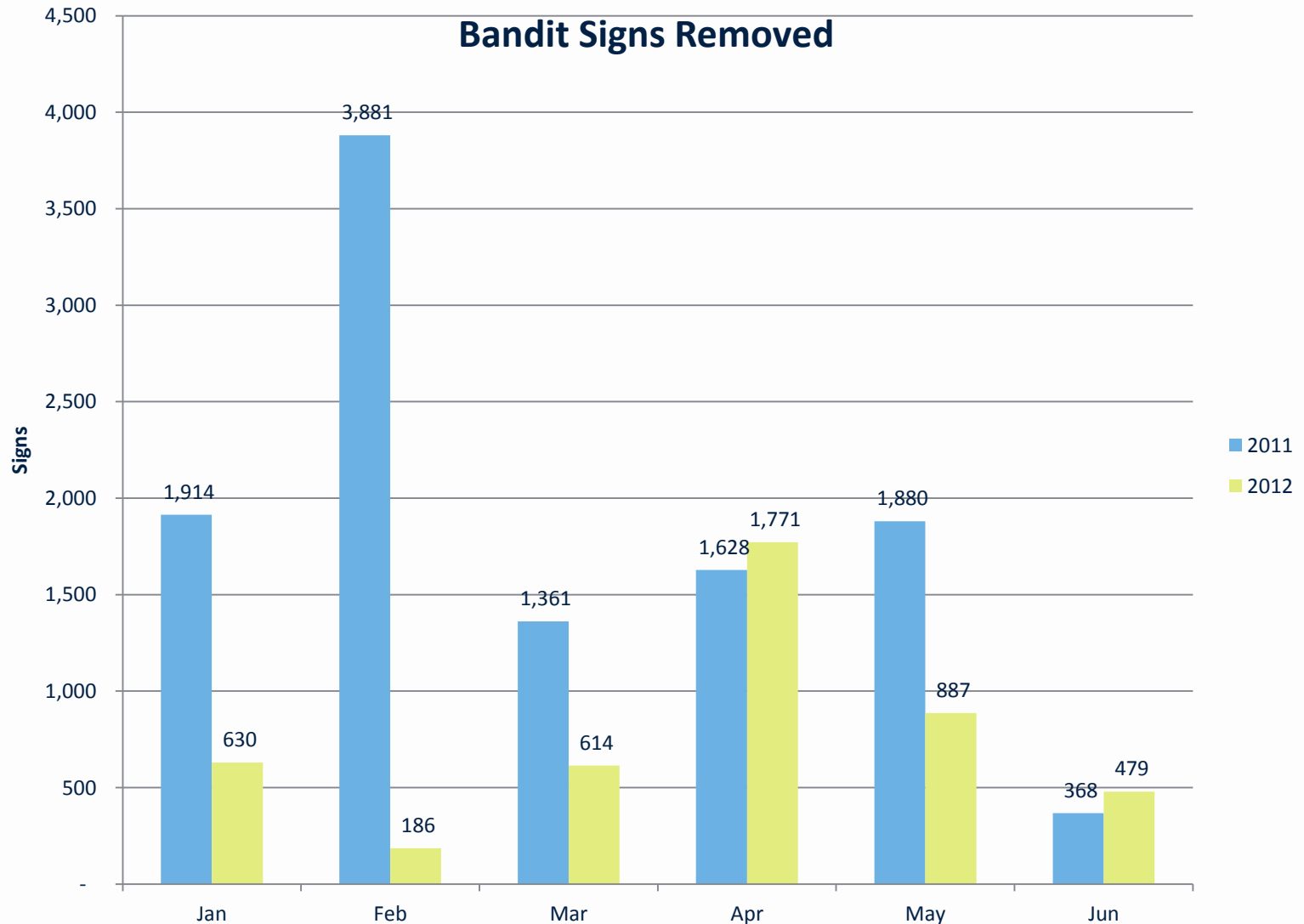
Status

Monitoring efforts continue

City considering other actions against repeat offenders, such as cease and desist letters

Critical Parties

Sanitation, Parks and Parkways



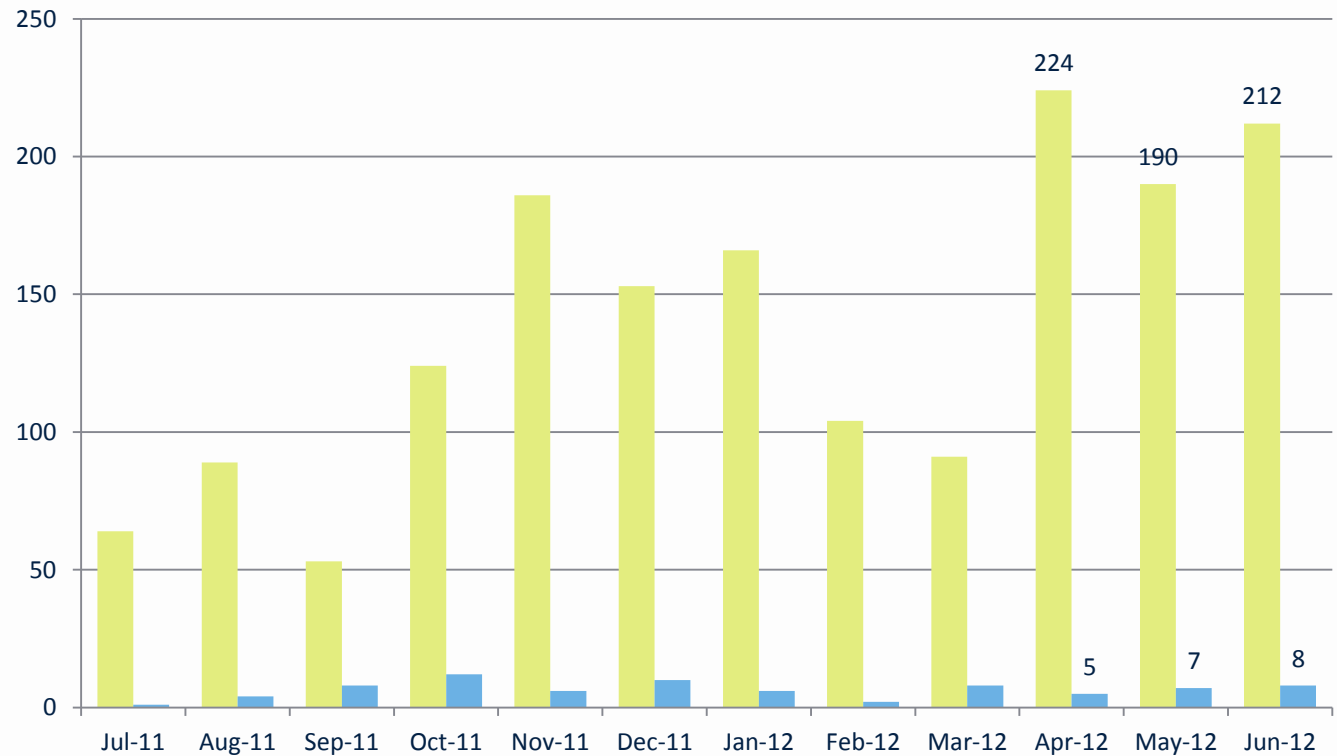
Note: May 2012 number revised in June 2012.

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

Sanitation Ranger and Quality of Life

ABOs, Litter, and Tire Dumping

Sanitation Enforcement Activity



	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12
Inspections	64	89	53	124	186	153	166	104	91	224	190	212
NOPD Summons	1	4	8	12	6	10	6	2	8	5	7	8

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 Tires and Illegal Dumping Sites

Issue

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

Status

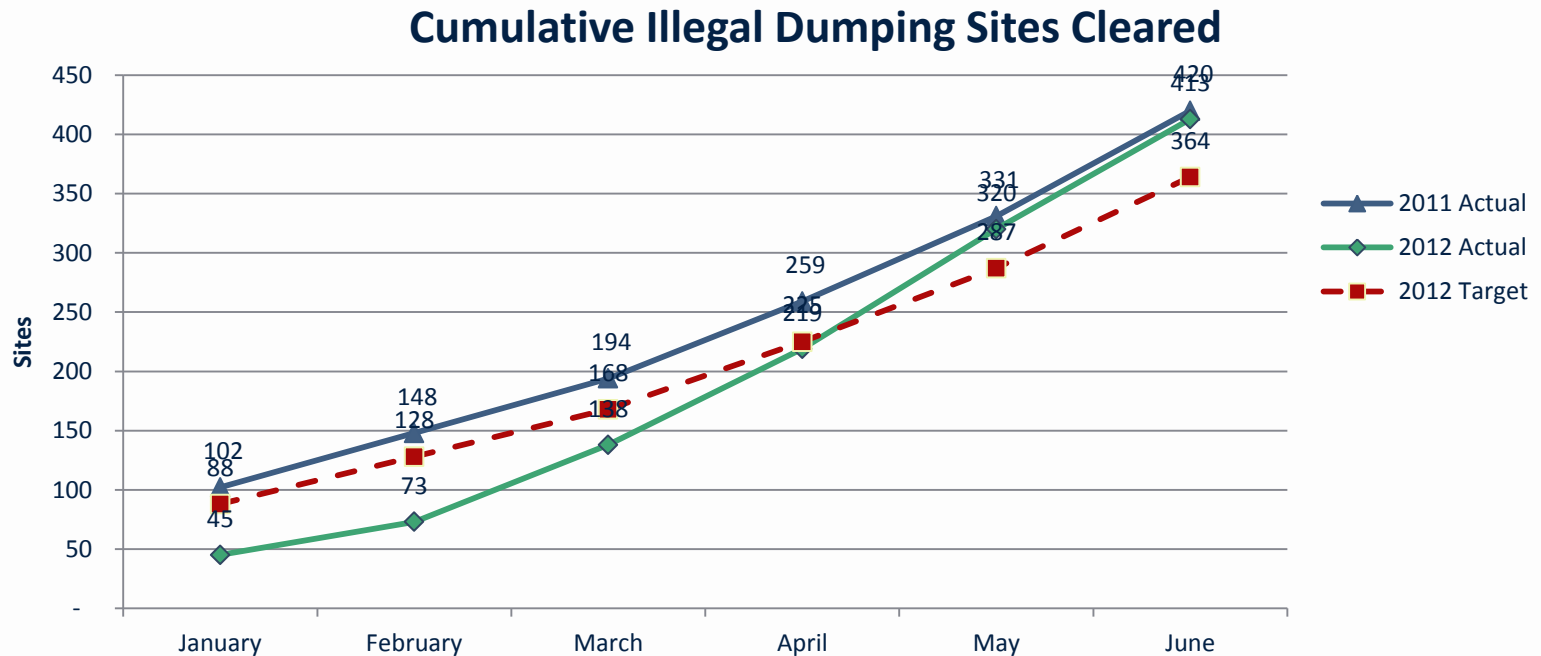
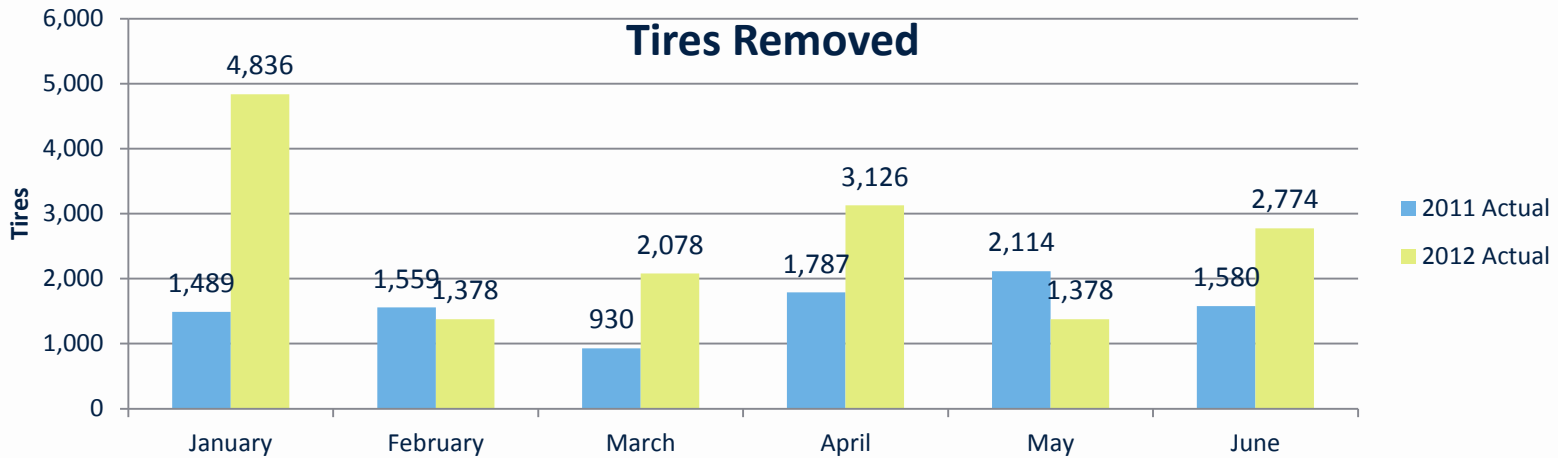
Included in initial 311 rollout

Work Order intake system with mapping needed

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

Critical Parties

Sanitation
Law



Alcohol Beverage Outlet Cases Prosecuted

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

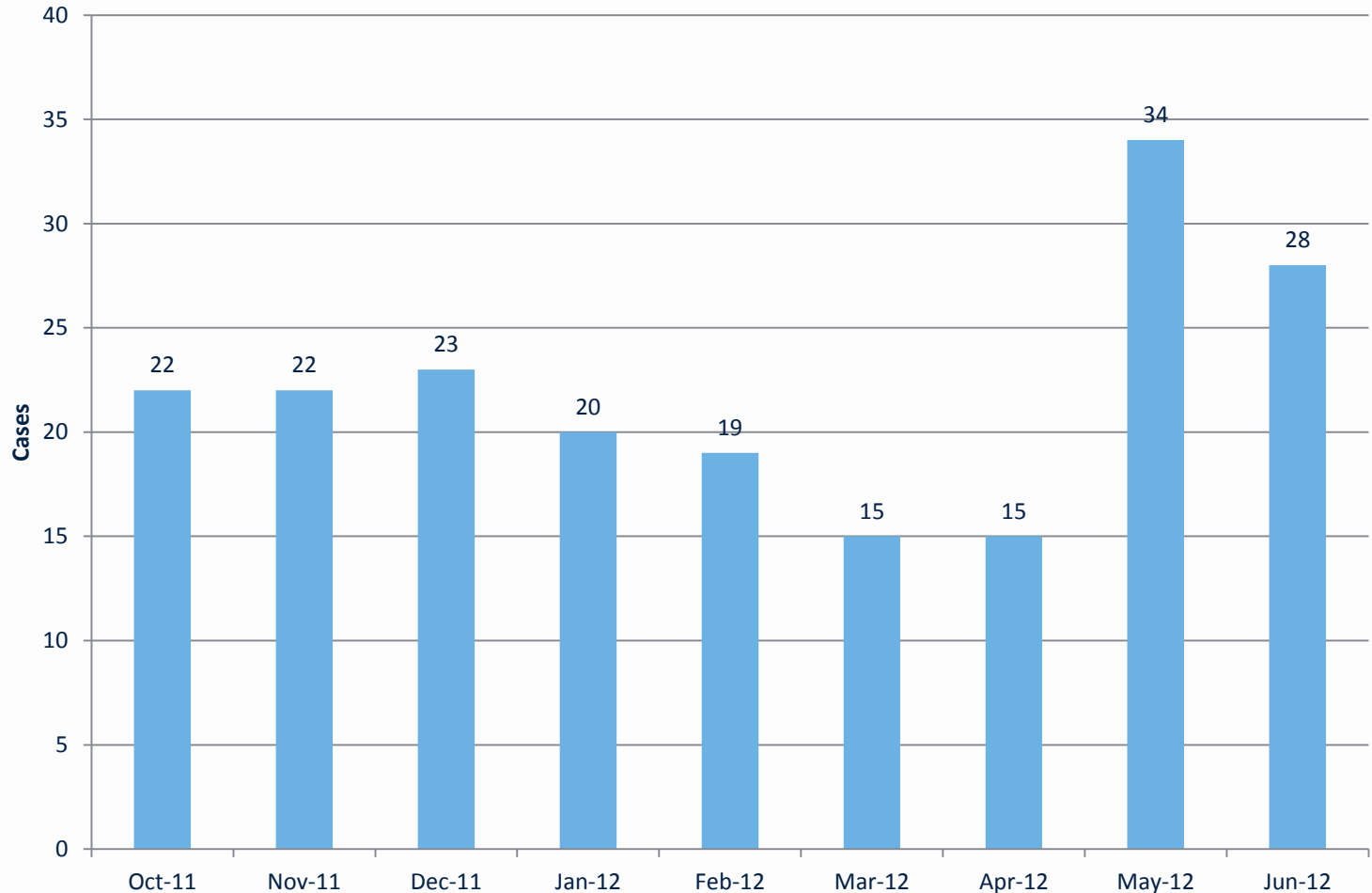
Ongoing enforcement efforts

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?