



CITY OF NEW ORLEANS
Quality of Life STAT

Reporting Period: November 2016

www.nola.gov/opa



QualityOfLifeSTAT December 15, 2016

311



Responsible Organization:
311

Data Source:
311 performance reporting

For November, all departments reported 100 percent adoption rates for the 311 system

Existing Onboarded Departments

Onboarding Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	NORDC	Sanitation	Taxi	EMS
Timeliness to Close Requests (Closed cases meeting target > 80%, 50-80%, <50%)	99%	76%	35%	87%	80%	25%	67%	N/A	38%	29%	N/A
Request Closure Rate (Closed Cases >= New Cases Yes/No)	Y	N	Y	N	Y	Y	Y	Y	Y	N	Y
Backlog to Closed Requests Ratio (<5, 5-7, >=8)	0.0	81.5	1.1	12.1	0.0	0.2	8.6	N/A	0.3	1.5	N/A

Department Adoption Rate

Adoption Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	NORDC	Sanitation	Taxi	EMS
Current Month	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
90d Average	100.00%	94.00%	100.00%	100.00%	100.00%	94.00%	94.00%	94.00%	100.00%	94.00%	100.00%
YTD Average	100.00%	98.00%	100.00%	99.00%	100.00%	95.00%	98.00%	95.00%	100.00%	94.00%	100.00%

NORDC and EMS reported no 311 requests during November



PUBLIC WORKS



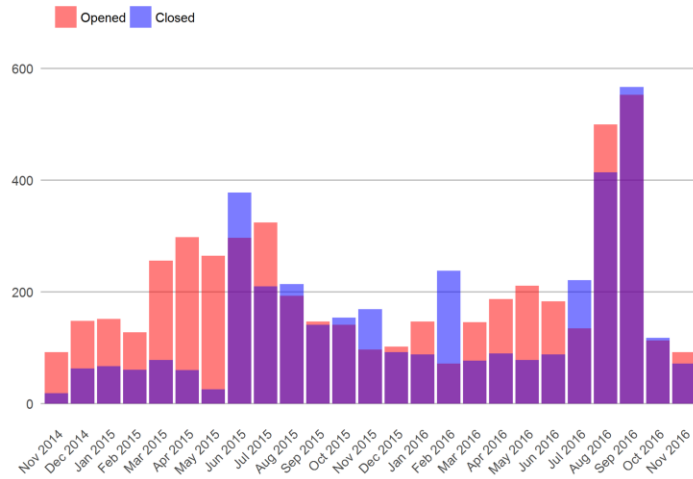
Responsible Organization:
Department of Public Works
(DPW)

Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

Fewer pothole requests were initiated and completed in November

Pothole/Roadway Surface Repair:
Service requests net per month



Responsible Organization:
Department of Public Works
(DPW)

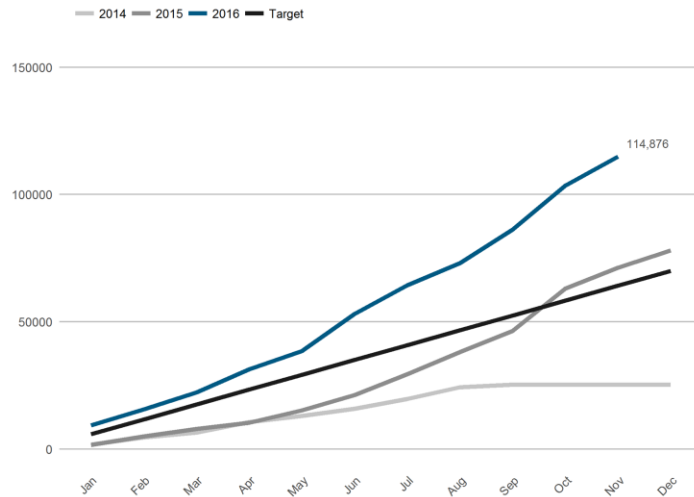
Data Source:
DPW maintenance reports

Related Strategy:
Maintain and improve road
surface infrastructure

Note:
Beginning in November 2015,
prior month values have been
revised based on DPW end-of-
month reports. End-of-month
figures reported by DPW may
not correspond to prior monthly
totals, which were calculated
independently by OPA using
weekly maintenance reports.

DPW is now on pace to fill more than 115,000 potholes by the end of 2016

Cumulative number of potholes filled



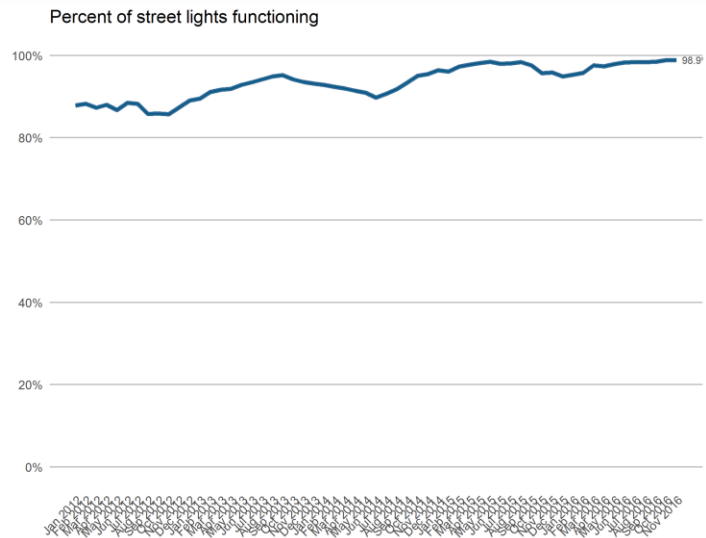
Responsible Organization:
Department of Public Works

Data Source:
DPW Streetlights Monthly
Report

Related Strategy:
Maintain and improve road
surface infrastructure

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

Streetlights functioning remain just below 99 percent



Responsible Organization:
Department of Public Works

Data Source:
311

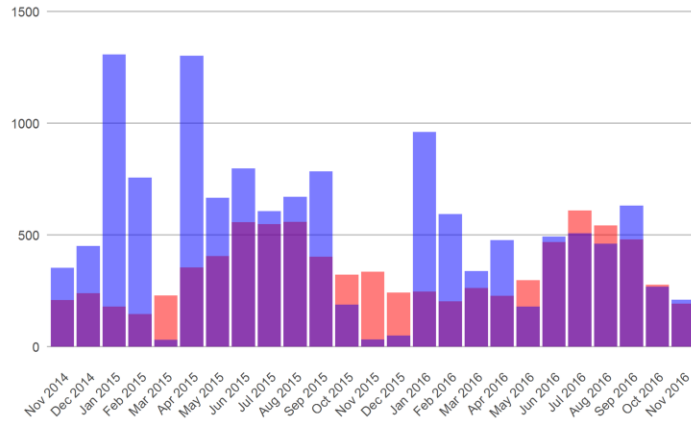
Related Strategy:
Maintain and improve road
surface infrastructure

Notes:
In rare instances, a 311 service
request is reopened after being
previously closed. In such
cases, this may result in the
number of open requests not
tying exactly with the number of
closed and opened cases.

Streetlight requests completed were just ahead of repairs initiated during November

Street Light:
Service requests net per month

Opened Closed



Responsible Organization:
Department of Public Works

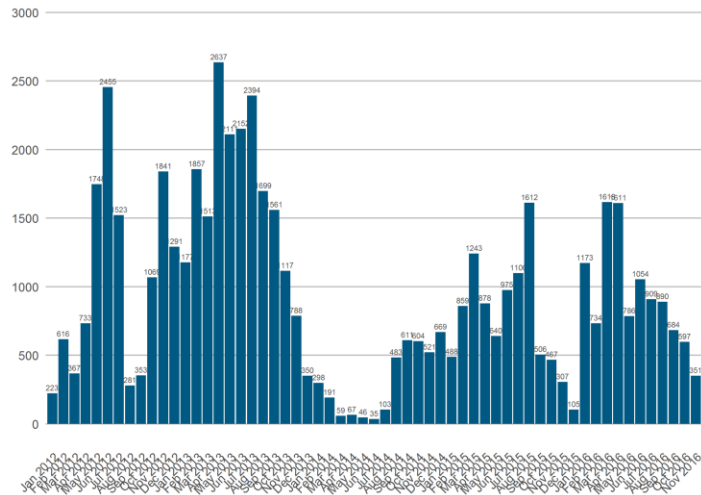
Data Source:
DPW Streetlights Monthly
Report

Related Strategy:
Maintain and improve road
surface infrastructure

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

DPW has already restored more than 10,000 outages in 2016

Number of streetlight outages restored



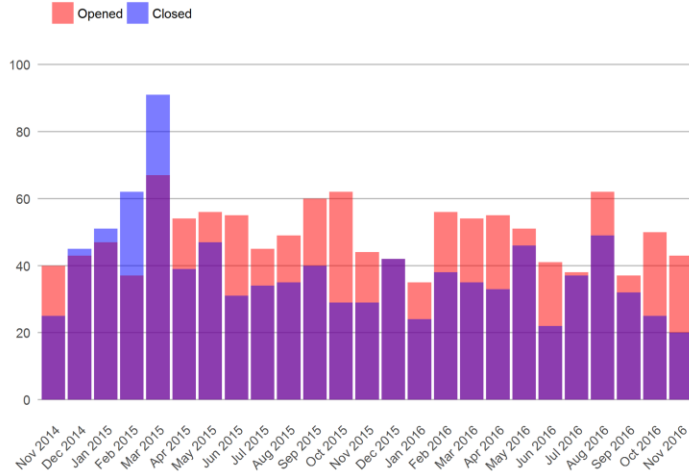
Data Source:
311

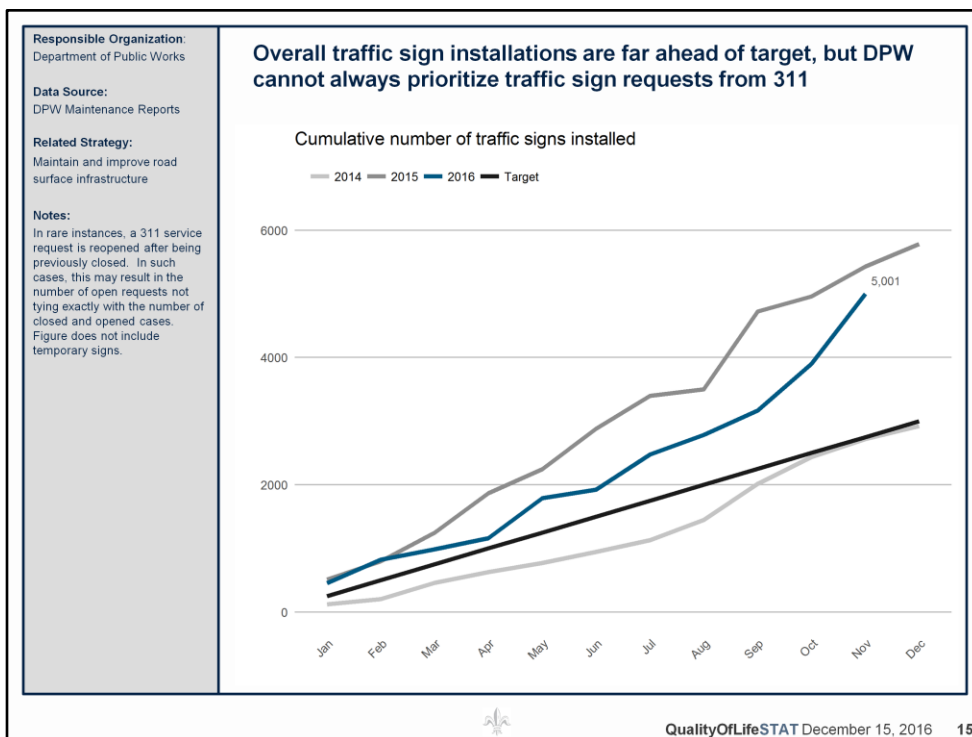
Related Strategy:
Maintain and improve road
surface infrastructure

Notes:
In rare instances, a 311 service
request is reopened after being
previously closed. In such
cases, this may result in the
number of open requests not
tying exactly with the number of
closed and opened cases.

Just over 40 new traffic sign requests were initiated during November

Traffic Sign:
Service requests net per month





2015 traffic sign installations were boosted by citywide sign replacement program.

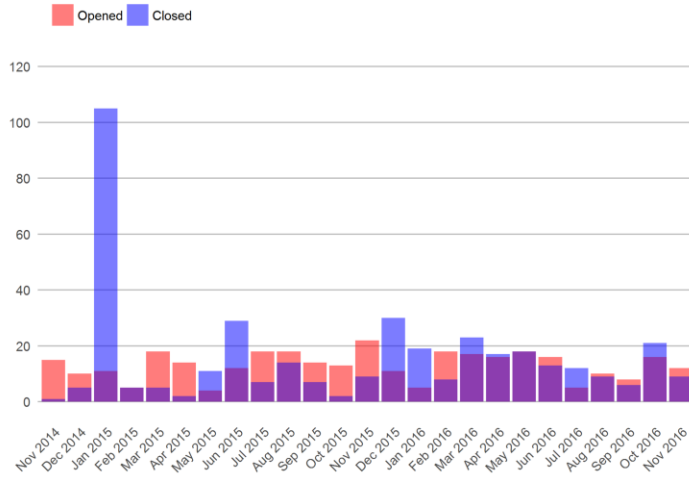
Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

Notes:
In rare instances, a 311 service
request is reopened after being
previously closed. In such
cases, this may result in the
number of open requests not
tying exactly with the number of
closed and opened cases.

Demand for street name signs via 311 remains below 20 requests per month

Street Name Sign:
Service requests net per month



Responsible Organization:
Department of Public Works

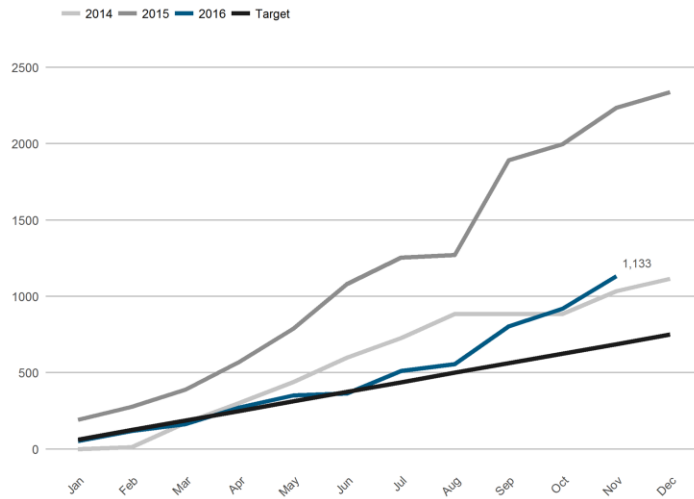
Data Source:
DPW Maintenance Reports

Related Strategy:
Maintain and improve road
surface infrastructure

Notes:
In rare instances, a 311 service
request is reopened after being
previously closed. In such
cases, this may result in the
number of open requests not
tying exactly with the number of
closed and opened cases.

DPW has met the 2016 goal for street name sign installations, but still needs to close a backlog of 45 requests from 311

Cumulative number of street name signs installed



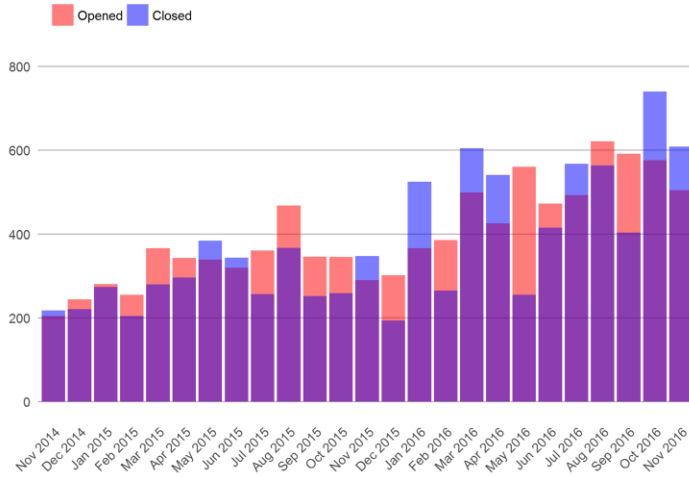
Responsible Organization:
Department of Public Works

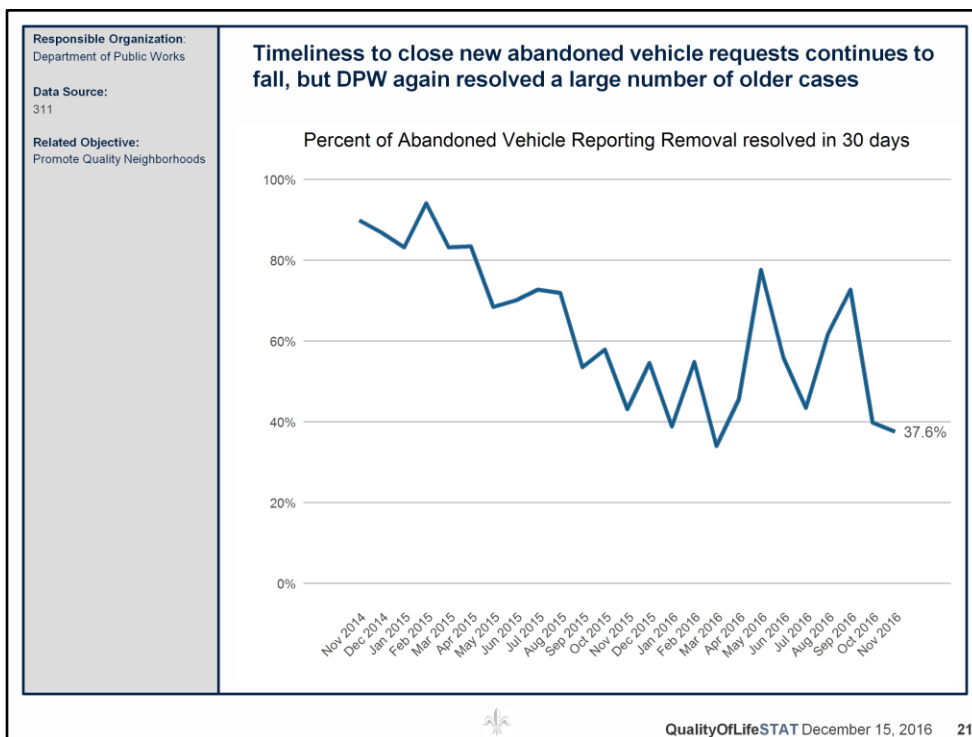
Data Source:
311

Related Objective:
Promote Quality Neighborhoods

For the second time in 2016, DPW made two consecutive months of progress against the abandoned vehicle complaint backlog

Abandoned Vehicle Reporting/Removal:
Service requests net per month





Vehicle auction will be held after Christmas.

Responsible Organization:
Department of Public Works

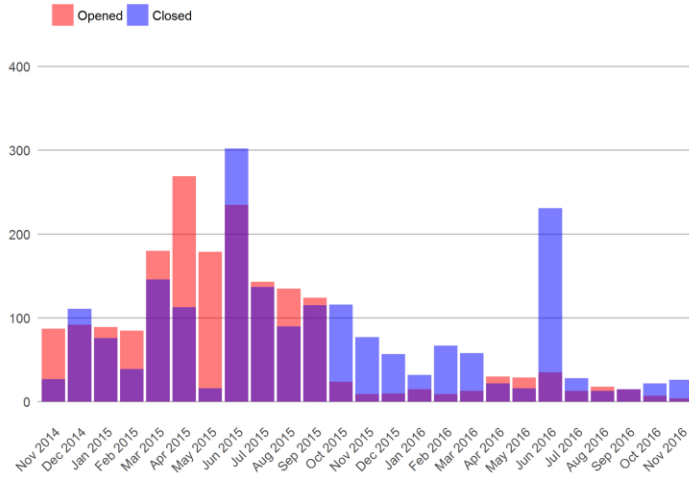
Data Source:
311

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

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

DPW kept pace with new street flooding requests during November, but a 3,300+ call backlog persists

Street Flooding/Drainage:
Service requests net per month



Responsible Organization:
Department of Public Works

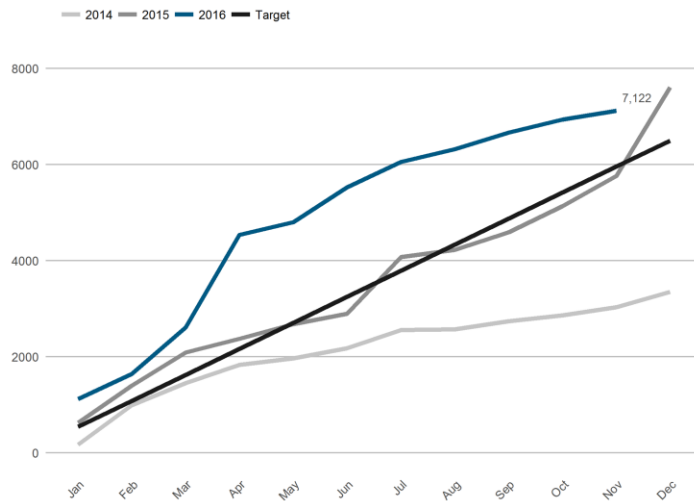
Data Source:
DPW maintenance reports

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

Note:
Beginning in November 2015, prior month values have been revised based on DPW end-of-month reports. End-of-month figures reported by DPW may not correspond to prior monthly totals, which were calculated independently by OPA using weekly maintenance reports.

With crews in each Council district, catch basin cleanings have been ahead of historic levels during every month of 2016

Cumulative number of catch basins cleaned



Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Potholes filled	114,876	64,167	70,000
Streetlights functioning (%)	98.9	92	92
Streetlight outages restored	10,407	6,417	7,000
Permanent traffic signs installed	5,001	2,750	3,000
Street name signs installed	1,133	688	750
Abandoned vehicle requests closed within 30 days (%)	48.2	80	80
Catch basins cleaned	7,122	5,958	6,500
Catch basins cleaned (%)	10.5	NA	NA



SEWERAGE AND WATER BOARD



Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

SWB customer service indicators

	Goal	Goal Met	Within Control Limits	Trend
Billing Accuracy / Reasonable	Meters Read			
	Estimated Bills			
	High Bill Complaints			
	Adjusted Bills			
Problem Resolution	Customer Contacts			
	Call Wait Time Answered			
	Call Wait Time Abandoned			
	Abandoned Calls			
	Emergency Abandoned Calls			
	Low Water Pressure			
	Water System Leaks			
	Sewer System Leaks			
Collections Effectiveness	Accounts Off for Non-Payment			
	Receivables 30 to 120 Days Old			
	Receivables 120 Days and Older			

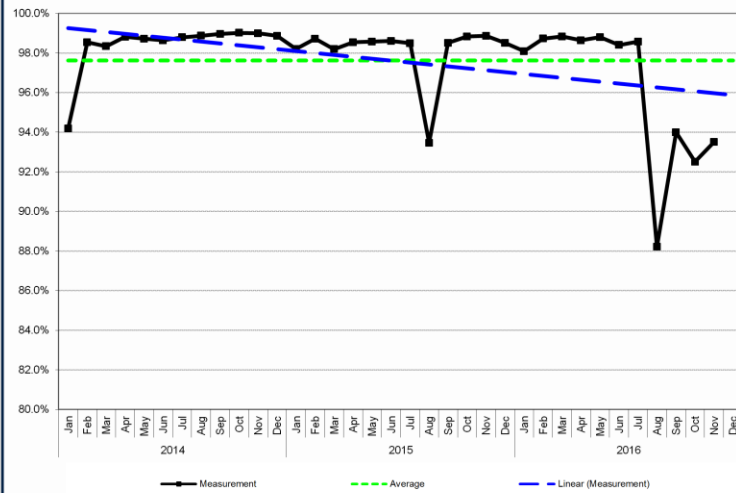


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Meters read as a percentage of total meters

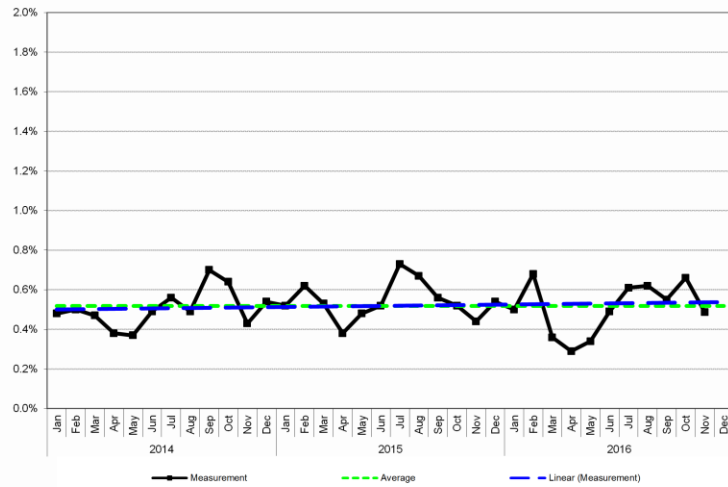


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Investigations from high bill complaints as a percentage of total bills

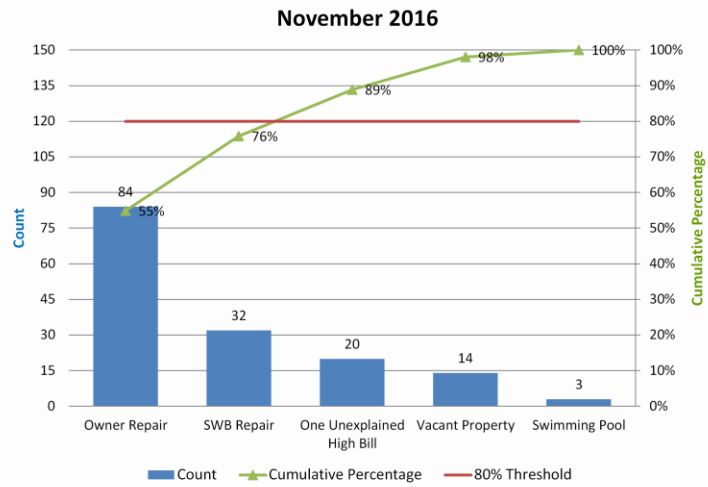


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Reasons for adjustments

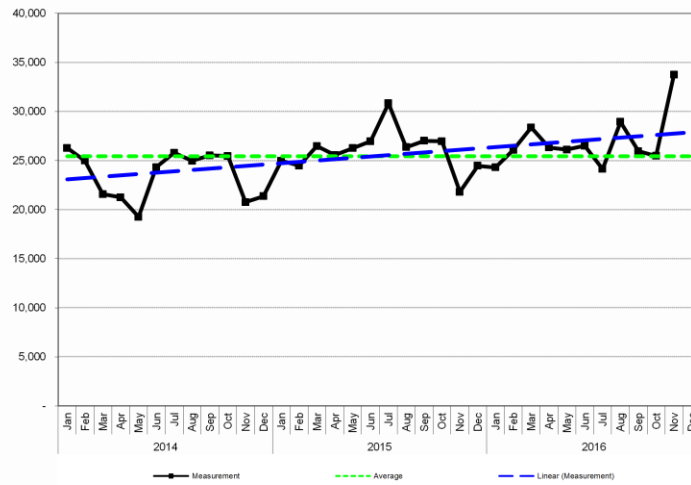


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Total inbound customer contacts

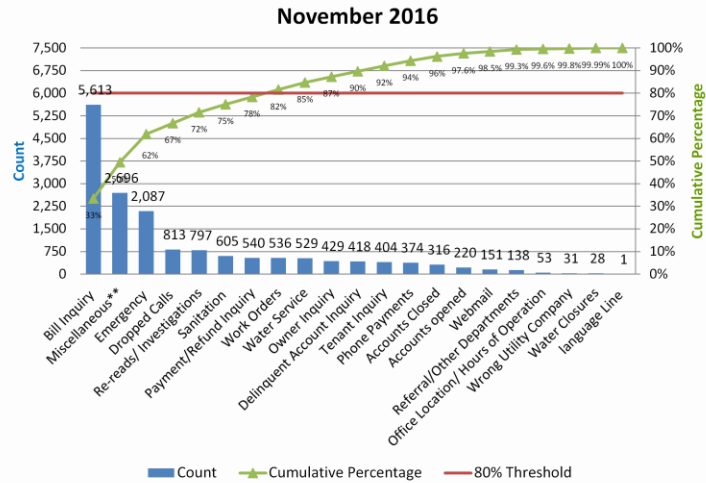


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Types of customer calls

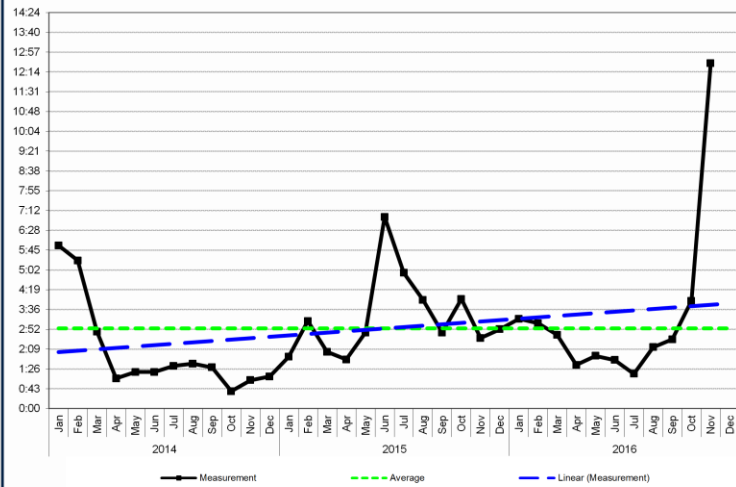


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Average call wait time (calls answered)

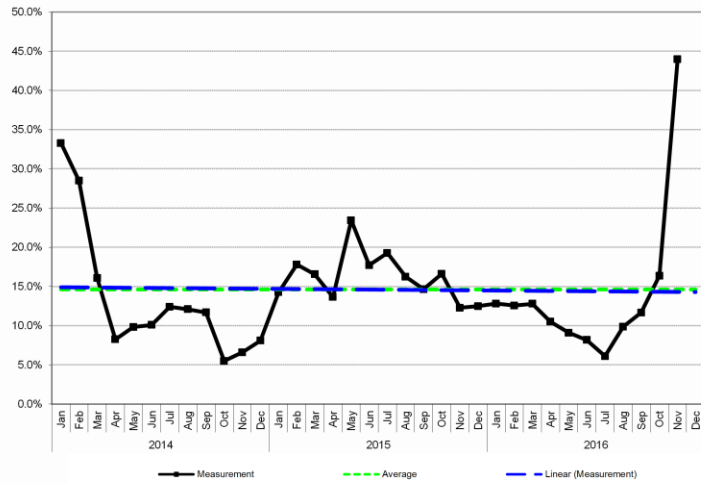


Responsible Organization:
Sewerage and Water Board of
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Data Source:
Sewerage and Water Board of
New Orleans

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

Calls abandoned

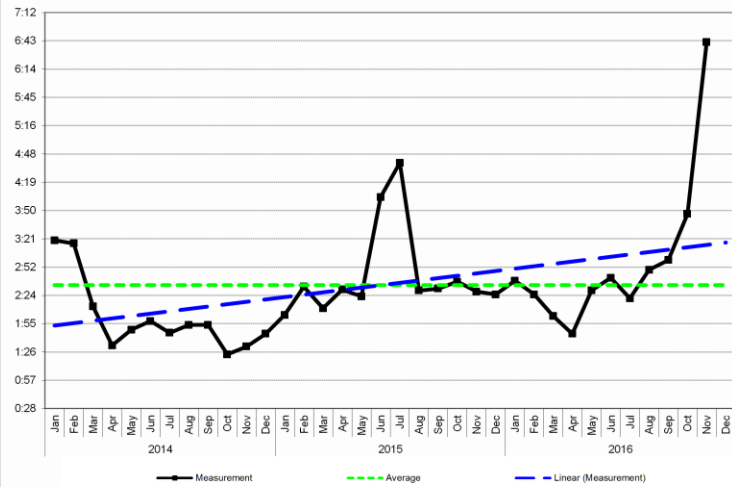


Responsible Organization:
Sewerage and Water Board of
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Data Source:
Sewerage and Water Board of
New Orleans

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

Average call wait time (calls abandoned)

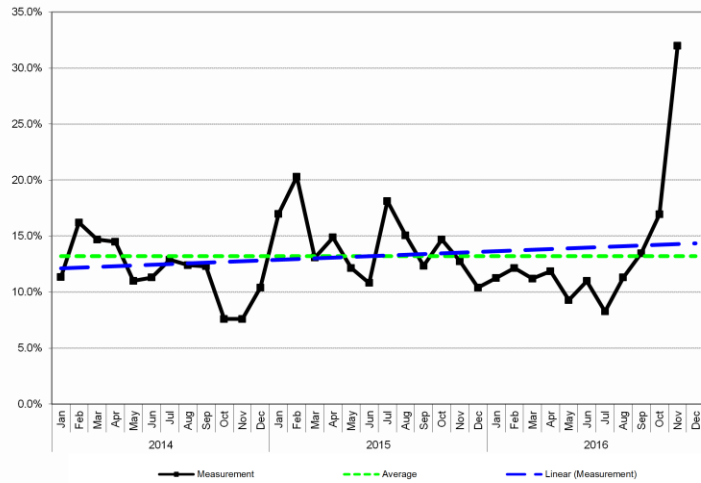


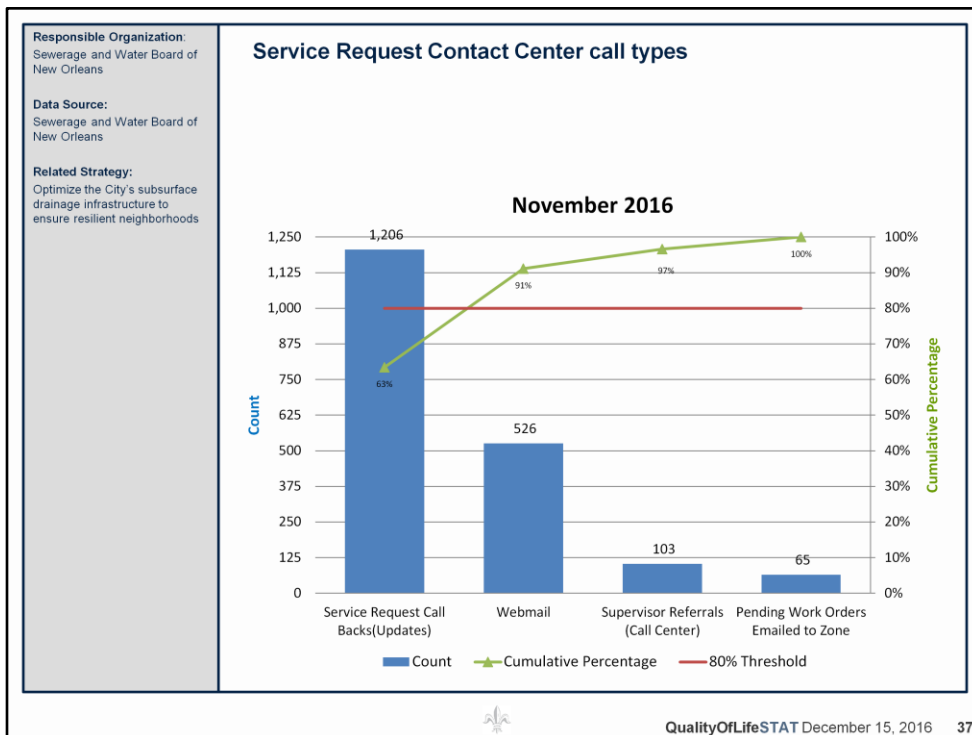
Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Emergency calls abandoned





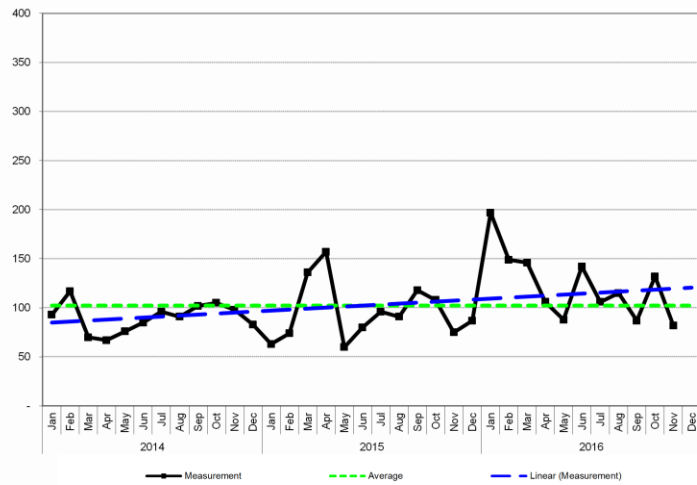
The Service Request Contact Center takes pressure off the primary call center by handling some request types related to repairs.

Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Total service requests about low water pressure

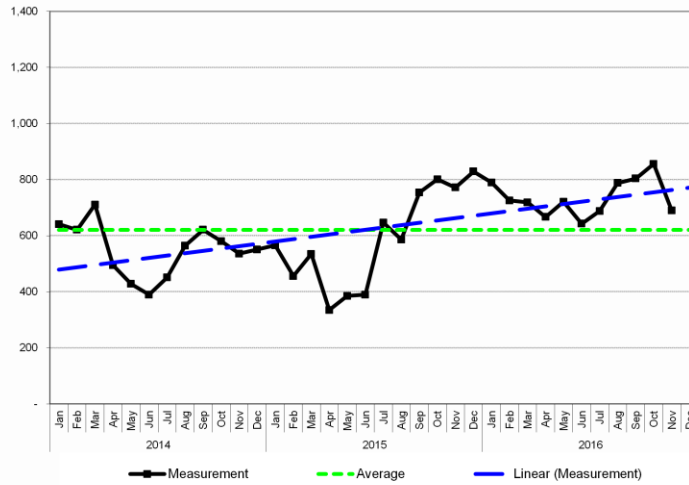


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Total service requests for water system leaks

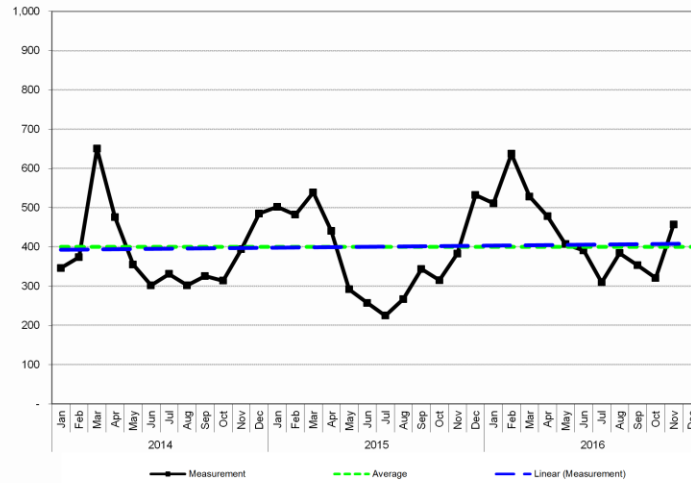


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Total service requests for sewer system leaks

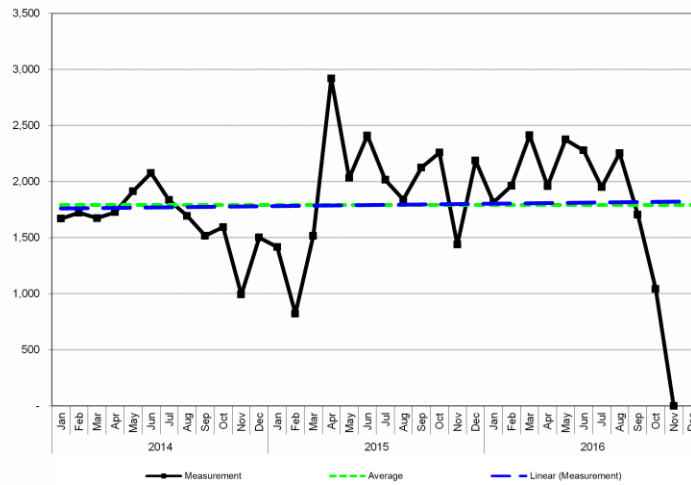


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

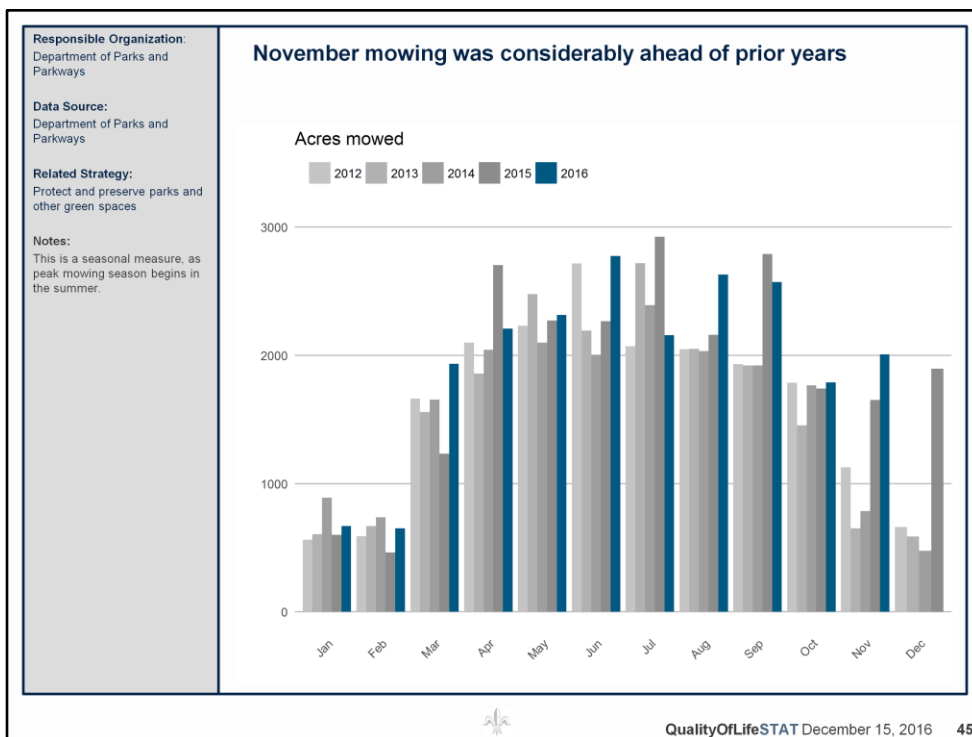
Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
ensure resilient neighborhoods

Total accounts turned off for non-payment

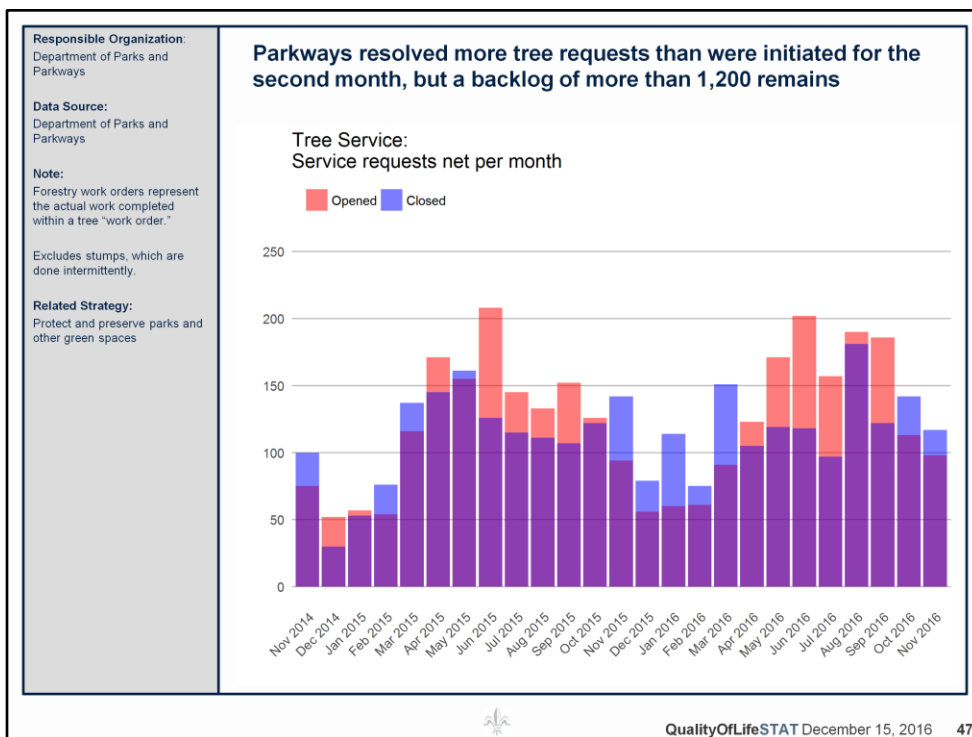


PARKS AND PARKWAYS





Department extended mowing contract into November.



Department was able to move some surplus personnel funds into operating budget for contract tree services.

Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

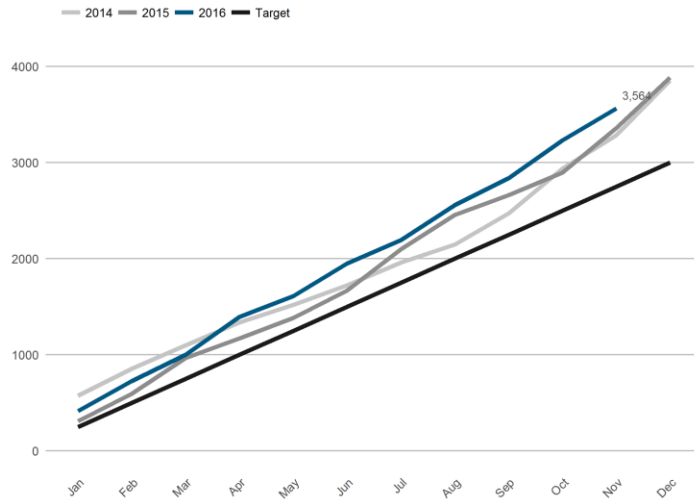
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

Tree trims and removals have remained ahead of both current targets and prior-year trends

Cumulative number of tree trims and removals



Responsible Organization:

Department of Sanitation
Department of Parks and
Parkways

Data Source:

Department of Sanitation
Department of Parks and
Parkways

Definition:

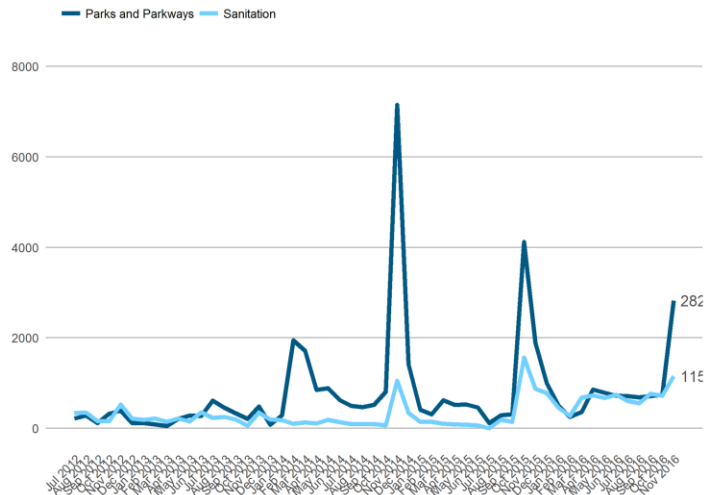
Bandit sign: A flyer or
advertisement posted on a
public row in an unauthorized
location.

Related Strategies:

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

With the November elections, almost 4,000 signs were removed by Parkways and Sanitation staff

Bandit signs removed



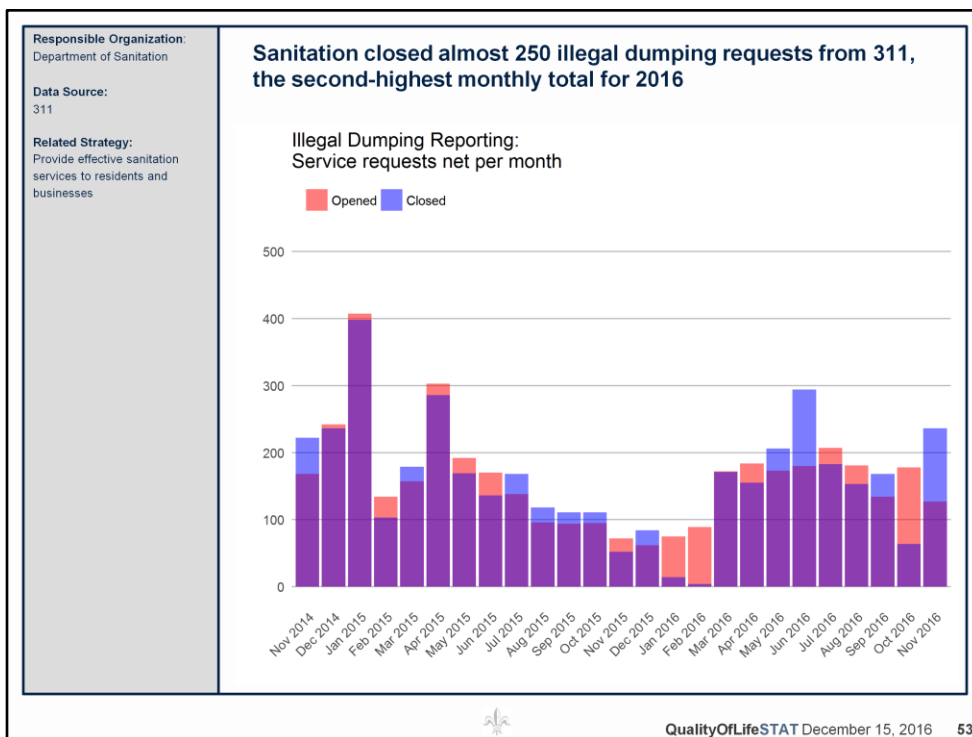
Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Acres mowed	21,707	17,417	19,000
Tree trims and removals	3,564	2,750	3,000



SANITATION





Front-end loaders are now going out three days per week to address illegal dumping activities.

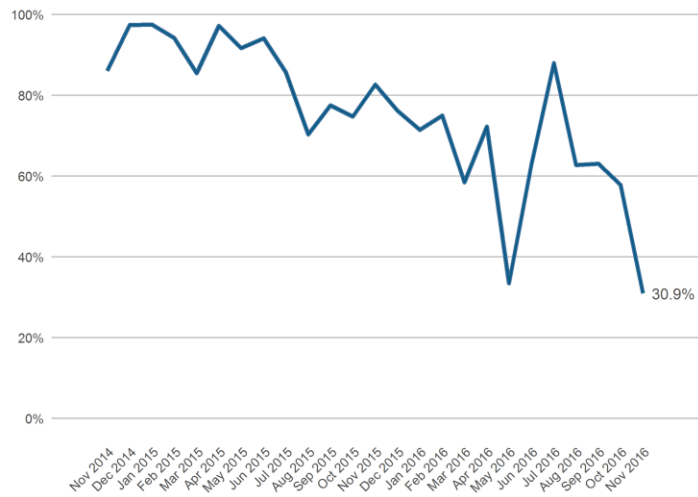
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

Sanitation closed several older illegal dumping complaints, pushing the backlog down to 84 open requests

Percent of Illegal Dumping Reporting resolved in 30 days



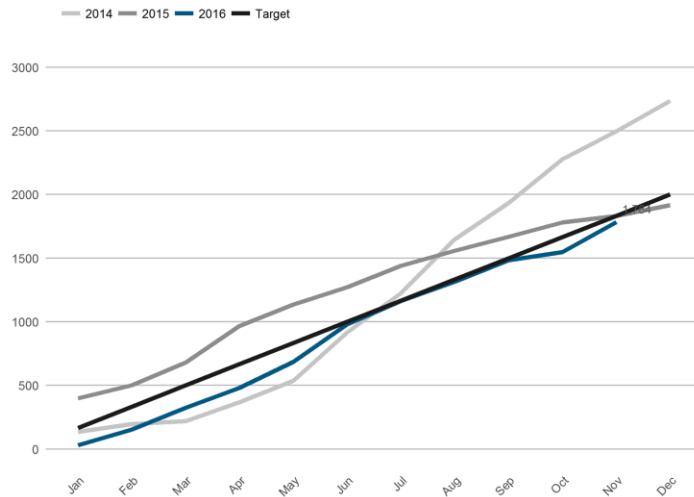
Responsible Organization:
Department of Sanitation

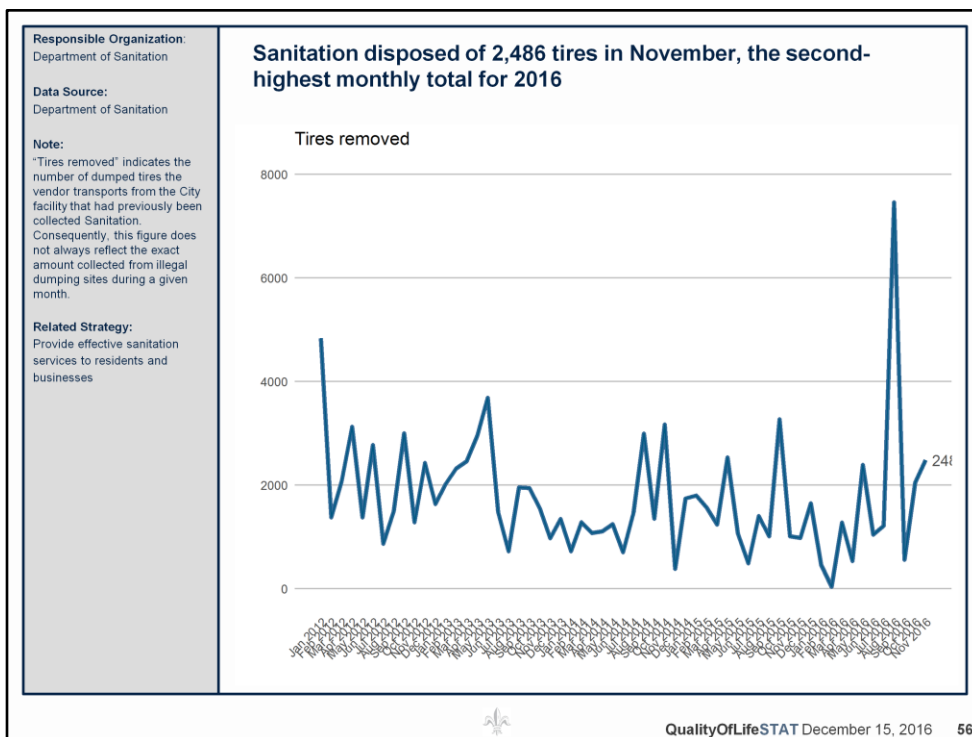
Data Source:
Department of Sanitation

Related Strategy:
Provide effective sanitation
services to residents and
businesses

The number of dump sites cleared is still potentially on track to reach the 2016 target of 2,000

Cumulative number of illegal dumping sites cleared





Sanitation continues to notify Louisiana Department of Environmental Quality about tire dumping locations. A joint strategy is also being developed with the Code Enforcement and Hearings Bureau.

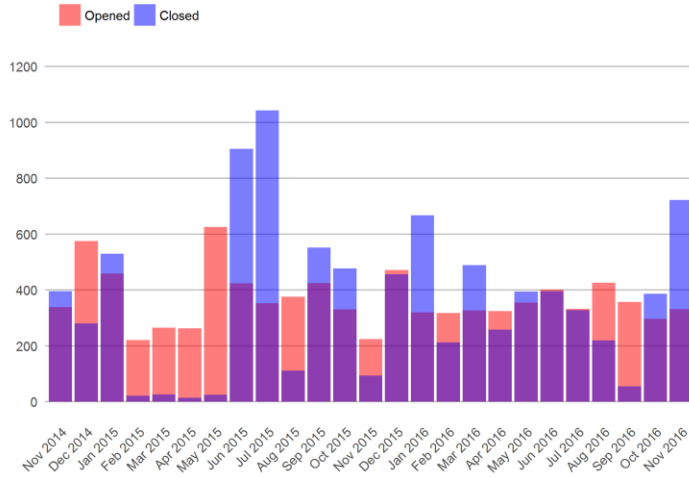
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

November was the second-highest month for 2016 recycling cart deliveries, cutting the backlog of open requests down to 186

Residential Recycling Programs: Service requests net per month



Responsible Organization:
Department of Sanitation
vendors

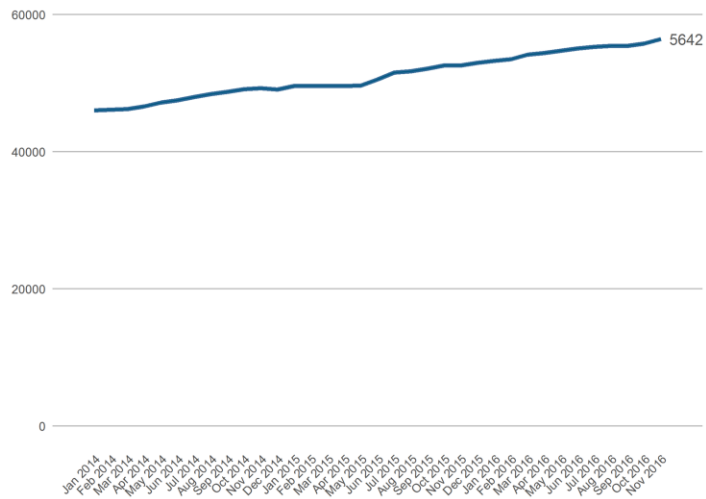
Data Source:
Sanitation Department

Related Strategy:
Provide effective sanitation
services to residents and
businesses

Definitions:
Household: Every household in
New Orleans Parish receiving
sanitation service. Current
estimate is 134,891.
*Households Registered for
Recycling:* Every household
that is not only registered for
recycling, but has received a
recycling cart.

Cumulative recycling cart deliveries passed 56,000 in November

Houses registered for recycling



Responsible Organization:
Department of Sanitation
New Orleans Police Department

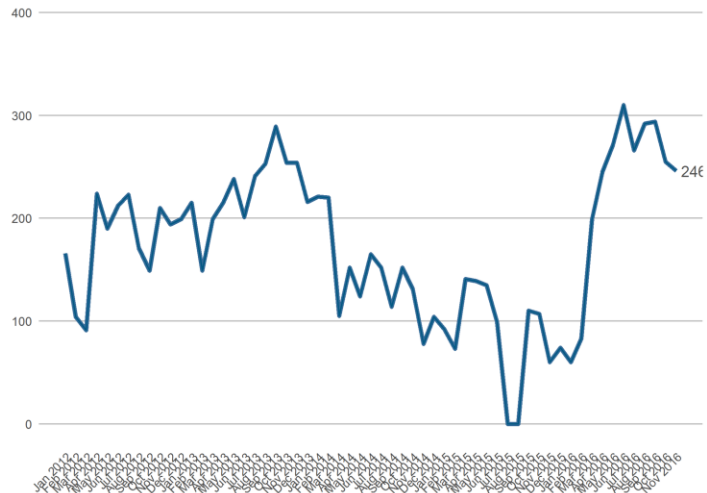
Data Source:
Department of Sanitation

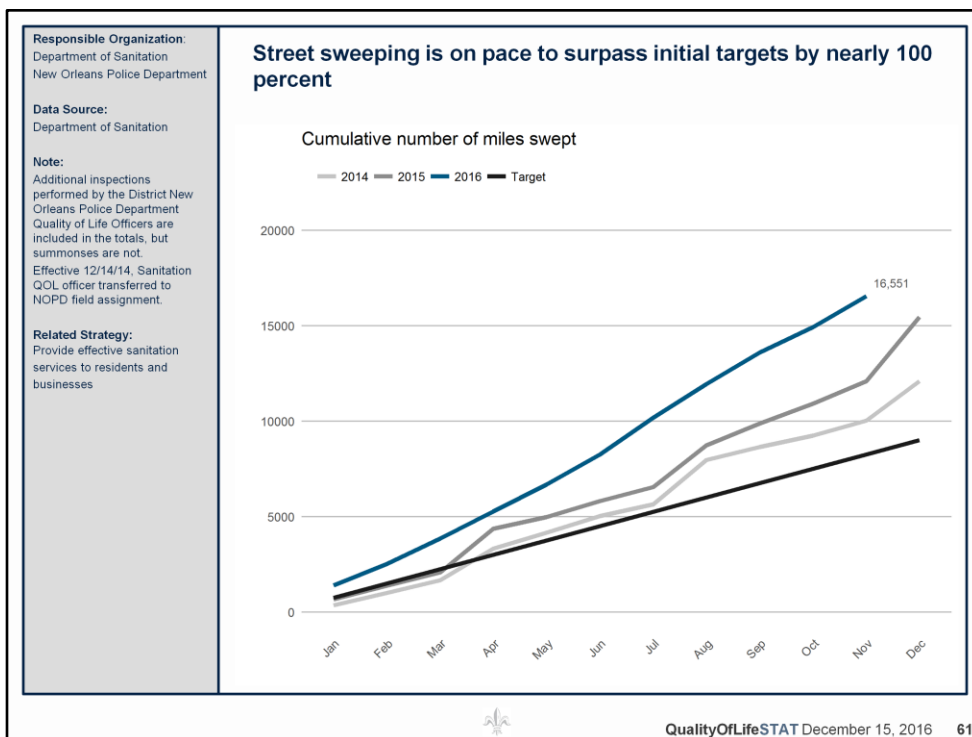
Note:
Additional inspections performed by the District New Orleans Police Department Quality of Life Officers are included in the totals, but summonses are not.
Effective 12/14/14, Sanitation QOL officer transferred to NOPD field assignment.

Related Strategy:
Provide effective sanitation services to residents and businesses

Sanitation rangers completed 246 inspections during November

Sanitation inspections





Generally includes only major thoroughfares, as mechanical street sweepers are unable to operate on small neighborhood streets for a variety of reasons.

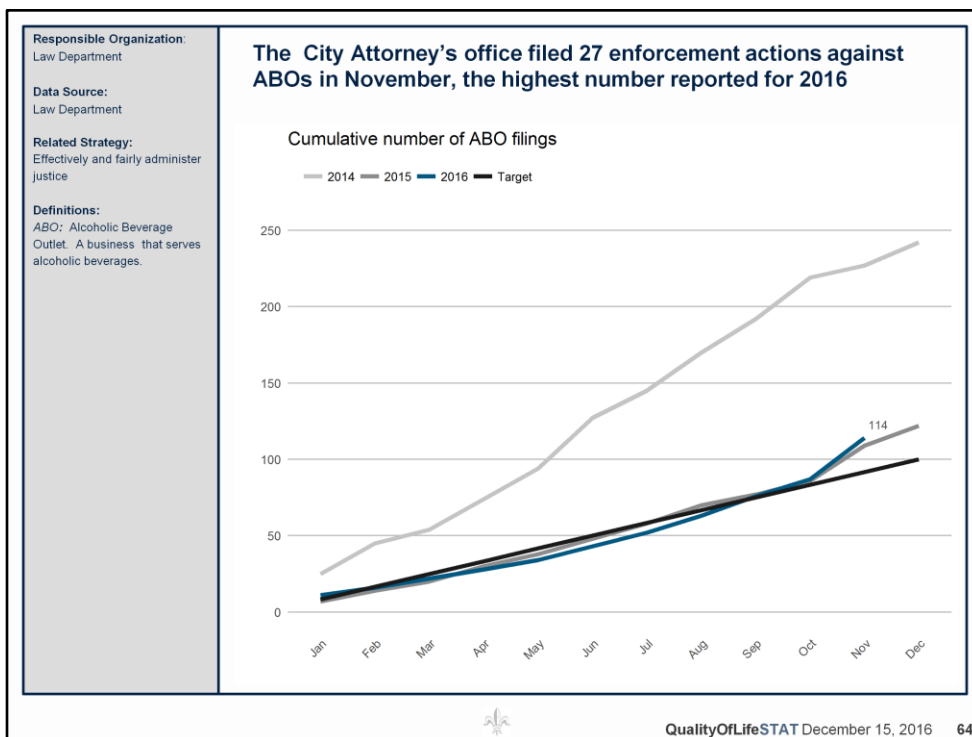
Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Illegal dumping sites cleared	1,784	1,833	2,000
Illegal dumping service requests closed within 30 days (%)	57.8	80	80
Households registered for recycling (%)	41.3	42	42



LAW





Current-year figure includes nuisance violations for trash.

Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Tax and public nuisance cases filed before ABO board	114	92	100



MOSQUITO AND TERMITE CONTROL



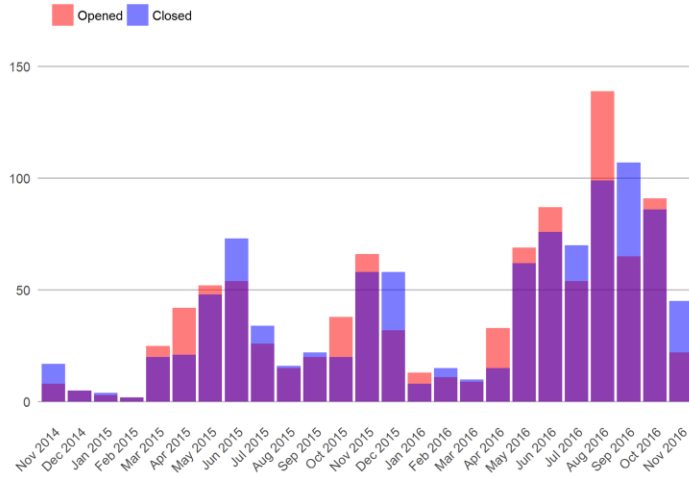
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

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

Mosquito complaints resolved significantly exceeded new requests in November

Mosquito Control:
Service requests net per month



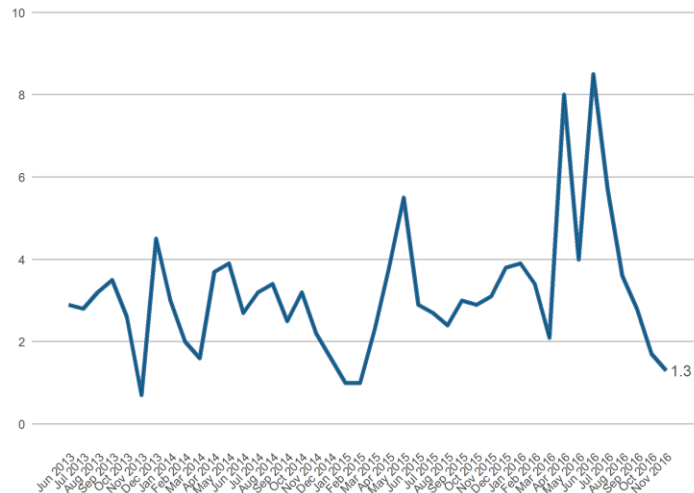
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New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
MTRCB

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

MTRCB addressed November mosquito complaints in less than 1.5 days – the quickest response time reported for 2016

Average days to close mosquito request



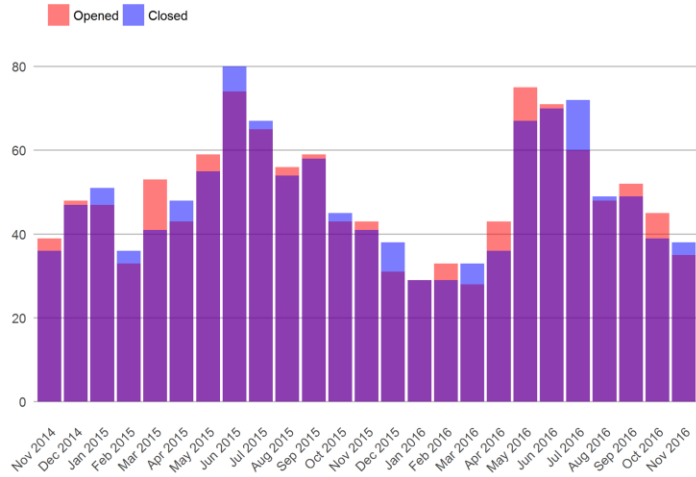
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

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

Resolution of rodent complaints has generally kept pace with new incoming requests over the past two years

Rodent Complaint:
Service requests net per month



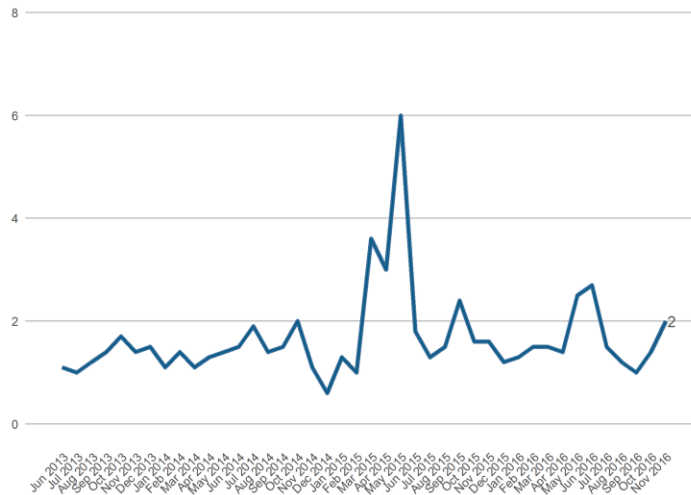
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

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

Time to close rodent complaints has remained below two days for most of 2016

Average days to close rodent request



Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Business days to complete mosquito service requests	4.1	3	3
Business days to complete rodent service requests	1.6	3	3



SAFETY AND PERMITS



Responsible Organization:
Safety and Permits

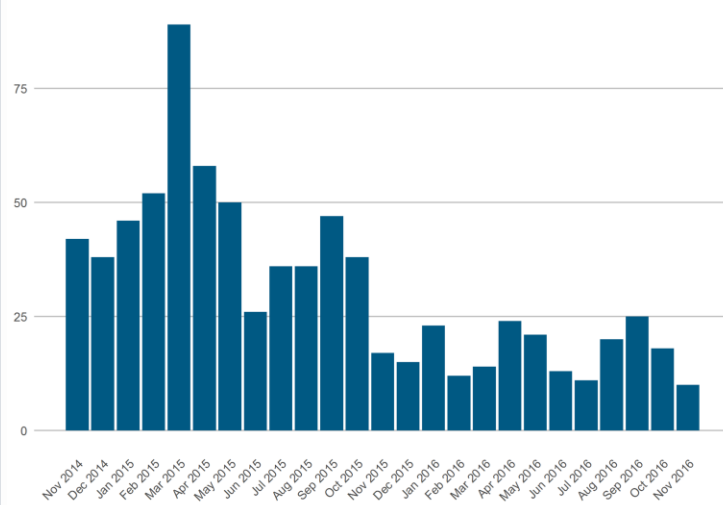
Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

Number of cases filed in prior
months has been revised to
include cases without a
complete initial inspections.
These cases had been excluded
from prior-month figures.

New complaints recorded as building code violations have trended below 25 per month

Building Code: Violation cases filed by month



Responsible Organization:
Safety and Permits

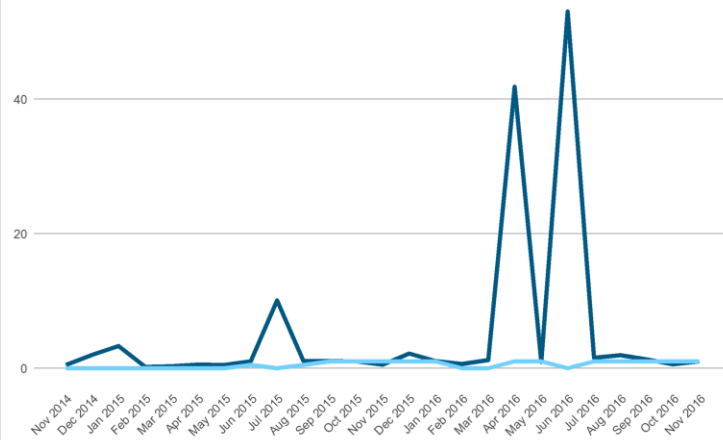
Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

Inspection times for building code violations have returned to within target after resolution of longstanding open cases

Building Code: Days to initial inspection

— Mean — Median



Responsible Organization:
Safety and Permits

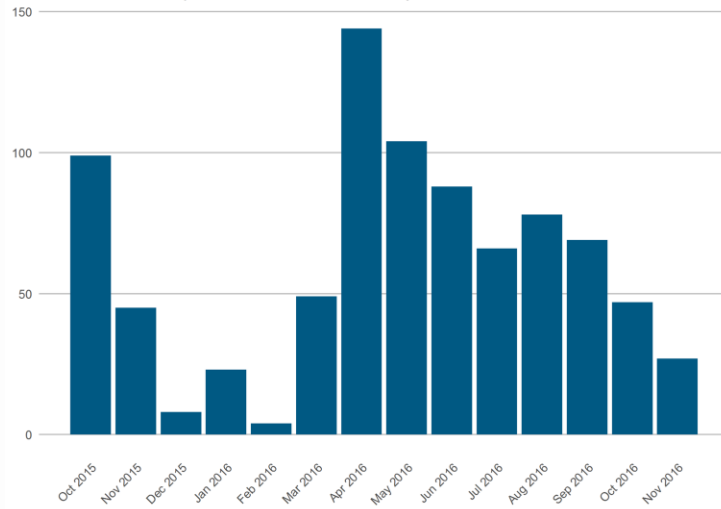
Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

Number of cases filed in prior
months has been revised to
include cases without a
complete initial inspections.
These cases had been excluded
from prior-month figures.

Volume of new construction dumpster complaints reported separately has been declining since April

Construction Dumpster: Violation cases filed by month



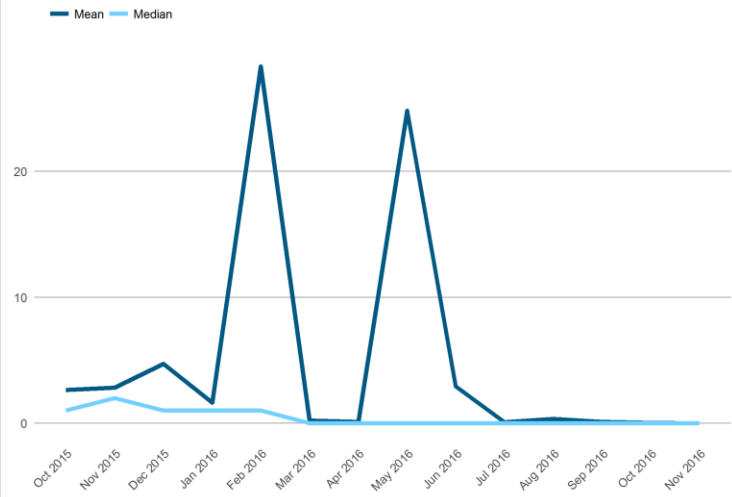
Responsible Organization:
Safety and Permits

Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

Construction dumpster complaints have generally been inspected within one day of filing

Construction Dumpster: Days to initial inspection



Responsible Organization:
Safety and Permits

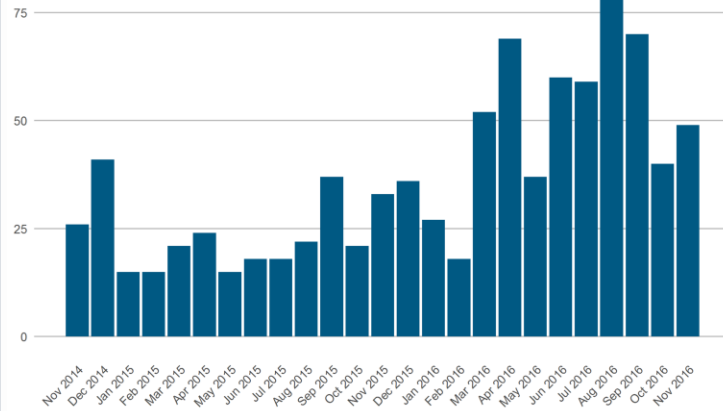
Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

Number of cases filed in prior
months has been revised to
include cases without a
complete initial inspections.
These cases had been excluded
from prior-month figures.

Permit violations reported in LAMA increased slightly from October to November

Working Without Permit: Violation cases filed by month



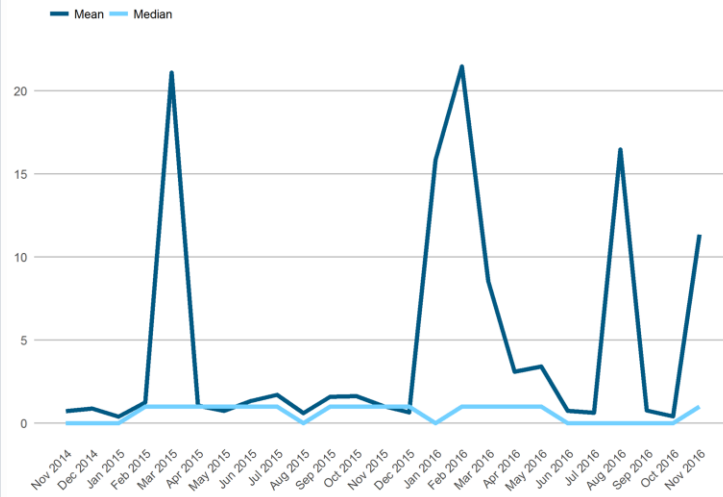
Responsible Organization:
Safety and Permits

Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

With the exception of one outlier, last month's working-without-permit cases were all inspected in three days or less

Working Without Permit: Days to initial inspection



Responsible Organization:
Safety and Permits

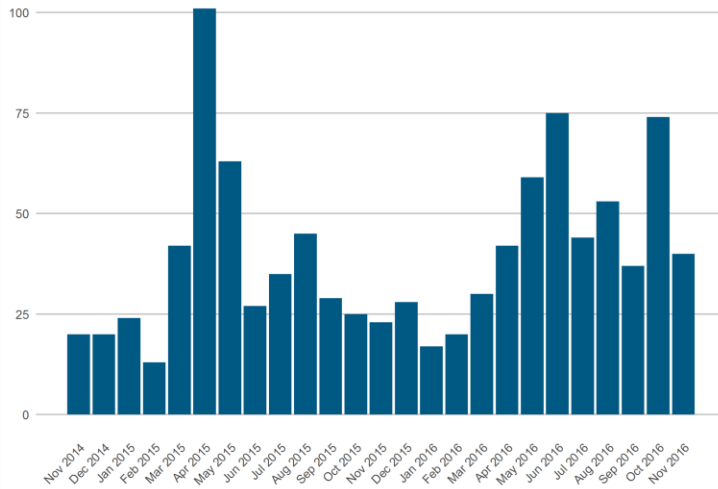
Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

Number of cases filed in prior
months has been revised to
include cases without a
complete initial inspections.
These cases had been excluded
from prior-month figures.

Fewer than 50 general zoning violation complaints were reported during November

Zoning General: Violation cases filed by month



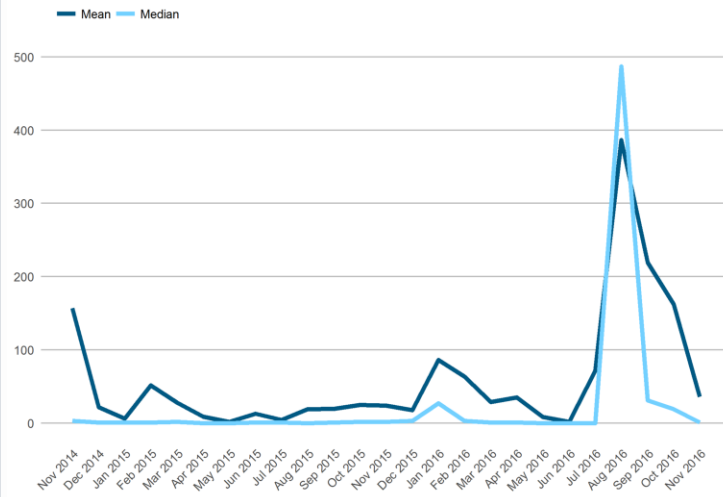
Responsible Organization:
Safety and Permits

Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

Times for inspecting zoning complaints are trending back down after extensive cleanup efforts to follow up on older cases

Zoning General: Days to initial inspection



Responsible Organization:
Safety and Permits

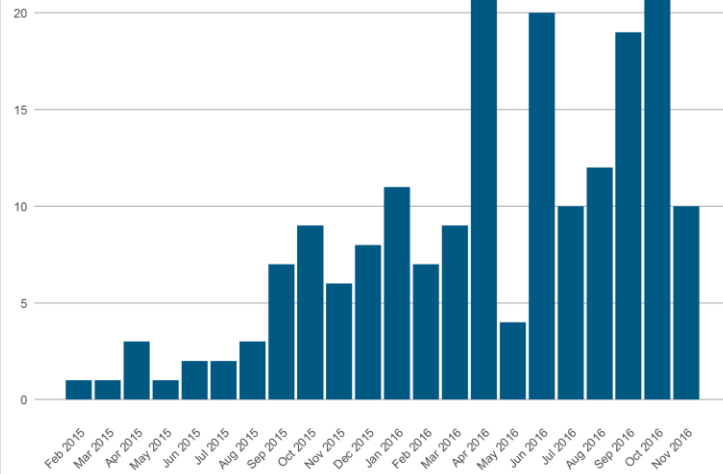
Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

Number of cases filed in prior
months has been revised to
include cases without a
complete initial inspections.
These cases had been excluded
from prior-month figures.

10 illegal use complaints were reported through LAMA in November, including four auto repair/storage complaints

Illegal Use: Violation cases filed by month



Responsible Organization:
Safety and Permits

Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

One illegal auto repair/storage location was inspected during November, along with two illegal restaurants

Illegal Use: Days to initial inspection

