



CITY OF NEW ORLEANS

QualityofLifeSTAT

April 17th, 2014
(Reporting Period: March 2014)

www.nola.gov/opa



QualityofLifeSTAT April 17, 2014

Agenda

- Introduction and Announcements
- Open and Effective Government
- Sustainable Communities
- Public Safety
- Children and Families



Purpose and Scope

Purpose: The Landrieu Administration developed a strategic framework to map out the City's overall direction. The framework links services, programs, strategies, objectives, and goals to the City's mission, values, and vision, and incorporates performance measures to assess performance.

In QualityofLifeSTAT, City leaders and managers review key performance results related to citizens' quality of life. In order to improve results, City leaders and managers review and assess progress achieved, overall trend data, and the likelihood of meeting performance targets. For programs at risk of not meeting targets, leaders and managers identify prospects and tactics for performance improvement, and make adjustments to operational plans as needed. To account to citizens and Councilmembers for the spending of resources provided, QualityofLifeSTAT meetings are open to the public.

Scope: QualityofLifeSTAT focuses on Citywide topics that lead to a perception of neglect and are reported frequently to multiple sources (e.g. 311, Councilmembers, department heads, the NOPD, and at community meetings). QualityofLifeSTAT does not focus on performance managed in other STAT programs or initiatives, nor does it include in depth discussions of complaints about specific locations.

***Questions and Comments:** Index cards are available to the public at the sign-in table, which can be used to submit questions and comments or to report specific issues. Throughout the meeting, completed cards will be reviewed. General questions and comments may be discussed by the group and specific issues will be assigned to departments.*



City Strategic Framework

Mission

The City of New Orleans delivers excellent service to its citizens with courage, competence and compassion.

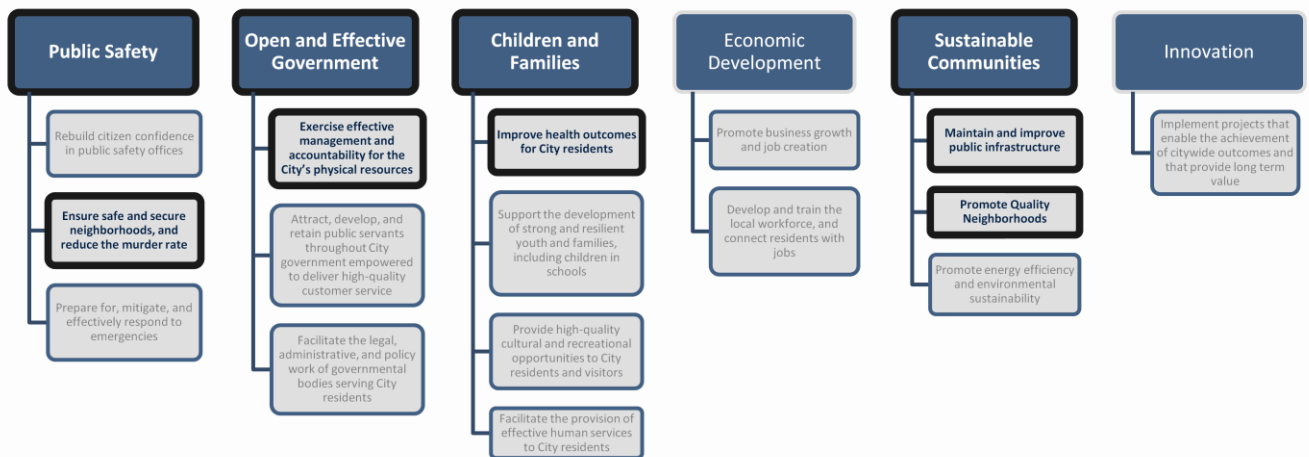
Values

Integrity, Excellence, Transparency, Teamwork, Responsiveness, Innovation, Diversity and Inclusion

Vision

New Orleans is a model city. We are a unified city. We are a creative city.

Result Area Goals and Objectives



Open and Effective Government

Goal: Ensure sound fiscal management and transparency, promote effective, customer-driven services and foster active citizen engagement in City government.

Objectives and Strategies	Outcome Measures
Exercise effective management and accountability for the City's physical resources <ol style="list-style-type: none"> Effectively steward the City's financial resources Manage the City's information and analyze the City's performance data Manage vendor relationships and provide oversight of City contracts Responsibly support the City's capital assets 	<ul style="list-style-type: none"> Bond ratings
Attract, develop, and retain public servants throughout City government empowered to deliver high-quality customer service <ol style="list-style-type: none"> Cultivate a high-quality City workforce Provide fair and reasonable benefits to City employees and retirees 	<ul style="list-style-type: none"> Rate of employee turnover Percent of employees engaged and satisfied
Facilitate the legal, administrative, and policy work of governmental bodies serving City residents <ol style="list-style-type: none"> Govern the City with integrity and accountability Defend the City's legal interests Promote civic engagement Facilitate, link, and leverage resources with external organizations 	<ul style="list-style-type: none"> Percent of citizens satisfied with overall government services



311 Dashboard -

Request Closure Rates Still Biggest Challenge



Existing Onboarded Departments

Onboarding Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	Sanitation	Taxi	EMS
Timeliness to Close Requests (Closed cases meeting target > 80%, 50-80%, <50%)	86%	96%	86%	80%	60%	N/A	86%	62%	17%	50%
Request Closure Rate (Closed Cases >= New Cases Yes/No)	N	N	N	Y	Y	N	N	Y	N	Y
Backlog to Closed Requests Ratio (<5, 5-7, >=8)	0.0	28.4	1.8	7.1	0.3	0.4	8.9	0.6	1.1	0.0
Notes	Note: Closures reflect Lagan, not LAMA.	Address case backlog.	Junked vehicle is backlogged for pick-ups	Addressing case backlog. Streetlights and street name signs biggest movers.	-	Establish Expected Days to Close Target(s).	Budget is constrained.	Sanitation is distributing recycle cans while working through backlog.	Addressing through lost and found cases since CPNC renewal is concluded.	Launched 12/18/13

Department Adoption Rate

Adoption Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	Sanitation	Taxi	EMS
Current Month	100.00%	77.00%	91.00%	100.00%	83.00%	100.00%	100.00%	100.00%	91.00%	100.00%
90d Average	89.00%	77.00%	92.00%	97.00%	83.00%	100.00%	100.00%	100.00%	95.00%	100.00%
DAR Avg To-Date	89.00%	77.00%	92.00%	97.00%	83.00%	100.00%	100.00%	100.00%	95.00%	100.00%

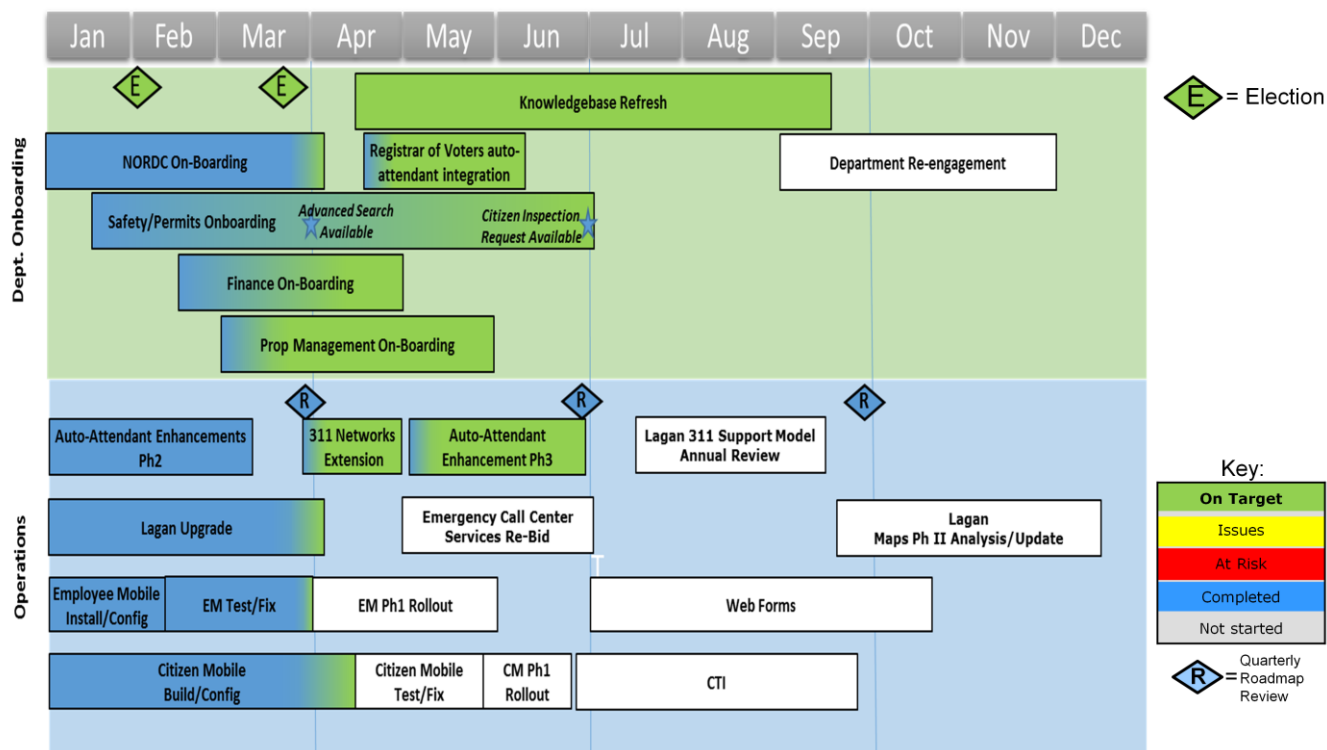


DPW Maintenance's continued low adoption rate was due to low 311 review meeting attendance resulting from staffing constraints.

311 Roadmap



2014



QualityofLifeSTAT April 17, 2014 7

Employee 311 mobile devices are set to roll out in the final week of April.

Sustainable Communities

Goal: Support sustainable communities that integrate quality housing, transportation, schools, commercial development, energy efficiency, parks and green space, flood protection and cultural assets.

Objectives and Strategies	Outcome Measures
Maintain and improve public infrastructure 1. Maintain and improve road surface infrastructure 2. Consistently implement Complete Streets philosophy in streets investments 3. Effectively administer the City's capital improvements program 4. Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods	<ul style="list-style-type: none"> Percent of citizens satisfied with condition of streets Mean travel time to work Percentage of workers commuting to work by means other than driving alone Percent of citizens satisfied with drainage/flood control Percent of citizens satisfied with public transportation Percent of citizens satisfied with traffic congestion
Promote Quality Neighborhoods 1. Reduce blighted properties by 10,000 by the end of 2014 2. Provide effective sanitation services to residents and businesses 3. Protect and preserve parks and other green spaces 4. Regulate land use to support safe, vibrant neighborhoods and preserve historic properties	<ul style="list-style-type: none"> Percent of citizens satisfied with control of abandoned houses Percent of citizens satisfied with parks and recreation Percent of citizens satisfied with control of trash and litter / trash pickup Percent of citizens satisfied with life in New Orleans ParkScore (based on acreage, service and investment, and access) Percent of citizens satisfied with zoning
Promote energy efficiency and environmental sustainability 1. Restore the City's marshes and coastline 2. Promote green energy and other sustainability measures 3. Remediate brownfields, lead, and other environmental hazards	<ul style="list-style-type: none"> Percent of days with healthy air quality Number of health based drinking water violations Number of certified green buildings Number of land acres in Orleans Parish




Responsible Organization:
Department of Public Works
(DPW)

Data Source:
DPW Weekly Maintenance
Reports

Related Strategy:
Maintain and improve road
surface infrastructure

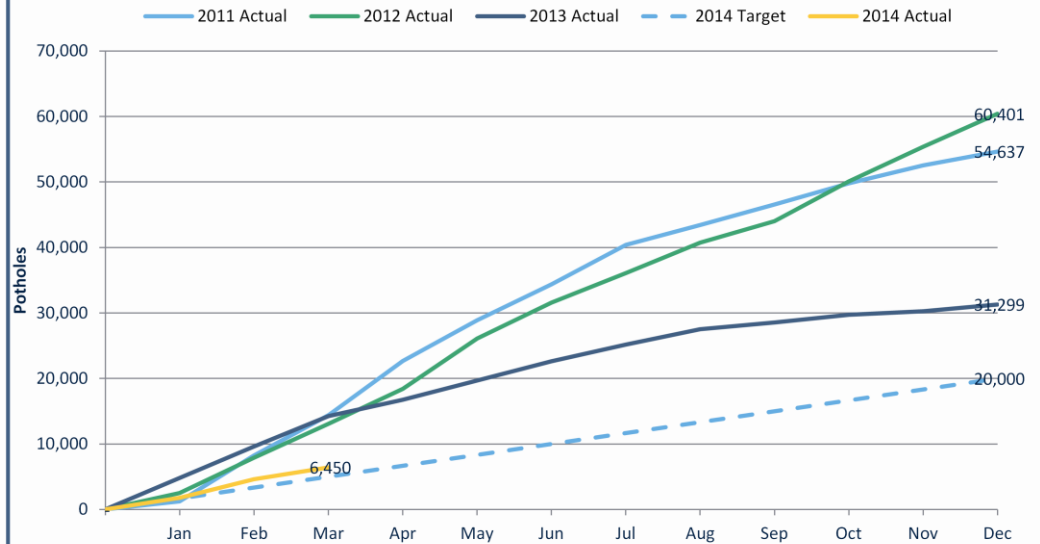
Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that
best indicates whether City
activities are achieving the
desired results

DPW continued to be on track to meet it annual target of potholes filled.

Number of Potholes Filled



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
54,637	●	60,401	●	31,299	●	6,450	20,000	●



Responsible Organization:
Department of Public Works

Data Source:
311

Definitions:

Service Request: A 311 call requesting the City to perform a specific task.

Open Request: A service request that has not been completed.

Closed Request: A service request that has been completed.

Related Strategy:

Maintain and improve road surface infrastructure

Notes:

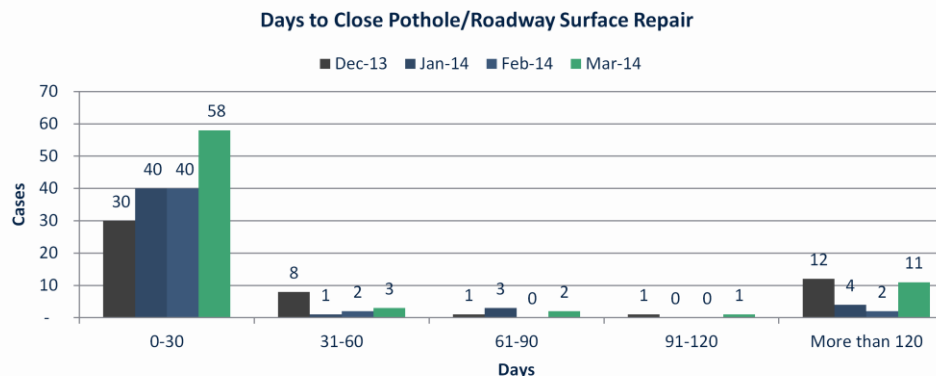
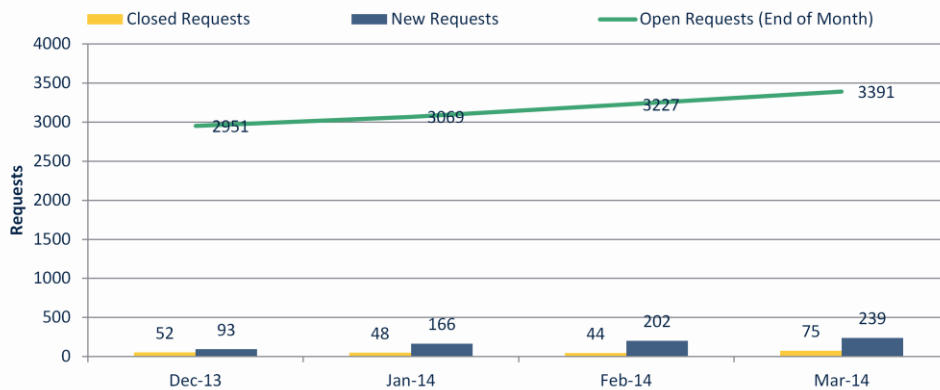
Expected days to close, developed in 2012: 60-365 days.

While 311 pothole/roadway surface repair reflects maintenance crew and pothole killer activity, the pothole killer requests are not systematically captured at this time.

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.

The backlog of 311 pothole service requests continued to increase.

Pothole/Roadway Surface Repair



Responsible Organization:
Department of Public Works

Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure

Note:
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.

All other DPW maintenance 311 service requests backlogs increased.

Service Request (SR)	Open SRs (2/1)	New SRs	Closed SRs	Open SRs (2/28)	Δ from Prior Period	Avg. Age of Open SR	Avg. Days to Close
Manhole Cover Maintenance	158	10	20	168	10	460	2
Road Shoulder Repair	265	12	19	272	7	405	415
Sidewalk Repair	682	29	36	689	7	483	14
Subsidence	246	41	17	270	24	145	5

311 Issues

Responsible Parties	Issue/Status	Due
M. Jernigan	Service request expected days to close are set to 365 days. Need to review and revise.	Past Due
M. Nolan	Significant case backlog exists. Resources/funding unavailable to address requests. 6,481 open cases at end of November 2013.	Ongoing



Responsible Organization:
Department of Public Works


Data Source:
DPW Streetlights Monthly Report

Note:
Restored outage totals do not include 313 Hurricane Isaac-related repairs in Q4 2012.

Related Strategy:
Maintain and improve road surface infrastructure

Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

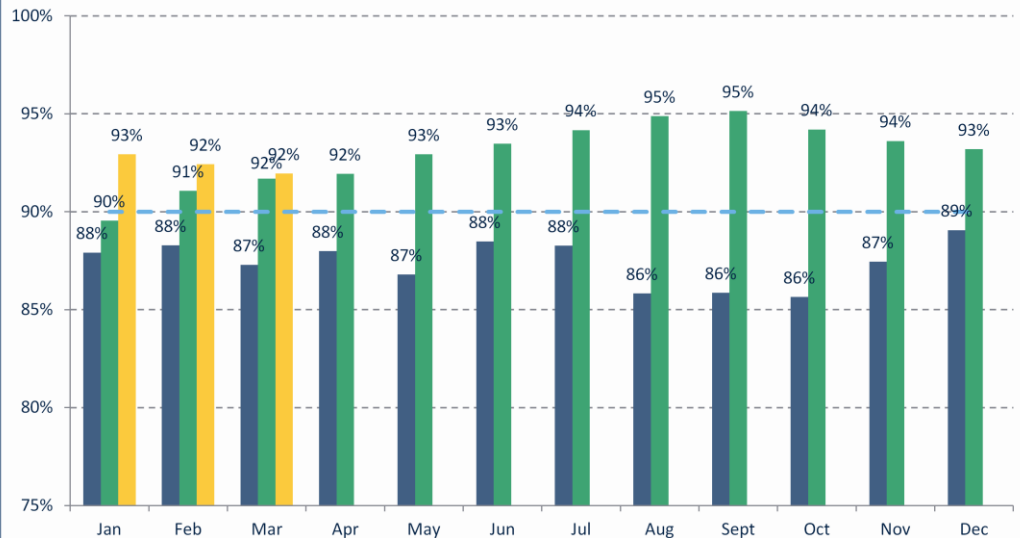
 Key measure that best indicates whether City activities are achieving the desired results

As of the end of February, 92% of the streetlights in New Orleans were functional.



Percent of Streetlights Functioning

2012 Actual 2013 Actual 2014 Actual 2014 Target



2014		
YTD Actual	Annual Target	Status
92%	90%	●



QualityofLifeSTAT April 17, 2014 12

The percent of streetlights functioning is expected to continue trending downward unless the Council approves a funding proposal.

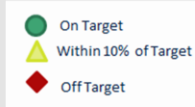
Responsible Organization:
Department of Public Works

Data Source:
DPW Streetlights Monthly Report

Note:
Restored outage totals do not include 313 Hurricane Isaac-related repairs in Q4 2012.

Related Strategy:
Maintain and improve road surface infrastructure

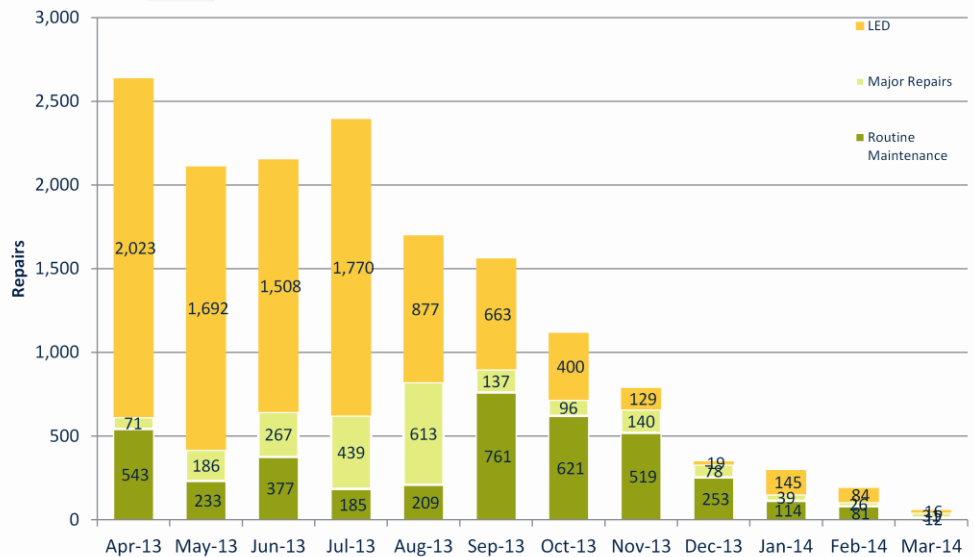
Legend:



Key measure that best indicates whether City activities are achieving the desired results

DPW continued to restore a very low number of outages.

Number of Streetlight Outages Restored



2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
12,500	Off Target	19,006	On Target	548	8,000	Off Target



QualityofLifeSTAT April 17, 2014 13

DPW currently only has funding to repair emergency outages. The City Council is expected to vote on April 24th on a proposal that, if passed, would provide up to \$14.7M for LED installations.

Responsible Organization:
Department of Public Works

Data Source:
311

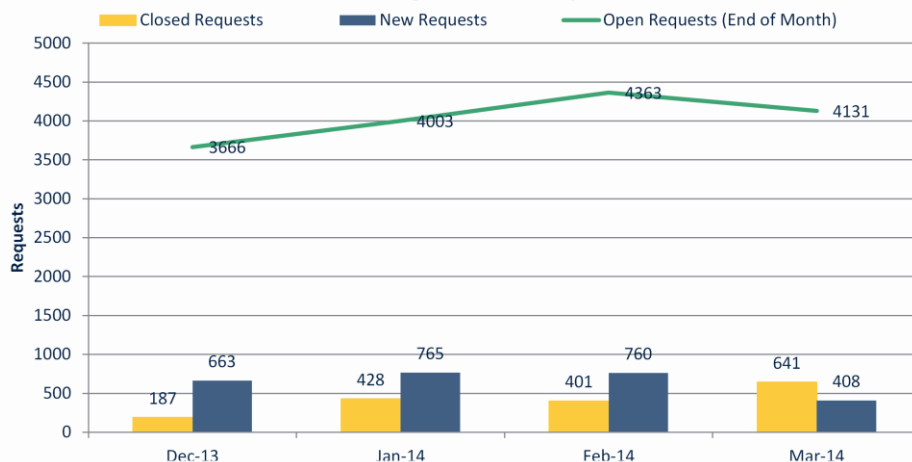
Related Strategy:
Maintain and improve road surface infrastructure

Notes:
Expected days to close, developed in 2012: 30-180 days.

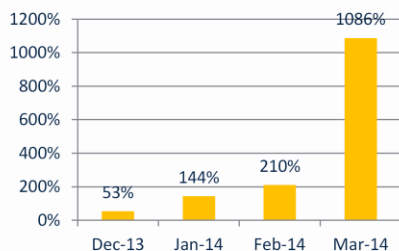
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

The backlog of 311 streetlight requests decreased during the month.

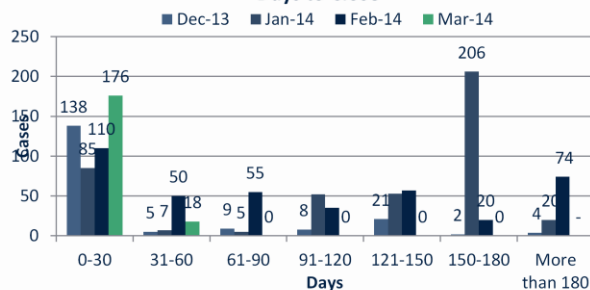
311 Streetlight Service Requests



Closed 311 Requests as Percentage of All Outages Restored



Days to Close



Responsible Organization:
Department of Public Works

Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure


Notes:
Expected days to close, developed in 2012: 30-180 days.

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.

Target previously reported as 80%, rather than "establishing baseline," as reported in the budget.

Legend:

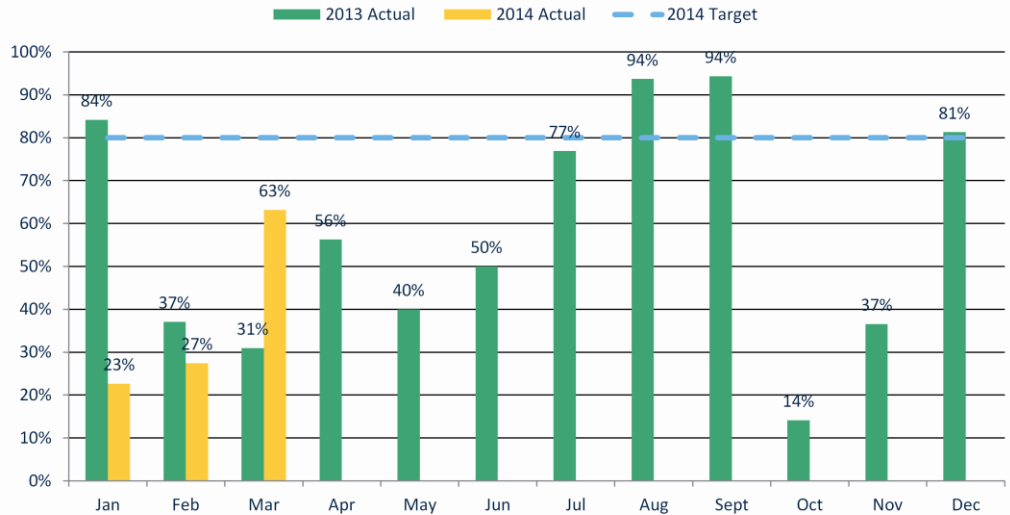
- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

DPW was below its monthly target percent of streetlight service requests closed within 90 days, though DPW improved compared to the previous two months.



Percent of 311 Streetlight Service Requests Closed within 90 Days



2013		2014		
Actual	Target Met?	YTD Actual	Annual Target	Status
45%	-	42%	-	Establishing Baseline



QualityofLifeSTAT April 17, 2014 15

Responsible Organization:
Department of Public Works


Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure

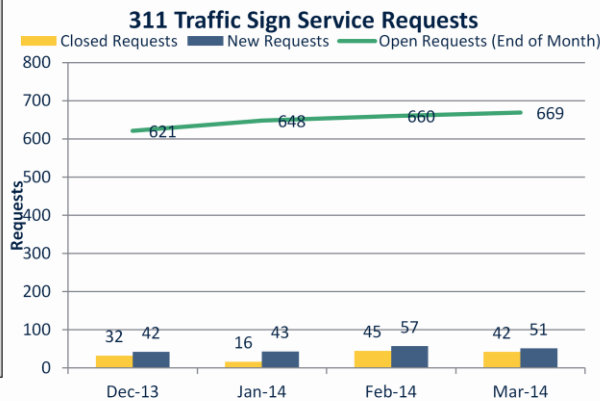
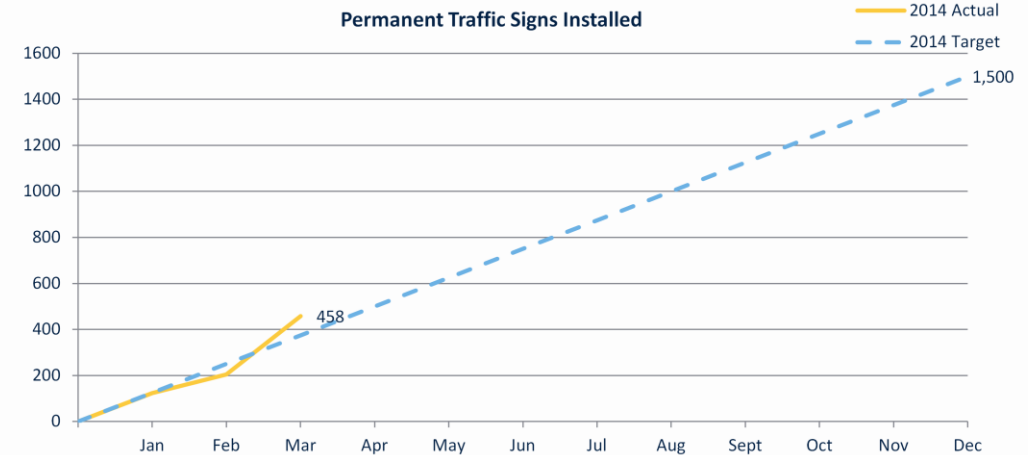
Notes:
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

DPW more than doubled the number of traffic signs installed YTD, and is now on track to meet its annual target.



Number of Permanent Traffic Signs Installed

2013		
YTD Actual	Annual Target	Status
458	1,500	●



QualityofLifeSTAT April 17, 2014 16

With capital funding, DPW was able to exceed the traffic sign installation target.

Responsible Organization:
Department of Public Works

Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure

Notes:
Expected days to close, developed in 2012: 30-180 days.

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.

Legend:

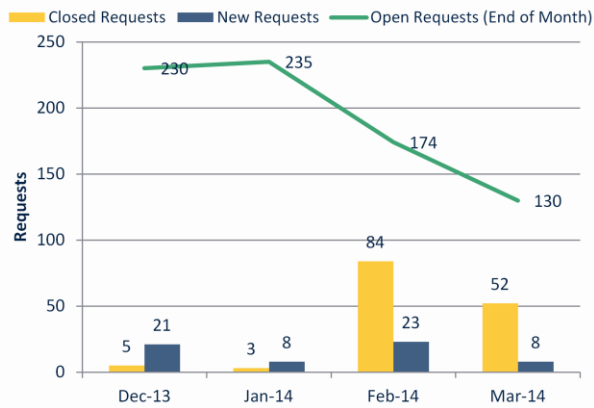
- On Target
- ▲ Within 10% of Target
- ◆ Off Target

Key measure that best indicates whether City activities are achieving the desired results

DPW continued to trend below its street name sign installation target.



311 Street Name Sign Service Requests



Key: Number of Street Name Signs Installed

2013		
YTD Actual	Annual Target	Status
172	1,500	◆



QualityofLifeSTAT April 17, 2014 17

With capital funding, DPW expects to close out its entire backlog of street name sign requests by June.

Responsible Organization:
Department of Public Works

Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

Note:
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.

Road surface marking and traffic signal 311 service request backlogs increased.

Service Request (SR)	Open SRs (2/1)	New SRs	Closed SRs	Open SRs (2/28)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Road Surface Marking	87	2	5	90	3	313	313
Traffic Signal	327	23	57	361	34	225	225

311 Issues

Responsible Parties	Issue	Due	Status
A. Yrle	No Traffic resource actively managing cases in Lagan	Past Due	Resource initially identified in Nov. 2012, and expected to free-up in early 2014.



QualityofLifeSTAT April 17, 2014 18


Responsible Organization:
Department of Public Works
(DPW)

Data Source:
311

Related Objective:
Promote Quality
Neighborhoods

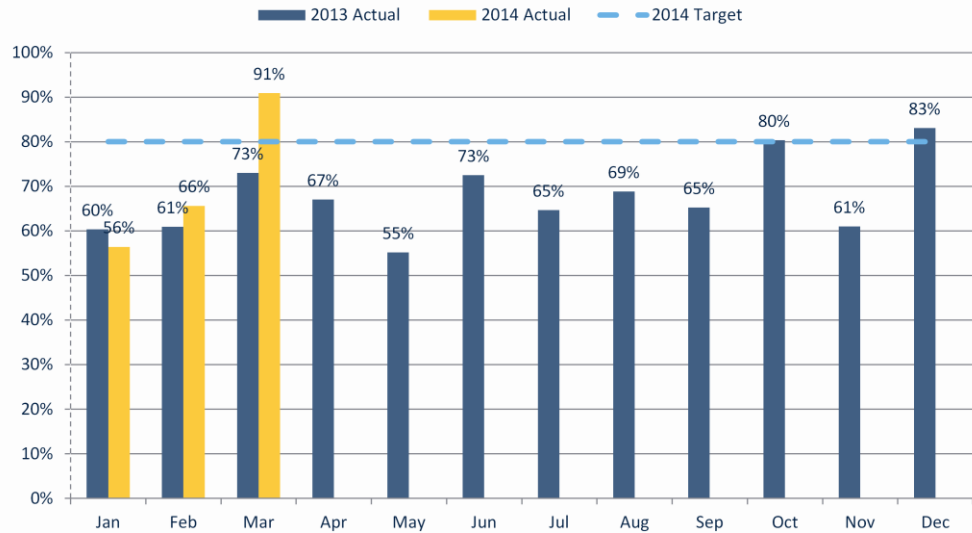
Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

DPW met its monthly target of 311 abandoned vehicle service requests closed within 30 days.

 **Percent of 311 Abandoned Vehicle Service Requests Closed Within 30 Days**



2013		2014		
Actual	Target Met?	YTD Actual	Annual Target	Status
67%	-	69%	≥ 80%	◆



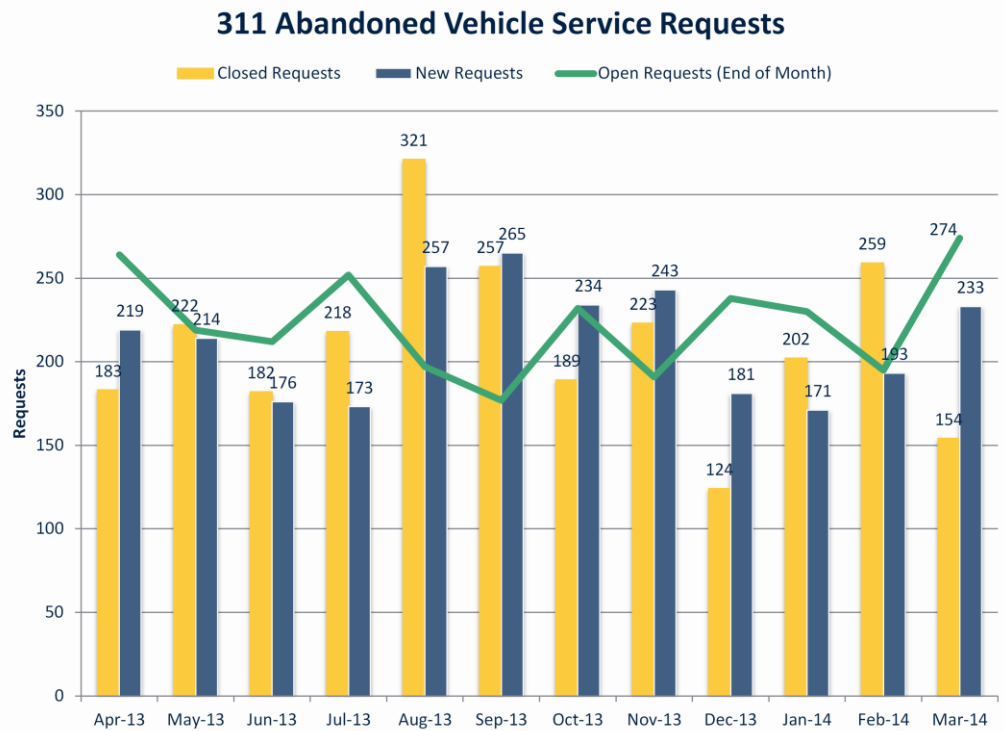
QualityofLifeSTAT April 17, 2014 19

Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality
Neighborhoods

The backlog of 311 abandoned vehicle service requests trended upward.



QualityofLifeSTAT April 17, 2014 20

The backlog increased, in part because DPW diverted resources to parking enforcement for Mardi Gras.

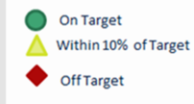
Responsible Organization:
Department of Public Works
(DPW)


Data Source:
DPW Weekly Maintenance
Reports

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.

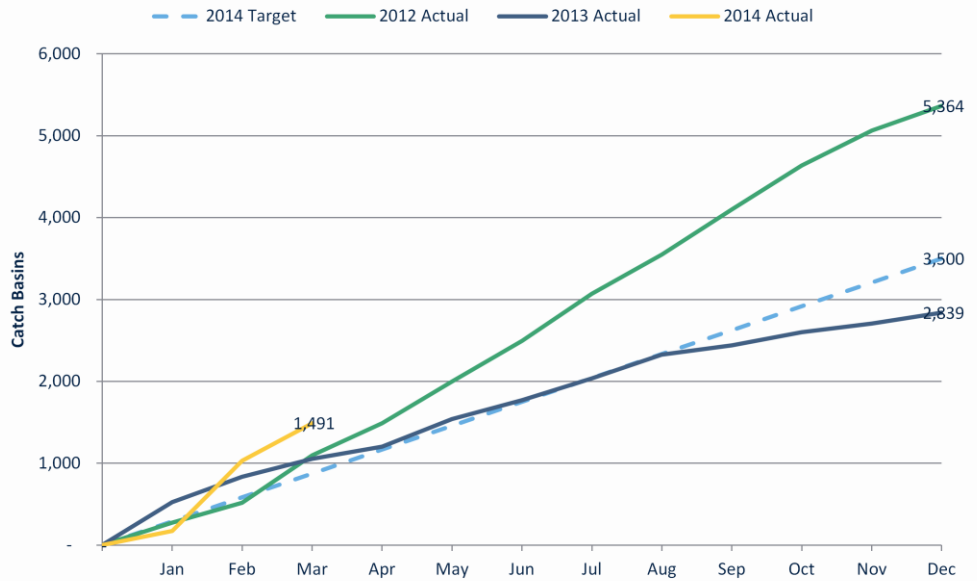
Legend:



 Key measure that
best indicates whether City
activities are achieving the
desired results

DPW is on track to meet its annual catch basin target.

Number of Catch Basins Cleaned



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
3,339	◆	5,364	●	2,708	▲	1491	3,500	●

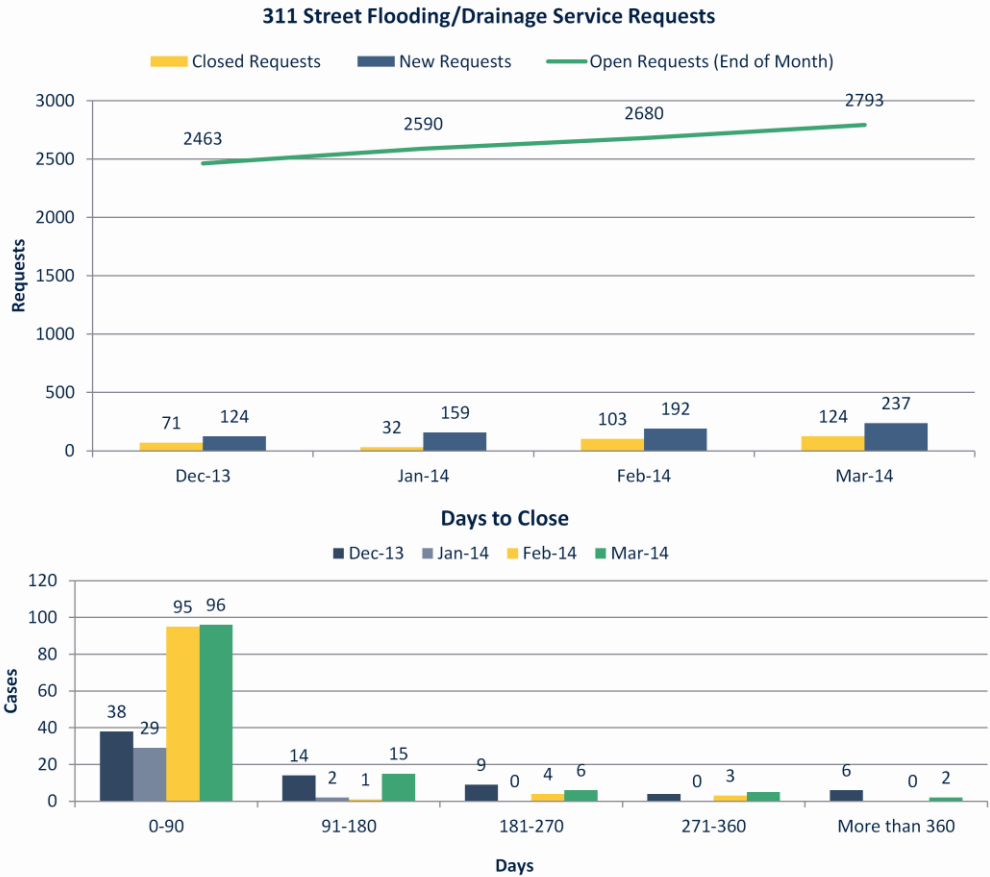


Responsible Organization:
Department of Public Works

Data Source:
311

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

The street flooding/drainage backlog continued to increase.



QualityofLifeSTAT April 17, 2014 22

Much of the 311 street flooding/drainage service request backlog consists of major repairs or replacements. DPW expects to address these service requests once it receives anticipated Disaster Community Development Block Grant funding for Hurricane Isaac.

DPW 311 Issues

Responsible Parties	Issue/Status	Due
M. Jernigan	Identify Interim case status for service requests that have up to 365 day turn-around time. A 311 team member can help with this task if necessary.	Q4 2014
M. Jernigan	Determine how administrative staff / 311 liaisons can re-prioritize their work to allocate more time to actively manage 311 cases.	Pending
E. Kerkow	Inform 311 which service requests / business processes should be analyzed by Information Technology and Innovation's Service and Innovation team to help identify potential efficiencies / operational improvements.	Pending



Responsible Organization:
Sewerage and Water Board of
New Orleans (SWB)

Data Source:
Sewerage and Water Board of
New Orleans

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

Sewerage and Water Board of New Orleans

Customer Service Report

Indicators of Metric Results

March 2014

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

Green = Favorable Variance

Yellow = Minimal Variance / No Action Recommended

Red = Unfavorable Variance / Action Recommended



QualityofLifeSTAT April 17, 2014 24

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

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

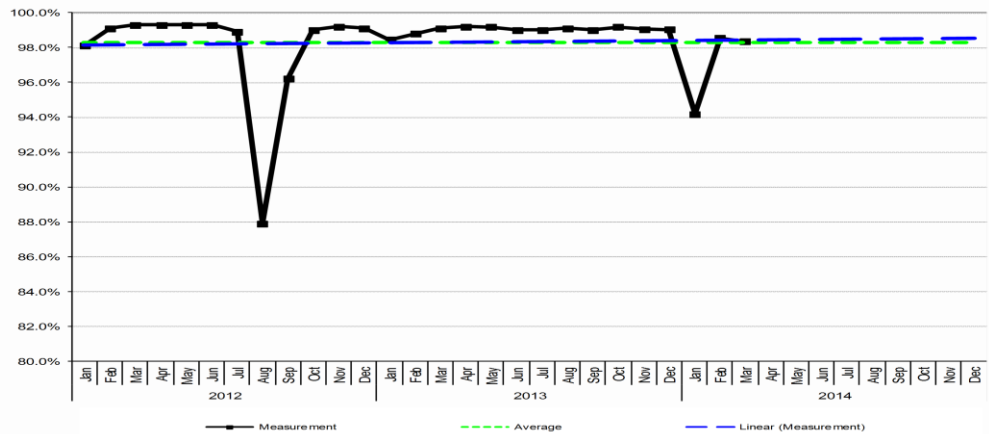
Trend: Close

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 has maintained a reading rate near or above the goal since since April 2010 except for two months affected by Hurricane Isaac.

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
2012	98.1%	99.1%	99.3%	99.3%	99.3%	99.3%	98.9%	87.9%	96.2%	99.0%	99.2%
2013	98.4%	98.8%	99.1%	99.2%	99.2%	99.0%	99.0%	99.1%	99.0%	99.2%	99.1%
2014	94.2%	98.5%	98.3%								



QualityofLifeSTAT April 17, 2014 25

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

Sewerage and Water Board of New Orleans Bills Estimated as a Percentage of Total Bills

EUM Attribute:
Customer Satisfaction

Description: Provides reliable, responsive, and affordable services in line with explicit, customer-accepted service levels. Receives timely customer feedback to maintain responsiveness to customer needs and emergencies.

Constituency:
Customer Ratepayers

Objective: Provide Accurate
Bills

Goal: Bill Accounts
With Less Than 2%
Estimated

Currently Meeting
Goal: **No**

Process Operating
Within Control Limits:
Yes

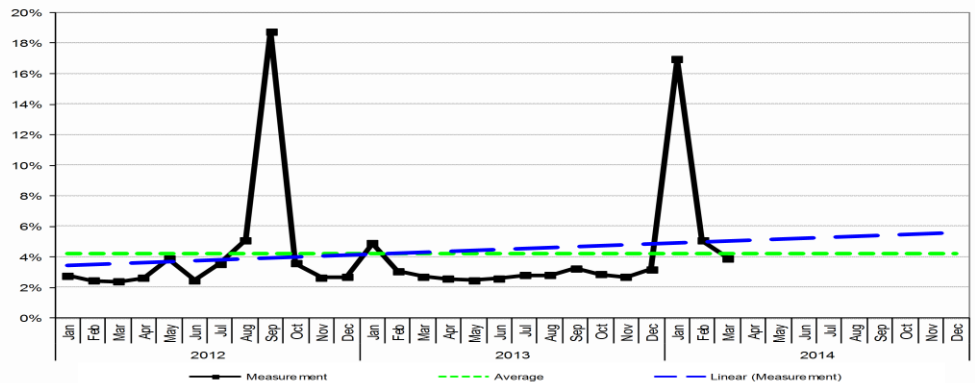
Trend: Close

Analysis

A bill is estimated if the meter is not read by the designated billing date. Bills are also estimated when a meter is read and the reliability of the reading is doubtful and the account is placed on an exception report. If the reading is not verified by the billing date, the bill will be estimated. Spikes in estimated bills usually occur when the Meter Reading department is unable to read a large section of meters during extreme weather.

Plans for Improvement

Current plans are focused on obtaining readings for accounts each month and verifying the reliability of each reading. Future plans will focus on advanced metering infrastructure that allows for readings to be obtained automatically several times daily.



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2012	2.8%	2.5%	2.4%	2.6%	3.9%	2.5%	3.6%	5.1%	18.8%	3.6%	2.7%
2013	4.9%	3.1%	2.7%	2.6%	2.5%	2.6%	2.8%	2.8%	3.3%	2.9%	2.7%
2014	16.9%	5.1%	3.9%								3.2%



QualityofLifeSTAT April 17, 2014 26

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

Sewerage and Water Board of New Orleans Investigations from High Bill Complaints as a Percentage of Total Bills

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Reduce
percentage over time

**Currently Meeting
Goal:** No

**Process Operating
Within Control Limits:**
No

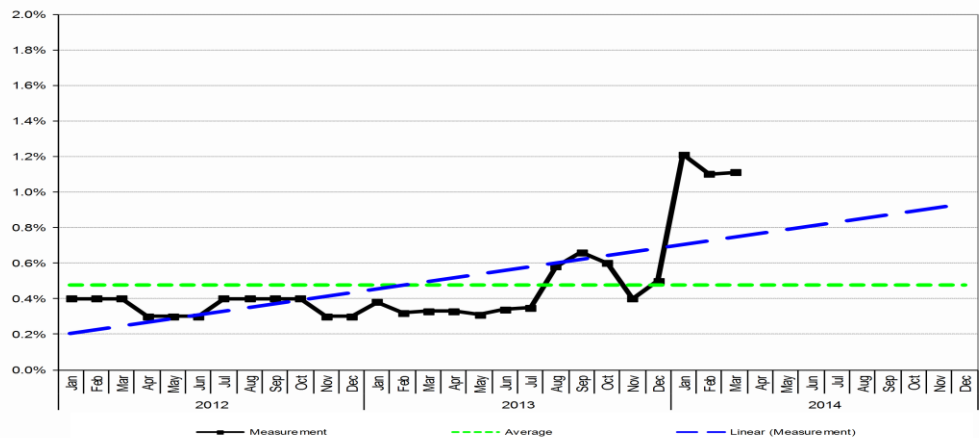
Trend: Unfavorable

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
2012	0.4%	0.4%	0.4%	0.3%	0.3%	0.3%	0.4%	0.4%	0.4%	0.4%	0.3%	0.3%
2013	0.4%	0.3%	0.3%	0.3%	0.3%	0.3%	0.4%	0.6%	0.7%	0.6%	0.4%	0.5%
2014	1.2%	1.1%	1.1%									



QualityofLifeSTAT April 17, 2014 27

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

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: **No**

Process Operating
Within Control Limits:
Yes

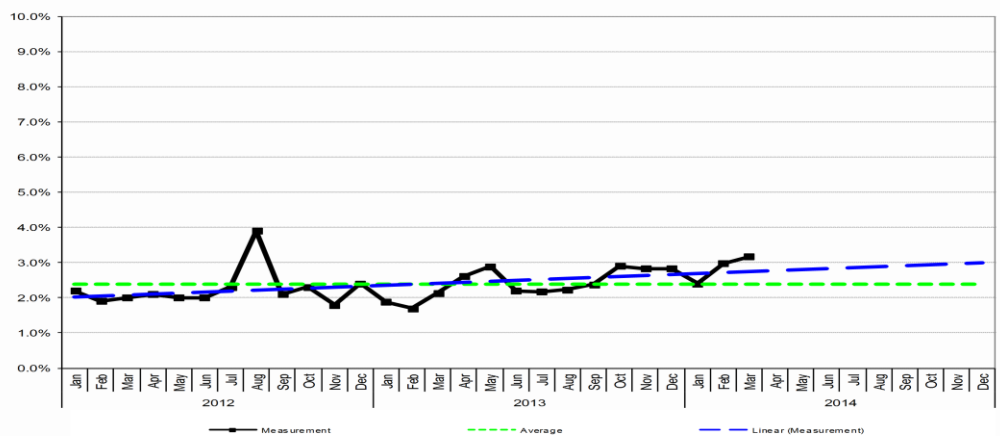
Trend: **Unfavorable**

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
2012	2.2%	1.9%	2.0%	2.1%	2.0%	2.0%	2.3%	3.9%	2.1%	2.3%	1.8%
2013	1.9%	1.7%	2.1%	2.6%	2.9%	2.2%	2.2%	2.2%	2.4%	2.9%	2.8%
2014	2.4%	3.0%	3.2%								



QualityofLifeSTAT April 17, 2014 28

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

Sewerage and Water Board of New Orleans Total Inbound Customer Contacts

Constituency:

**Customer
Ratepayers**

Currently Meeting

Goal: Yes

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

**Process Operating
Within Control
Limits: Yes**

**Goal: Reduce
Triggers of
Customer Calls**

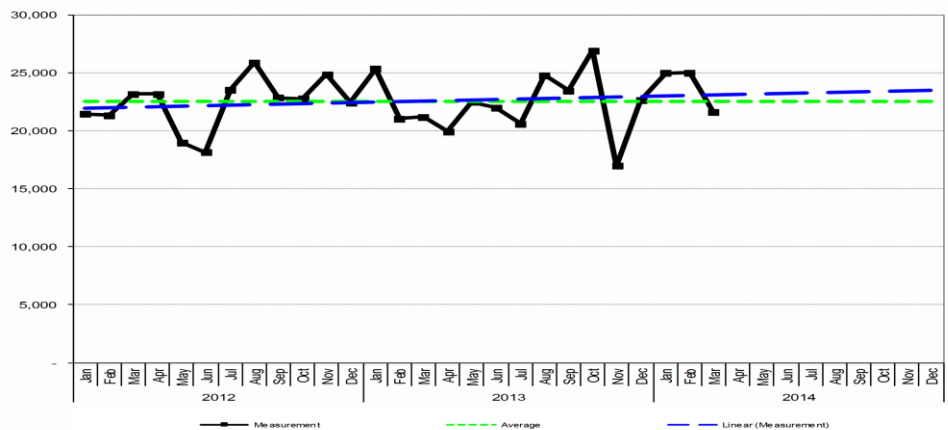
Trend: Close

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
2012	21,447	21,313	23,164	23,164	18,977	18,149	23,545	25,870	22,818	22,773	24,842
2013	25,331	21,051	21,194	19,937	22,446	21,994	20,602	24,764	23,439	26,892	16,980
2014	24,945	24,992	21,579								22,610



QualityofLifeSTAT April 17, 2014 29

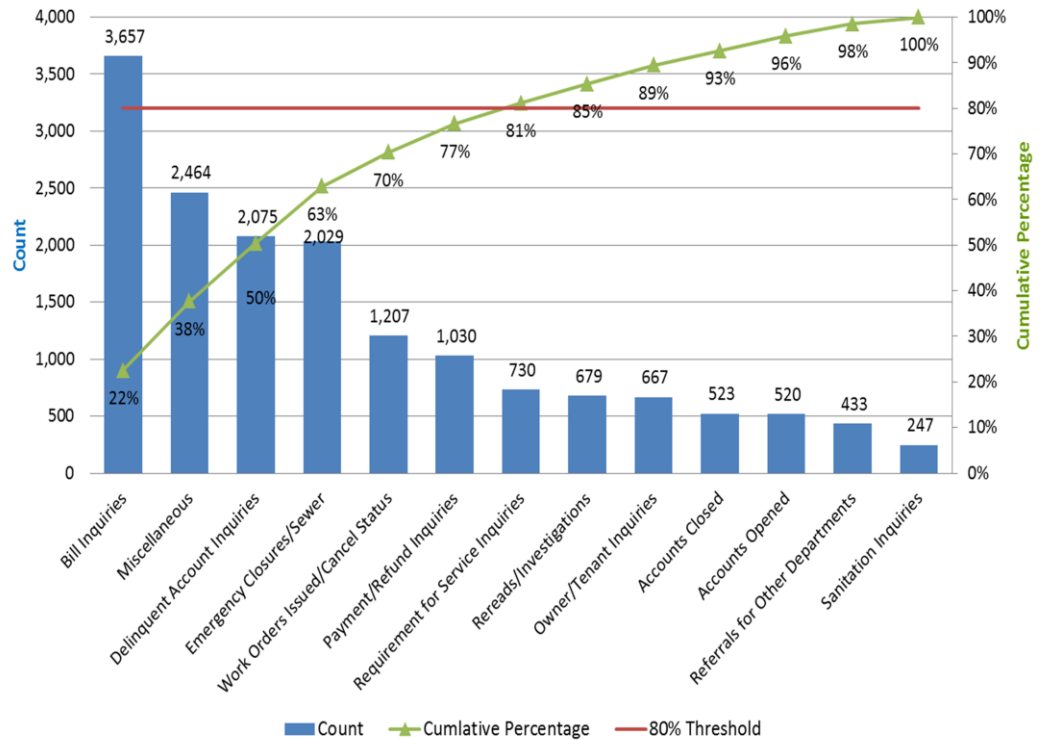
The decrease in inbound customer calls is thought to be related to the decrease in the call abandonment rate.

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

Sewerage and Water Board of New Orleans Chart of Types of Customer Calls March 2014



QualityofLifeSTAT April 17, 2014 30

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

Sewerage and Water Board of New Orleans Average Call Wait Time

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Reduce over
time

Currently Meeting
Goal: Yes

Process Operating
Within Control Limits:
Yes

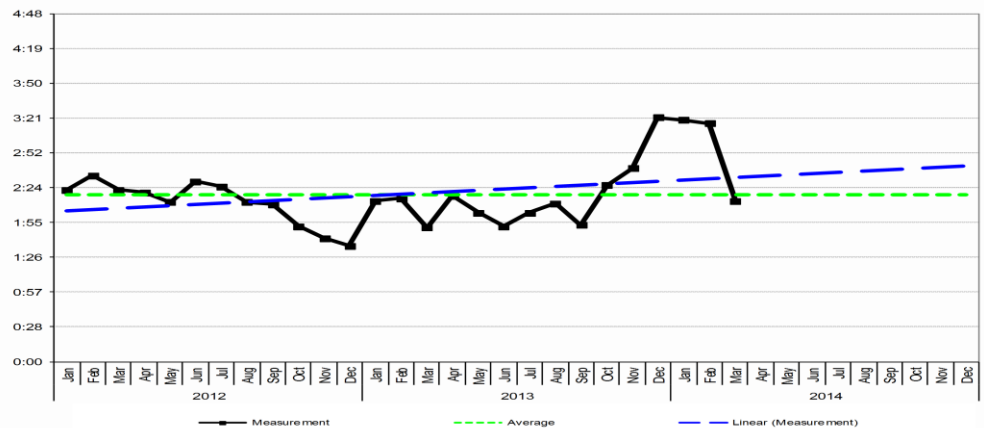
Trend: Close

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
2012	2:22	2:34	2:22	2:20	2:12	2:29	2:25	2:12	2:10	1:52	1:42
2013	2:13	2:15	1:51	2:17	2:03	1:52	2:03	2:11	1:53	2:26	2:40
2014	3:20	3:17	2:13								3:22



QualityofLifeSTAT April 17, 2014 31

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

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**

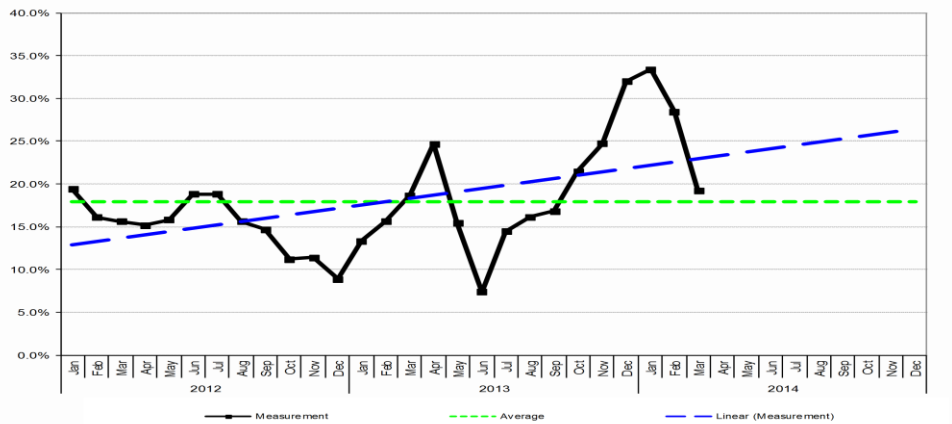
Trend: Unfavorable

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. The telephone system was recently upgraded. Since the upgrade the the Telephone Center has experienced malfunctions. Staff and AT&T are dedicated to correcting these problems.

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
2012	19.4%	16.1%	15.6%	15.2%	15.8%	18.8%	18.8%	15.6%	14.7%	11.2%	11.4%
2013	13.3%	15.6%	18.7%	24.7%	15.4%	7.4%	14.5%	16.2%	16.8%	21.5%	24.7%
2014	33.4%	28.5%	19.2%								8.9%



QualityofLifeSTAT April 17, 2014 32

The abandonment rate decreased as new hires have been brought on 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

Sewerage and Water Board of New Orleans Emergency Calls Abandoned by Customers as a Percentage of Total Emergency Calls

Constituency:
Customer Ratepayers

Objective: Provide Timely
Information and Respond
Promptly to Requests

Goal: Respond to
calls with less than
5% abandoned

**Currently Meeting
Goal:** Yes

**Process Operating
Within Control Limits:**
Yes

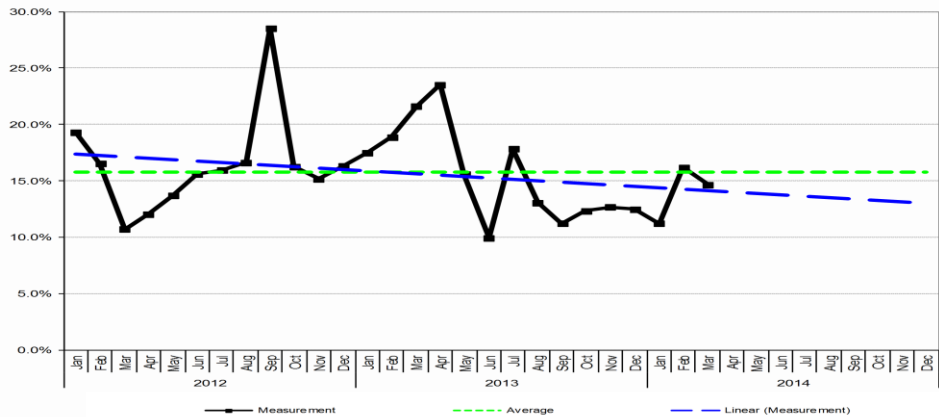
Trend: Favorable

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. The telephone system was recently upgraded. Since the upgrade the the Telephone Center has experienced malfunctions. Staff and AT&T are dedicated to correcting these problems.

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.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	19.3%	18.5%	10.7%	12.0%	13.7%	15.6%	15.9%	16.6%	28.5%	16.3%	15.2%	16.3%
2013	17.5%	18.9%	21.6%	23.5%	15.6%	10.0%	17.8%	13.1%	11.2%	12.3%	12.7%	12.5%
2014	11.2%	16.2%	14.7%									



QualityofLifeSTAT April 17, 2014 33

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

Sewerage and Water Board of New Orleans Total Service Requests about Low Water Pressure

Constituency:
Customer
Ratepayers

Currently Meeting
Goal: Yes

Objective: Provide Timely
Information and Respond
Promptly to Requests

Process Operating
Within Control
Limits: Yes

Goal: Reduce
Number of Service
Requests

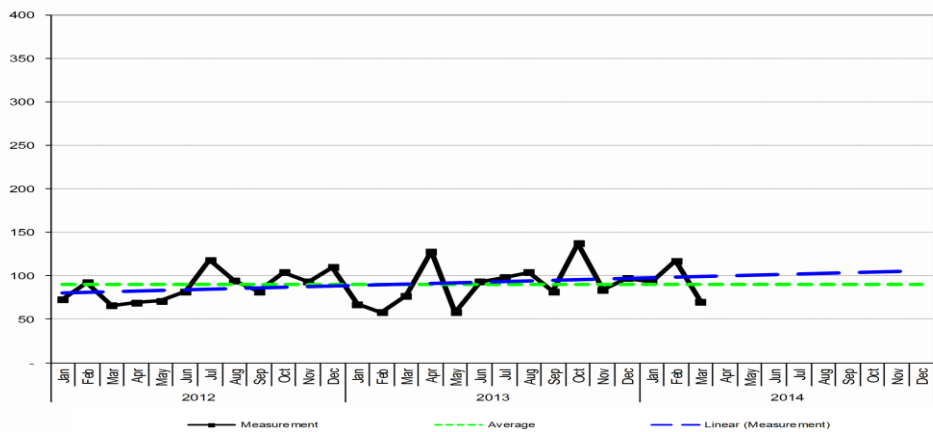
Trend: Close

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
2012	73	92	66	69	71	82	118	94	82	104	93
2013	67	58	77	128	58	93	98	104	82	137	84
2014	93	117	70								



QualityofLifeSTAT April 17, 2014 34

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

Sewerage and Water Board of New Orleans Total Service Requests for Water System Leaks

Constituency:
Customer
Ratepayers

Currently Meeting
Goal: Yes

Objective: Provide Timely
Information and Respond
Promptly to Requests

Process Operating
Within Control
Limits: Yes

Goal: Reduce
Number of Service
Requests

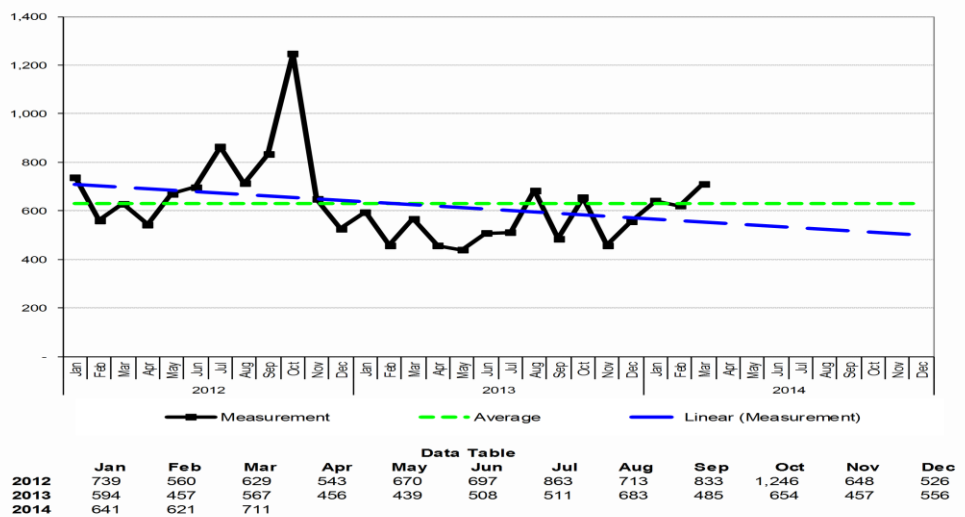
Trend: Favorable

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.



QualityofLifeSTAT April 17, 2014 35

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

Sewerage and Water Board of New Orleans Total Service Requests for Sewer System Leaks

Constituency:
Customer
Ratepayers

Currently Meeting
Goal: Close

Objective: Provide Timely
Information and Respond
Promptly to Requests

Process Operating
Within Control
Limits: Yes

Goal: Reduce
Number of Service
Requests

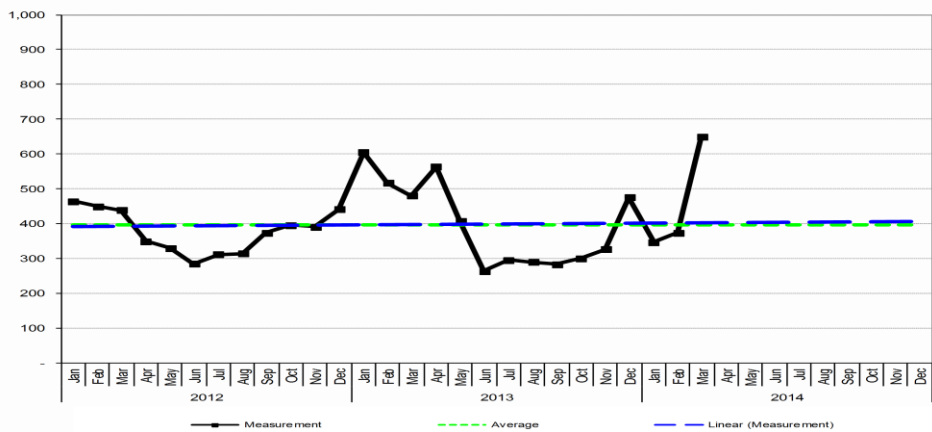
Trend: Close

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
2012	464	449	438	349	329	284	311	313	374	396	391	441
2013	604	516	480	563	406	264	295	289	283	300	326	475
2014	346	374	650									



QualityofLifeSTAT April 17, 2014 36

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

Sewerage and Water Board of New Orleans Total Accounts Turned Off for Non-Payment

Constituency:
Customer
Ratepayers

Currently Meeting
Goal: Not
Applicable

Objective: Ensure
Collection of Payments for
Services Provided

Process Operating
Within Control
Limits: Yes

Goal: None
Established

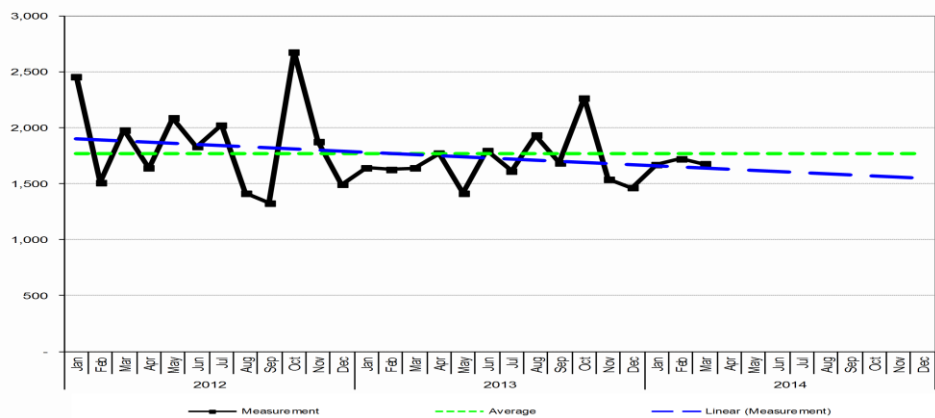
Trend: Favorable

Analysis

Customers accounts are turned-off for non-payment for balances more than \$50 and over sixty days past due. The number of accounts turn-off for non-payment has increased by approximately 34% from September 2013.

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
2012	2,456	1,511	1,980	1,638	2,085	1,829	2,024	1,413	1,327	2,676	1,877
2013	1,641	1,628	1,638	1,770	1,415	1,795	1,613	1,932	1,687	2,265	1,540
2014	1,670	1,723	1,675								1,490



QualityofLifeSTAT April 17, 2014 37

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

Sewerage and Water Board of New Orleans Water and Sewer Receivables 30 to 120 Days Old

EUM Attribute:
Financial Viability

Description: Establishes and maintains an effective balance
between long-term debt, asset values, operations and
maintenance expenditures, and operating revenues

Constituency:
Customer Ratepayers

Objective: Efficient use of
resources in providing
services

Goal: None
established

Currently Meeting
Goal: Not Applicable

Process Operating Within
Control Limits: Close

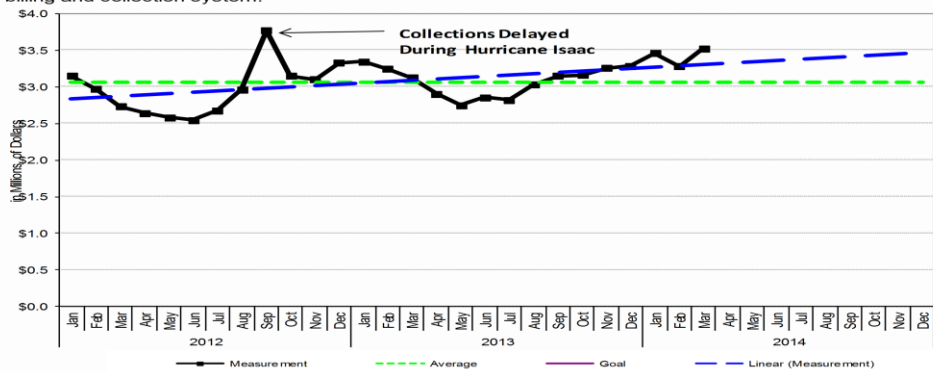
Trend: **Unfavorable**

Analysis

Water and sewer accounts receivable that are 30 to 120 days old are handled by internal staff using service disconnection. When those accounts are turned-off and final bills sent, the remaining balances after 30 days are sent to a collection agency. The uncollectable balances for 2007 and 2008 were higher than normal due to accounts that remained open for vacated facilities and were written off in 2011 and 2012, .

Plans for Improvement

It appears that the higher post-Katrina accounts receivable balances have been resolved through standard collection practices and that annual collection rates now exceed 98% of annual billings. Staff intends to use standard process improvement methods to continue collection practices pending implementation of new billing and collection system.



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2012	\$3.149	\$2.973	\$2.735	\$2.643	\$2.583	\$2.544	\$2.678	\$2.966	\$3.770	\$3.149	\$3.104
2013	\$3.348	\$3.243	\$3.127	\$2.907	\$2.748	\$2.860	\$2.819	\$3.031	\$3.149	\$3.161	\$3.258
2014	\$3.458	\$3.280	\$3.524								
											Dec
											\$3.327
											\$3.287



QualityofLifeSTAT April 17, 2014 38

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

Sewerage and Water Board of New Orleans

Water and Sewer Receivables 120 Days and Older

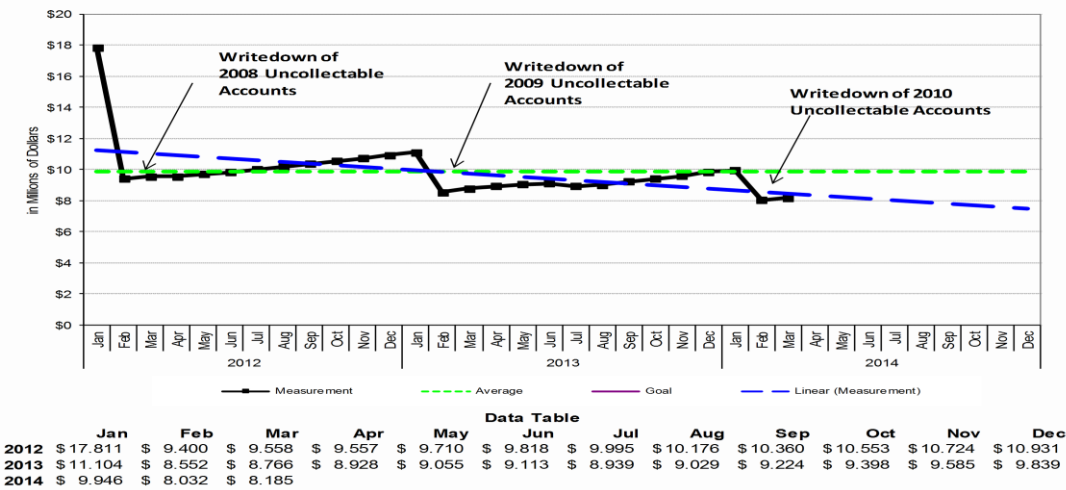
EUM Attribute: Financial Viability	Description: Establishes and maintains an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues		
Constituency: Customer Ratepayers	Objective: Efficient use of resources in providing services	Goal: None established	
Currently Meeting Goal: Not Applicable	Process Operating Within Control Limits: Yes	Trend: Favorable	

Analysis

Water and sewer accounts receivable that are 120 days and older are handled by a collection agency. When those accounts remain uncollected after three years, the balances are written off as part of an annual process. The uncollectable balances for 2007 and 2008, which were written off early in 2011 and 2012, were higher than normal due to accounts that remained open post-Katrina for residences and businesses but were not occupied.

Plans for Improvement

It appears that the higher post-Katrina accounts receivable balances have been resolved through standard collection practices and that annual collection rates now exceed 98% of annual billings. Staff intends to use standard process improvement methods to continue collection practices pending implementation of new billing and collection system.



Sustainable Communities

Goal: Support sustainable communities that integrate quality housing, transportation, schools, commercial development, energy efficiency, parks and green space, flood protection and cultural assets.

Objectives and Strategies	Outcome Measures
Maintain and improve public infrastructure 1. Maintain and improve road surface infrastructure 2. Consistently implement Complete Streets philosophy in streets investments 3. Effectively administer the City's capital improvements program 4. Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods	<ul style="list-style-type: none"> Percent of citizens satisfied with condition of streets Mean travel time to work Percentage of workers commuting to work by means other than driving alone Percent of citizens satisfied with drainage/flood control Percent of citizens satisfied with public transportation Percent of citizens satisfied with traffic congestion
Promote Quality Neighborhoods 1. Reduce blighted properties by 10,000 by the end of 2014 2. Provide effective sanitation services to residents and businesses 3. Protect and preserve parks and other green spaces 4. Regulate land use to support safe, vibrant neighborhoods and preserve historic properties	<ul style="list-style-type: none"> Percent of citizens satisfied with control of abandoned houses Percent of citizens satisfied with parks and recreation Percent of citizens satisfied with control of trash and litter / trash pickup Percent of citizens satisfied with life in New Orleans ParkScore (based on acreage, service and investment, and access) Percent of citizens satisfied with zoning
Promote energy efficiency and environmental sustainability 1. Restore the City's marshes and coastline 2. Promote green energy and other sustainability measures 3. Remediate brownfields, lead, and other environmental hazards	<ul style="list-style-type: none"> Percent of days with healthy air quality Number of health based drinking water violations Number of certified green buildings Number of land acres in Orleans Parish



QualityofLifeSTAT April 17, 2014 40

Responsible Organization:
Department of Parks and Parkways

Data Source:
Department of Parks and Parkways

Related Strategy:
Protect and preserve parks and other green spaces

Notes:
This is a seasonal measure, as peak mowing season will begin the summer.

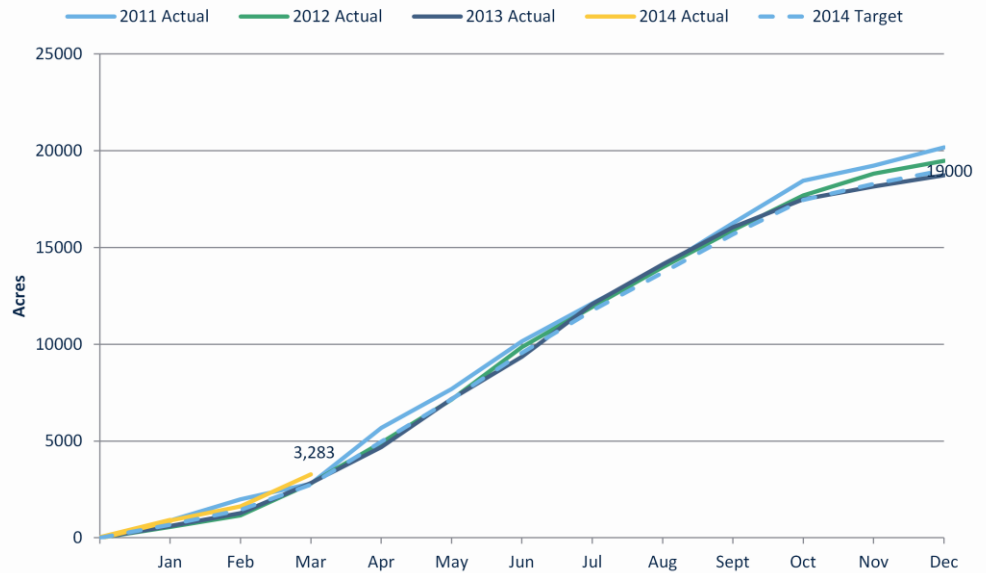
Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

Key: Key measure that best indicates whether City activities are achieving the desired results

Parks and Parkways is on track to meet its annual target of acres mowed.

Number of Acres Mowed



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
20,172	●	19,485	●	18,153	●	3,283	19,000	●



QualityofLifeSTAT April 17, 2014 41

Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

Definition:

Emergency: Any tree work order that is deemed a threat to public safety, and/or interferes with an ongoing construction project or special event, and is completed within 7 days.
Non-Emergency: Any tree work order that is not deemed an emergency.

Related Strategy:

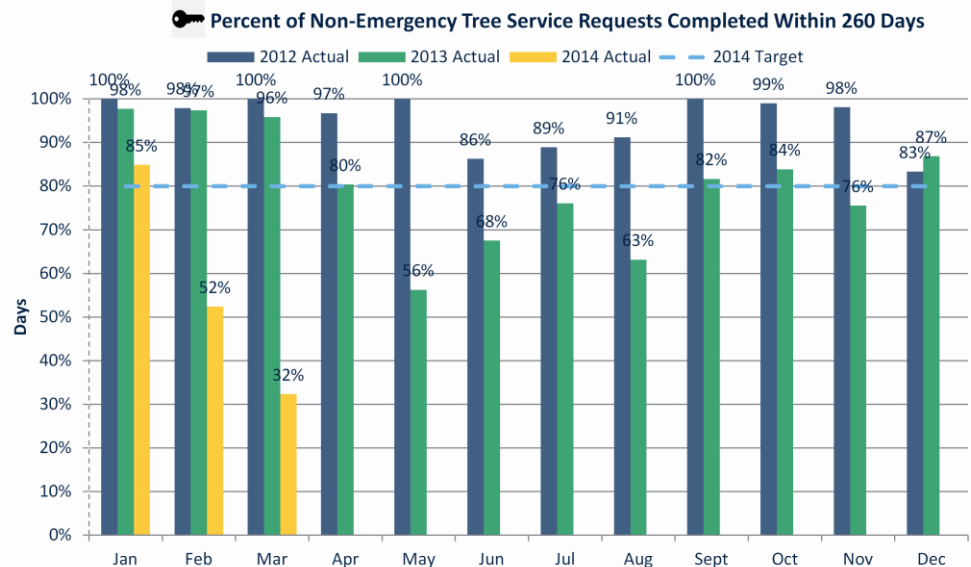
Protect and preserve parks and other green spaces

Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

Key: Key measure that best indicates whether City activities are achieving the desired results

Parks and Parkways fell well below its target percent of non-emergency tree service requests completed within 260 days.



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
98%	-	95%	-	79%	-	58%	≤ 80%	◆



QualityofLifeSTAT April 17, 2014 42

Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

Definitions:

Emergency: Any tree work order that is deemed a threat to public safety, and/or interferes with an ongoing construction project or special event.

Non-Emergency: Any tree work order that is not deemed an emergency.

Related Strategy:

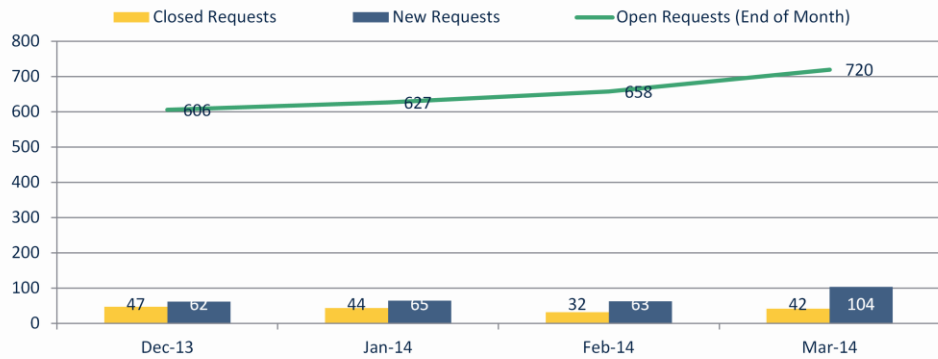
Protect and preserve parks and other green spaces

Note:

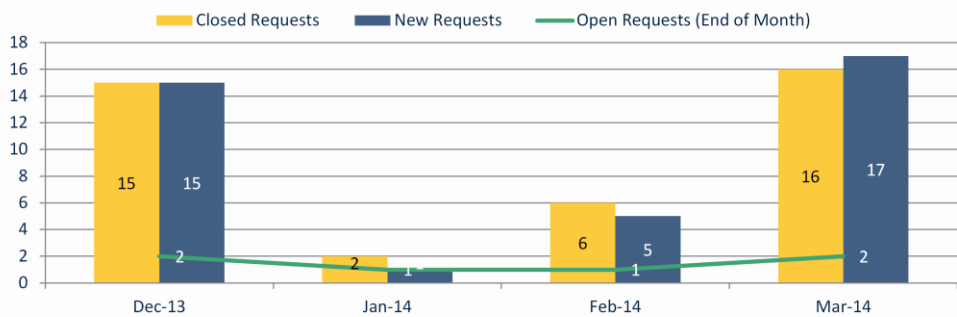
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

The number of open 311 non-emergency tree service requests continued to increase, though open 311 emergency requests remained very low.

311 Non-Emergency Tree Service Requests



311 Emergency Tree Service Requests



Responsible Organization:
Department of Parks and Parkways

Data Source:
311

Related Strategy:
Protect and preserve parks and other green spaces

Note:
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.

Parks and Parkways' 311 grass and park maintenance open requests were very low and at zero, respectively.

Service Request (SR)	Open SRs (2/1)	New SRs	Closed SRs	Open SRs (2/28)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Grass Service	0	23	24	1	1	5	1
Park Maintenance	0	0	0	0	0	0	0



Responsible Organization:
Department of Parks and
Parkways

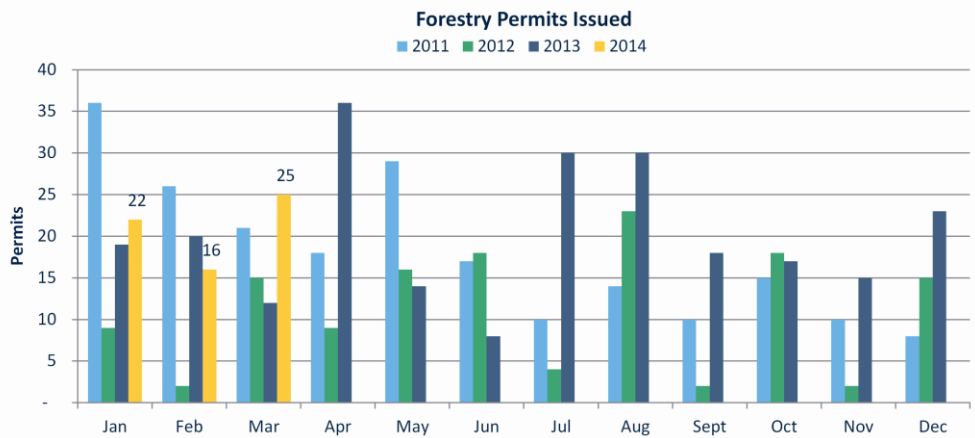
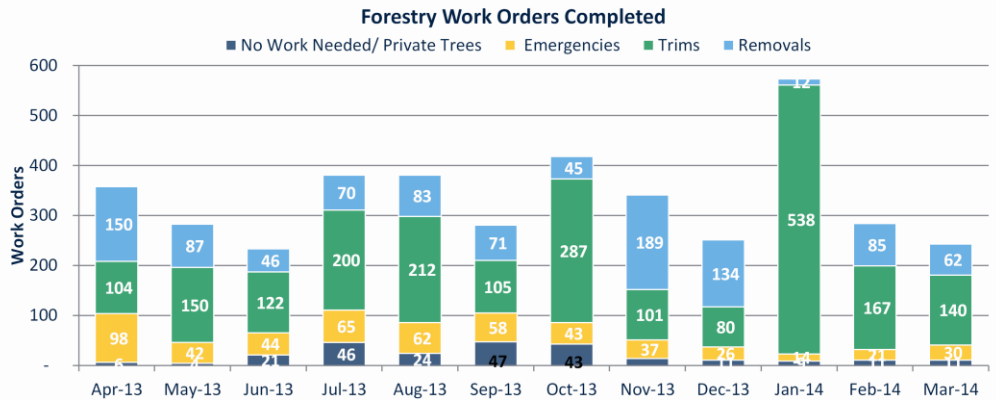
Data Source:
Department of Parks and
Parkways

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

Parks and Parkways completed a moderate number of work orders.



QualityofLifeSTAT April 17, 2014 45

Responsible Organization:
Department of Sanitation
Department of Parks and
Parkways

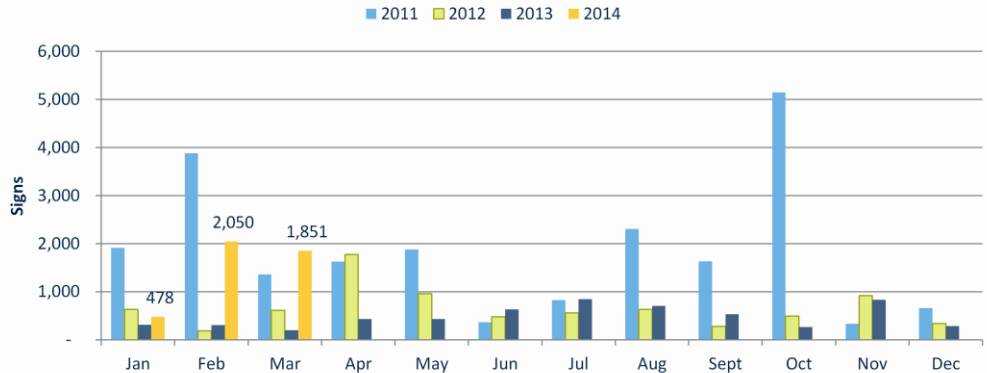
Data Source:
Department of Sanitation
Department of Parks and
Parkways

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

Sanitation and the Department of Parks and Parkways removed a relatively high number of bandit signs.

Bandit Signs Removed



Action Items

Date	Responsible Parties	Action Item	Due	Status
7/12/12	E. Delarge, D. Macnamara, C. Sylvain-Lear; J. Williams	Pursue civil actions against repeat bandit sign offenders	Ongoing	Summons issued to owner of Discount Tree Cutting 10/29. Trial date rescheduled for late March. Defendant failed to appear; an additional \$5,000 fee has been added to the citation, and an attachment has been issued for his arrest.



QualityofLifeSTAT April 17, 2014 46

Bandit sign removals were high following runoff elections.

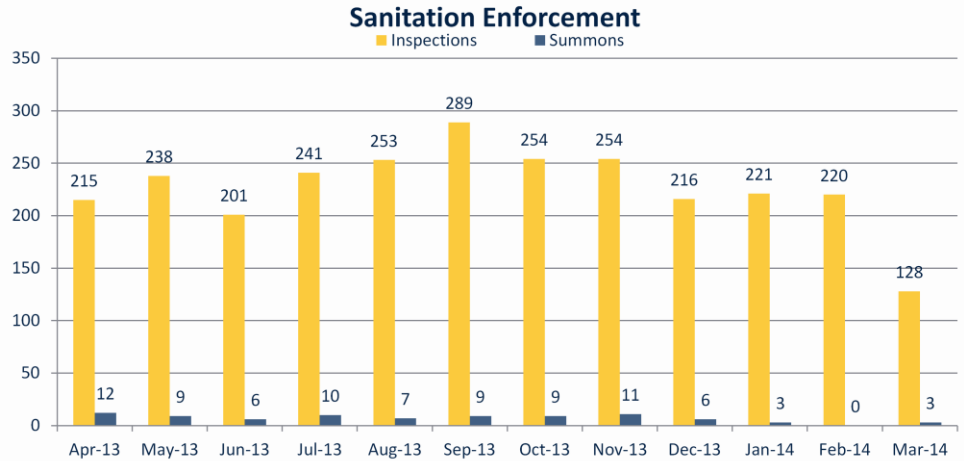
Responsible Organization:
Department of Sanitation
New Orleans Police Department

Data Source:
Department of Sanitation

Note:
Additional inspections performed and summons issued by the District New Orleans Police Department Quality of Life Officers are not included in the totals.

Related Strategy:
Provide effective sanitation services to residents and businesses

Sanitation issued a low number of summons, commensurate with a relatively low number of inspections



Action Items

Date	Responsible Parties	Action Item	Due	Status
3/14	D. Macnamara	Research feasibility of utilizing cameras and electronic processing of citations	Ongoing	Once Sanitation Rangers are allowed to issue citations, (per the action item below), Law can move forward with this.
7/12/12	E. Williams, C. Sylvain-Lear	Draft ordinance authorizing Sanitation Rangers to issue citations for sanitation issues	Ongoing	A bill which would allow for Sanitation Rangers to issue citations has passed committee.
3/20/2014	E. Kerkow; C. Sylvain-Lear; D. MacNamara	Place cameras in spots with frequent illegal dumping	Ongoing	IT infrastructure is sufficient to support this project. Once Sanitation Rangers are allowed to issue citations, (per the action item above), this can move forward.



QualityofLifeSTAT April 17, 2014 47

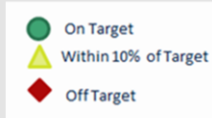
The relatively low number of enforcement actions were related to Mardi Gras.


Responsible Organization:
Department of Sanitation

Data Source:
Department of Sanitation

Related Strategy:
Provide effective sanitation services
to residents and businesses

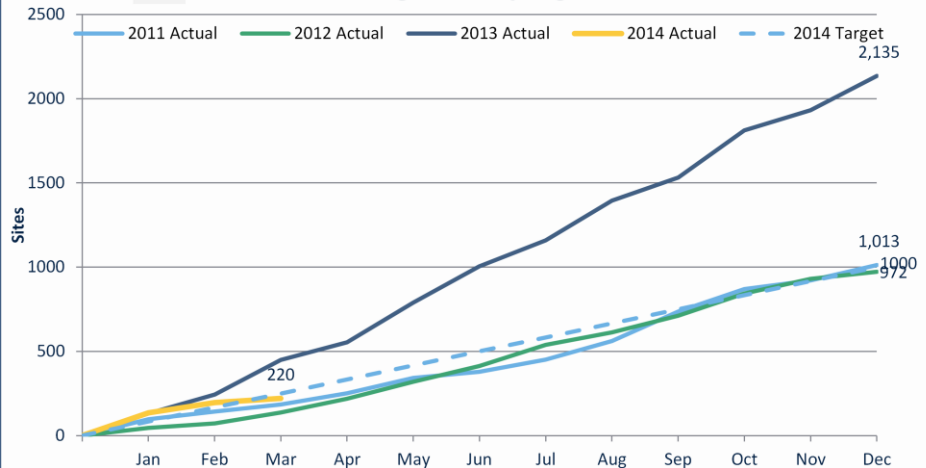
Legend:



 Key measure that best
indicates whether City activities
are achieving the desired results

Sanitation cleared a relatively small amount of illegal dumping sites, and is slightly off track from its 2014 target.

Number of Illegal Dumping Sites Cleared



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
1,013	●	972	●	2,135	●	220	1000	▲



QualityofLifeSTAT April 17, 2014 48

Responsible Organization:
Department of Sanitation

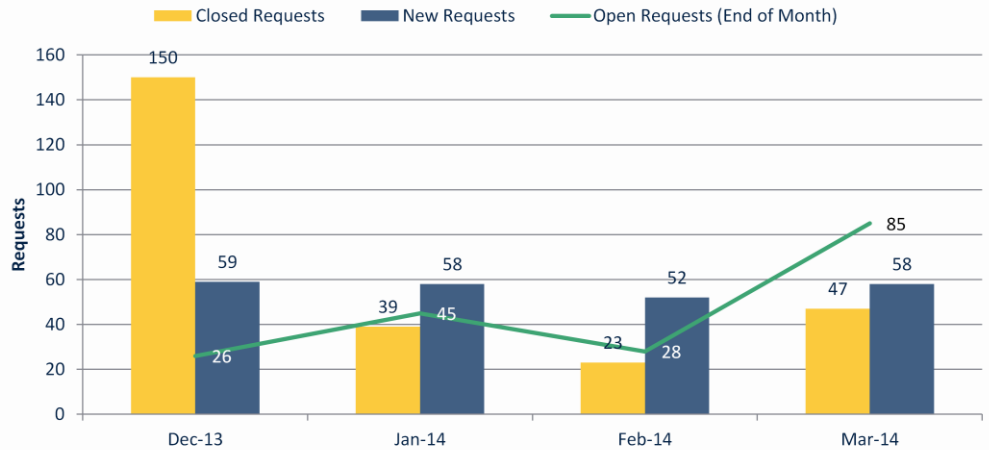
Data Source:
Department of Sanitation
311

Related Strategy:
Provide effective sanitation services to residents and businesses

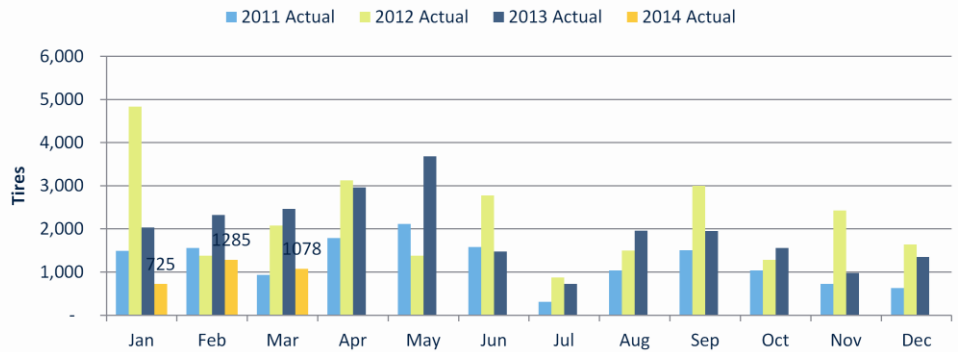
Note:
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

The backlog of 311 illegal dumping cases increased.

311 Illegal Dumping Service Requests



Tires Removed



QualityofLifeSTAT April 17, 2014 49

Responsible Organization:
Department of Sanitation

Data Source:
311

Note:
Establishing a baseline in 2013.
Expected days to close, developed in 2012: 30 days.

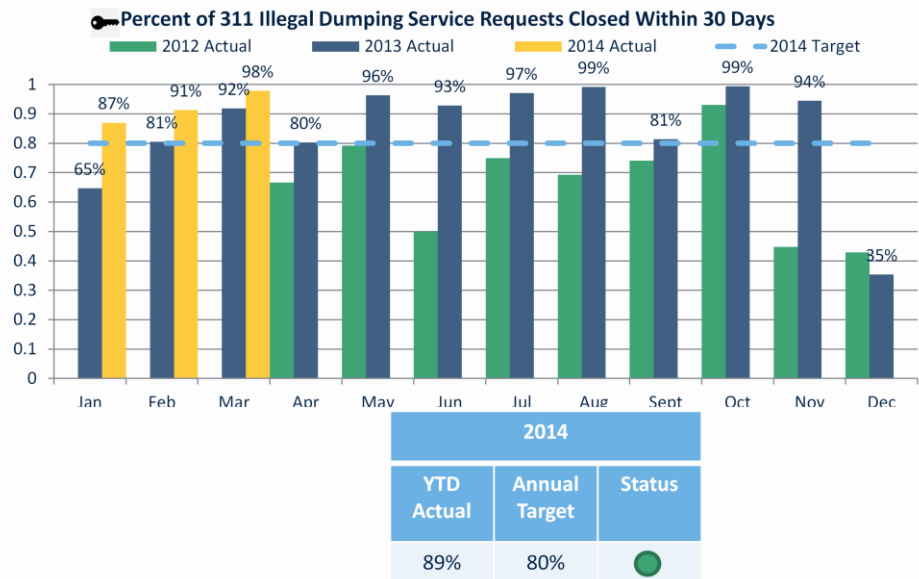
Related Strategy:
Provide effective sanitation services to residents and businesses

Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

Key measure that best indicates whether City activities are achieving the desired results

Sanitation continued to exceed their monthly goal on the percent of 311 illegal dumping service requests closed within 30 days.



Action Item

Date	Responsible Parties	Action Item	Due	Status
7/12/12	E. Williams, C. Sylvain-Lear, J. Munster	Consider increasing barriers to entry for tire shops via changes in occupational license requirements	Ongoing	Sanitation met with Safety & Permits and City Planning 7/29 to develop standards for CZO related to tire shops. A draft of the CZO was released 9/13. It is in the public comment period. Changes are in Article 20, Use Standards JJ: 8 and 9.



QualityofLifeSTAT April 17, 2014 50

Responsible Organization:
Department of Sanitation vendors

Data Source:
311

Related Strategy:
Provide effective sanitation services to residents and businesses

Note:
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.

January percent of households registered, previously reported as 35%, was adjusted in February 2014.

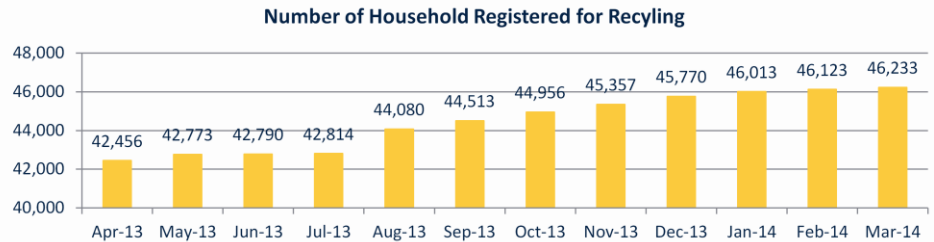
Definitions:
Household: Every household in New Orleans Parish receiving sanitation service.
Household Registered for Recycling: Every household that is not only registered for recycling, but has received a recycling cart.

Legend:



Key: Key measure that best indicates whether City activities are achieving the desired results

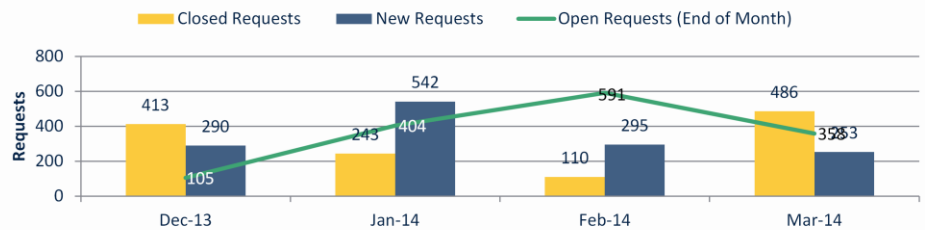
The percent of households registered for recycling is just below the target of 36% as of January. The backlog of 311 residential recycling requests decreased.



Percent of Households Registered for Recycling

2014		
YTD Actual	Annual Target	Status
34%	36%	▲

311 Residential Recycling



Responsible Organization:
Department of Sanitation and vendors

Data Source:
311

Notes:
Expected days to close, developed in 2012: 14-30 days.

Related Strategy:
Provide effective sanitation services to residents and businesses

Note:
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.

Most other Sanitation backlogs increased.

Service Request (SR)	Open SRs (2/1)	New SRs	Closed SRs	Open SRs (2/28)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Dead Animal Pickup (Vendor)	4	18	21	7	-7	4	20
Large Item Pickup (Vendor)	33	125	137	55	22	17	7
Trash/Garbage Pickup (Vendor)	76	302	340	126	50	15	13
Change Size of Trash Cart	1	4	1	4	3	34	5
Damage Caused By Contractor	7	15	16	6	-1	15	16
Missed Collection	14	76	60	33	19	16	4
Repair Trash Cart	11	46	42	16	5	10	8
Replace Trash Cart	16	38	38	16	0	21	16
Start Trash Service	27	154	138	51	24	12	18
Stop Trash Service	0	1	1	0	0	N/A	1
Trash/Garbage Pickup	0	6	6	0	0	N/A	0



QualityofLifeSTAT April 17, 2014 52

Sanitation's outstanding 311 service requests were relatively new and manageable.

Public Safety

Goal: Ensure the public's safety and serve our citizens with respect and dignity.

Objectives and Strategies	Outcome Measures
Rebuild citizen confidence in public safety offices <ol style="list-style-type: none"> 1. Reform NOPD policies and operations 2. Employ proactive policing and positive community engagement 3. Support oversight entities to promote transparency, accountability, and trust 	<ul style="list-style-type: none"> • Citizens reporting feeling safe in their neighborhood (NOCC survey) • Percent of citizens reporting confidence in NOPD (NOCC survey)
Ensure safe and secure neighborhoods, and reduce the murder rate <ol style="list-style-type: none"> 1. Prevent illegal activity 2. Intervene when conflicts occur to resolve them non-violently 3. Enforce the law with integrity 4. Effectively and fairly administer justice 5. Rehabilitate the incarcerated so that they do not recidivate 6. Coordinate the criminal justice system 	<ul style="list-style-type: none"> • Rate of homicide per 100,000 population • Rate of violent crime per 100,000 population • Rate of property crime per 100,000 population • Felony recidivism rates • Percent of citizens rating police protection fair, good, or very good (UNO Quality of Life Survey) • Average number of days from case acceptance to disposition by the court • Number of fatal traffic accidents per 100,000 population
Prepare for, mitigate, and effectively respond to emergencies <ol style="list-style-type: none"> 1. Respond to emergencies, including fire and medical, effectively 2. Plan and prepare for disasters 	<ul style="list-style-type: none"> • Fires per 100,000 population • Fatalities due to fire • Percent of citizens rating fire protection fair, good, or very good (UNO Quality of Life Survey) • Cardiac arrest with pulse at delivery to hospital • Percent of City plans, procedures, and other strategies that are National Incident Management System (NIMS) compliant



QualityofLifeSTAT April 17, 2014 53

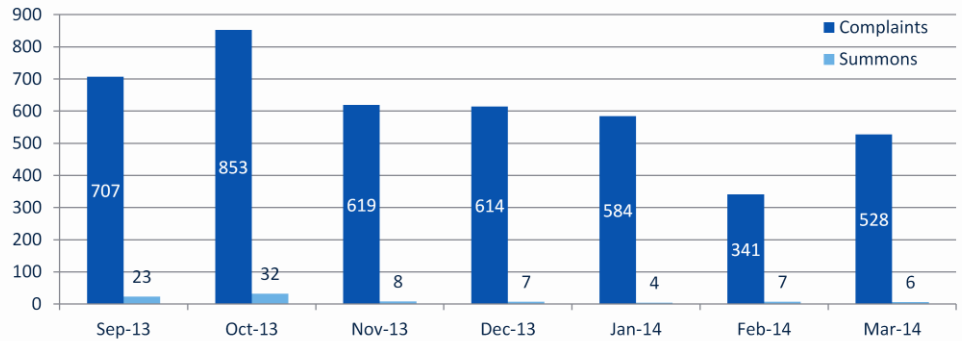
Responsible Organization:
New Orleans Police Department

Data Source:
New Orleans Police Department

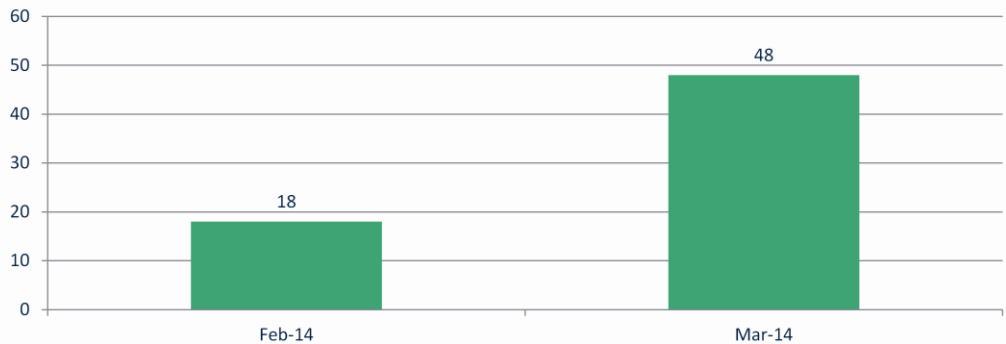
Related Strategy:
Effectively and fairly administer justice

NOPD received a moderate number of complaints, and issued a low number of summons.

Complaints Received and Summons Issued by NOPD Quality of Life Officers



311 Service Requests Submitted by NOPD



QualityofLifeSTAT April 17, 2014 54

NOPD plans to conduct a Quality of Life sweep in late April.

Responsible Organization:
New Orleans Police Department,
DPW, Code Enforcement,
Sanitation Department,
Department of Parks and
Parkways

Data Source:
311

Related Objective:
Employ proactive policing and
positive community engagement

Note:
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.

With the exception of 311 Abandoned Vehicle Service Requests, the number of open service requests was very low and stable. However, the average age of open items remained high.

NOPD Priority 311 Service Requests

**Service Requests with Priority High
– Very High**

Service Request (SR)	Open SRs (2/1)	New SRs	Closed SRs	Open SRs (2/28)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Abandoned Vehicle Reporting/Removal	9	28	3	34	25	27	10
Code Enforcement General Request	0	4	4	0	N/A	N/A	1
Illegal Dumping Reporting	2	3	2	3	1	42	30
Large Item Trash/Garbage Pickup	0	0	0	0	N/A	N/A	N/A
Park Maintenance	0	0	0	0	N/A	N/A	N/A
Pothole/Roadway Surface Repair	4	2	0	6	2	145	N/A
Rodent Complaint	0	0	0	0	N/A	N/A	N/A
Street Flooding/Drainage	1	0	0	1	0	714	N/A
Street Light	2	0	1	1	-1	105	57
Traffic Sign	2	0	0	2	0	204	N/A
Traffic Signal	2	0	0	2	0	162	N/A
Trash/Garbage Pickup	0	0	0	0	N/A	N/A	N/A
Tree Service	1	0	0	1	0	186	N/A
Tree Service Emergency	0	0	0	0	N/A	N/A	N/A



QualityofLifeSTAT April 17, 2014 55

Responsible Organization:
Law Department

Data Source:
Law Department

Related Strategy:
Effectively and fairly administer justice

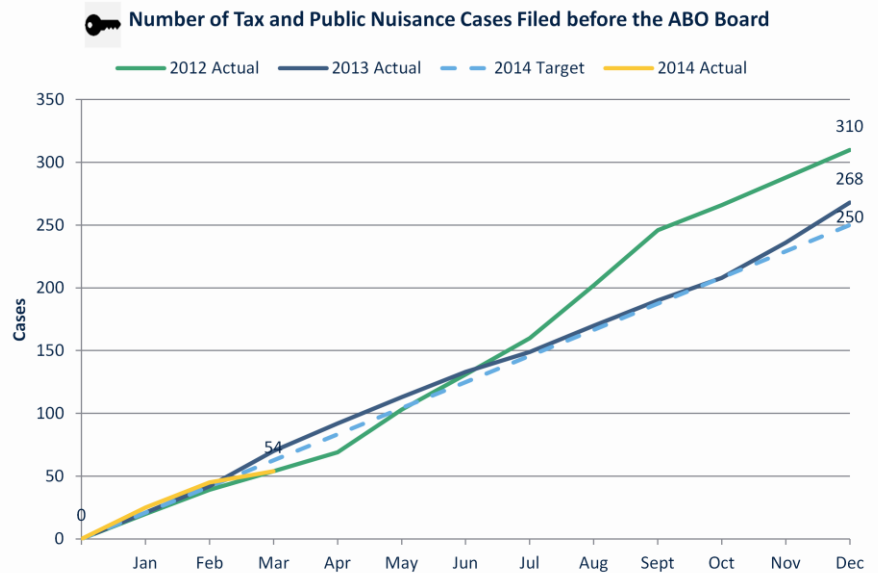
Definitions:
ABO: Alcoholic Beverage Outlet. A business that serves alcoholic beverages.

Legend:

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

Key measure that best indicates whether City activities are achieving the desired results

The Law Department trended slightly below its 2014 ABO case filing target.



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
233	●	310	●	236	●	54	250	▲



QualityofLifeSTAT April 17, 2014 56

An indicator of success in ABO enforcement, the Law Department reported fewer prosecutable cases. The Department plans to branch out to other areas.

Children and Families

Goal: Promote the health and well-being of youth and families by ensuring that quality educational, economic, health and recreational programming opportunities are available for all.

Objectives and Strategies	Outcome Measures
Improve health outcomes for City residents <ol style="list-style-type: none"> 1. Improve access to healthcare for city residents (including access to mental health services) 2. Provide public health services to City residents, including community health education and preventing the spread of communicable diseases 	<ul style="list-style-type: none"> • Rate of low birth weight babies • County Health Ranking (University of Wisconsin) • American Fitness Index ranking (metro) (American College of Sports Medicine) • Percent of citizens rating health services fair, good, or very good (UNO Quality of Life Survey)
Support the development of strong and resilient youth and families, including children in schools <ol style="list-style-type: none"> 1. Support increased student achievement and school success, including closing achievement gaps 2. Encourage the development of strong and resilient families 3. Support the social and emotional needs of youth 	<ul style="list-style-type: none"> • High school graduation rate • LEAP test passage rates • Teen pregnancy rate
Provide high-quality cultural and recreational opportunities to City residents and visitors <ol style="list-style-type: none"> 1. Support cultural institutions and experiences 2. Provide recreational opportunities to residents 	<ul style="list-style-type: none"> • Percent of Citizens satisfied with culture and recreational opportunities (UNO Quality of Life Survey)
Facilitate the provision of effective human services to City residents <ol style="list-style-type: none"> 1. Provide quality, secure housing to residents and reduce homelessness 2. Ensure a safety net of needed services is available to all residents 3. Ensure residents' access to a variety of healthy nutritional options 4. Honor the service of veterans and wounded warriors by recognizing their unique needs 	<ul style="list-style-type: none"> • Homeless Point-in-Time count • Food Insecurity Rate (US Department of Agriculture, Feeding America) • Percent of population with low access to a grocery store • Percent of citizens rating services for the poor fair, good, or very good (UNO Quality of Life Survey)



QualityofLifeSTAT April 17, 2014 57

Responsible Organization:

New Orleans Mosquito, Termite, and Rodent Control Board

Data Sources:

New Orleans Mosquito, Termite, and Rodent Control Board
311

Related Strategy:

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

Legend:

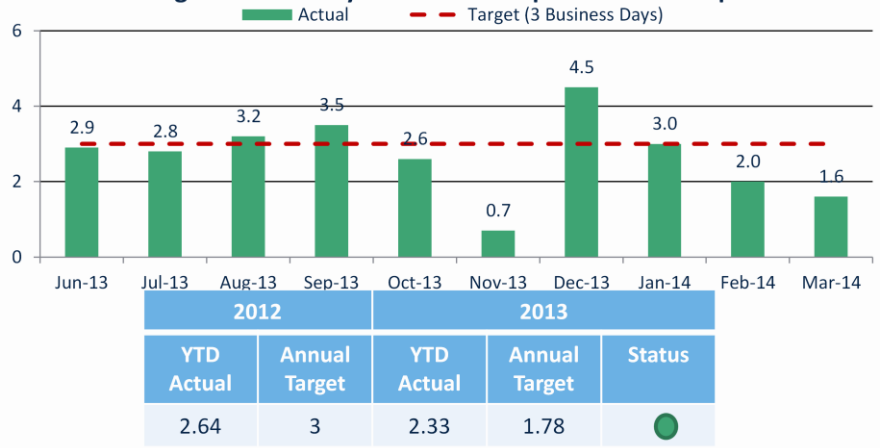
- On Target
- ▲ Within 10% of Target
- ◆ Off Target



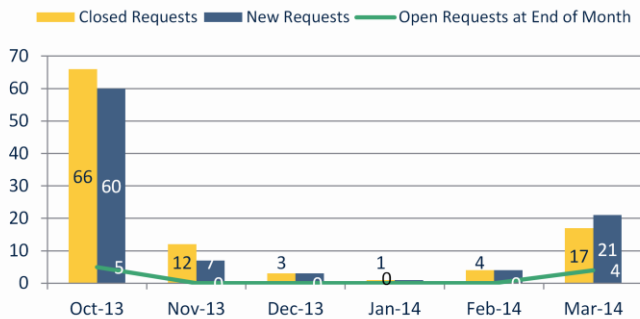
Key measure that best indicates whether City activities are achieving the desired results

The Mosquito Board exceeded its monthly target of days to close mosquito service requests.

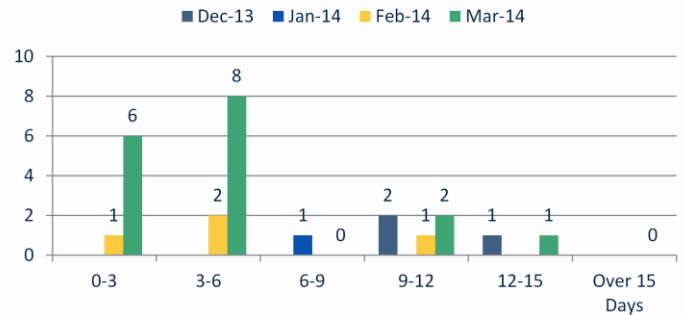
Average Business Days to Close Mosquito Service Requests



311 Mosquito Control Service Requests



Days to Close Mosquito Control 311 Requests



QualityofLifeSTAT April 17, 2014 57

MTRCB will hold a Mosquito Academy, a 3-day course on mosquito abatement, during the last week of April. While participants are mostly public agencies, pest control companies and students also participate.

Responsible Organization:

New Orleans Mosquito, Termite, and Rodent Control Board

Data Sources:

New Orleans Mosquito, Termite, and Rodent Control Board
311

Related Strategy:

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

Legend:

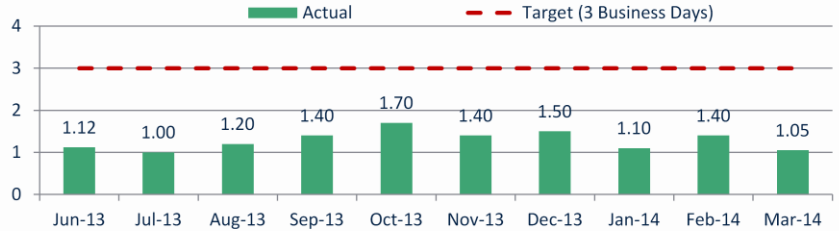
- On Target
- ▲ Within 10% of Target
- ◆ Off Target



Key measure that best indicates whether City activities are achieving the desired results

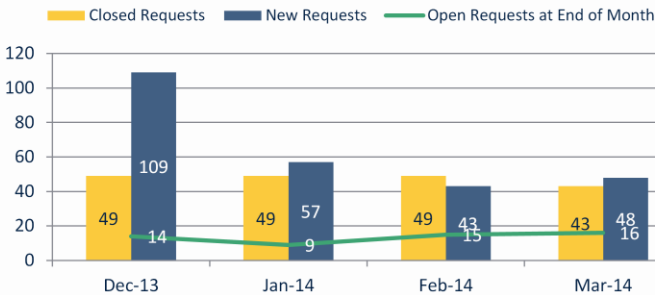
The Mosquito & Termite Control Board substantially exceeded its target number of days to respond to rodent service requests

Average Business Days to Complete Rodent Service Requests

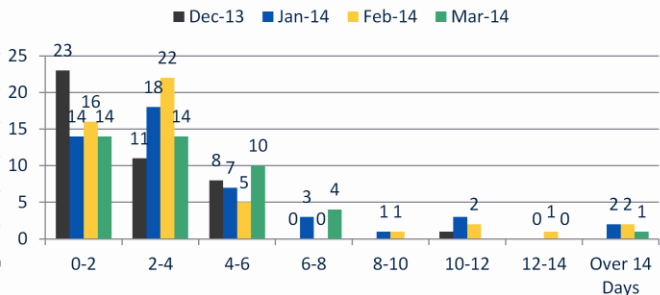


2013		2014		
YTD Actual	Annual Target	YTD Actual	Annual Target	Status
1.41	●	1.25	2.15	●

311 Rodent Complaints



Days to Close 311 Rodent Requests



QualityofLifeSTAT April 17, 2014 59

Contacts:

(Please call NOLA 311 for any specific complaints or requests)

- Office of Performance & Accountability
 - – Oliver Wise - ojwise@nola.gov
- Information Technology & Innovation
 - Edward Kerkow - edkerkow@nola.gov
 - NOLA 311
 - Ken Davis - kedavis@nola.gov
 - Chris Hudson - cchudson@nola.gov
- Department of Public Works
 - Col. Mark Jernigan - mdjernigan@nola.gov
- Department of Sanitation
 - Cynthia Sylvain-Lear - cslear@nola.gov
- Department of Parks & Parkways
 - Ann MacDonald - aemacdonald@nola.gov
- Sewerage & Water Board of New Orleans –
 - Robert “Bob” Miller - rmiller@swbno.org
- New Orleans Mosquito,Termite, and Rodent Control Board
 - Claudia Riegel - criegel@nola.gov
- New Orleans Police Department –
 - Jonette Williams - jrwilliams@nola.gov
- Law Department –
 - Dan MacNamara - dmacnamara@nola.gov
 - Eraka Williams - evwilliams@nola.gov



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?

