



CITY OF NEW ORLEANS
Quality of Life STAT

April 21, 2016
(Reporting Period: March 2016)

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QualityOfLifeSTAT April 21, 2016

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.*



Action Items

Assigned	Responsible	Action Item	Notes
9/17/15	A. Norton C. Sylvain-Lear	Reduce illegal tire disposal through targeted enforcement against unlicensed tire shops.	<ul style="list-style-type: none"> Legal changes are required to strengthen enforcement strategy, as City currently lacks sufficient authority to sanction tire shops operating without proper licenses.
11/19/15	R. Wainwright C. Harowski J. Munster	Develop and implement strategy for photo enforcement of quality-of-life violations.	<ul style="list-style-type: none"> Service and Innovation Team has prepared draft ordinance in consultation with Law Department and Safety & Permits.
1/21/2016	E. Delarge	Bring enforcement actions to deter illegal sign placement.	<ul style="list-style-type: none"> Law Department has been setting up meetings with Municipal Court and other parties in order to develop strategy.
4/14/2016	S. Primeaux J. Munster	Incorporate relevant Safety & Permits metrics into QualityOfLifeSTAT.	<ul style="list-style-type: none"> OPA met with Safety & Permits to determine most relevant metrics. Presentation materials will likely be ready for May QualityOfLifeSTAT.
4/21/2016	J. Williams M. Jernigan C. Harowski K. Davis J. Munster	Further streamline process for resolving abandoned vehicle complaints.	<ul style="list-style-type: none"> Better coordination and tracking are needed between DPW and NOPD to resolve complaints on private property. In some cases, zoning enforcement could also be used to address complaints.
4/21/2016	M. Jernigan	Explore possibility of reallocating DPW engineering staff to keep pace with incoming requests.	<ul style="list-style-type: none"> Current staffing patterns may not be sufficient to work through 311 traffic sign request backlog.



311 and EMD



Responsible Organization:
311

Data Source:
311 performance reporting

311 dashboard

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%	62%	32%	87%	93%	45%	47%	100%	72%	53%	0%
Request Closure Rate (Closed Cases >= New Cases Yes/No)	Y	N	Y	Y	N	Y	Y	Y	Y	N	N
Backlog to Closed Requests Ratio (<5, 5-7, >=8)	0.0	63.3	0.9	6.5	0.1	0.0	5.1	1.5	0.3	0.9	0.7

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%	97.00%	100.00%	100.00%	100.00%	100.00%	100.00%	94.00%	100.00%	94.00%	100.00%
DAR 1yr Average	92.00%	92.00%	94.00%	100.00%	95.00%	100.00%	100.00%	81.00%	99.00%	91.00%	100.00%



PUBLIC WORKS



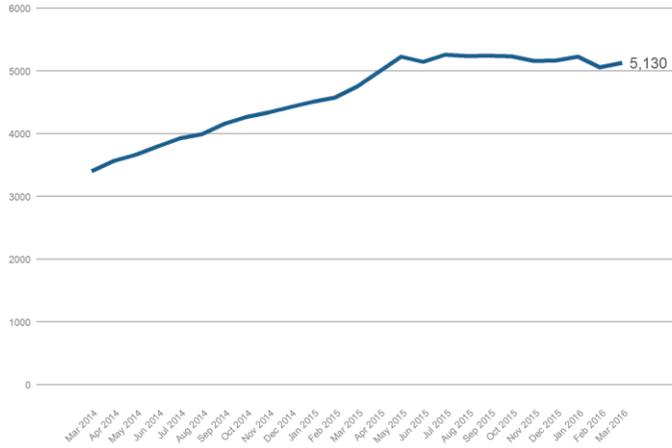
Responsible Organization:
Department of Public Works
(DPW)

Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

DPW has held the road surface repair backlog near 5,000

Pothole/Roadway Surface Repair service requests open at end of month



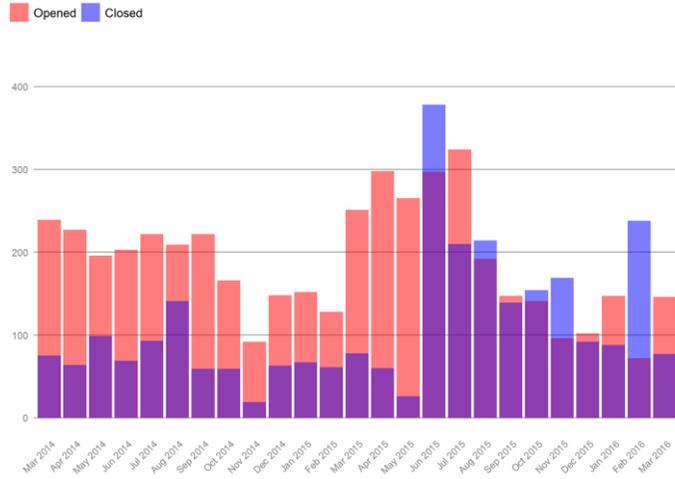
Responsible Organization:
Department of Public Works
(DPW)

Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

New pothole requests exceeded closures in March

Pothole/Roadway Surface Repair service requests net per month



Responsible Organization:
Department of Public Works
(DPW)

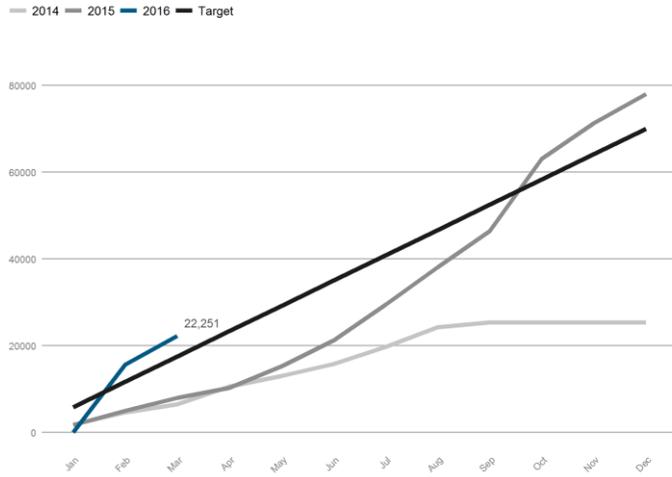
Data Source:
DPW maintenance reports

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.

Even with a more aggressive 2016 goal, DPW is ahead of target with regard to street repairs

Cumulative number of potholes filled



Responsible Organization:
Department of Public Works

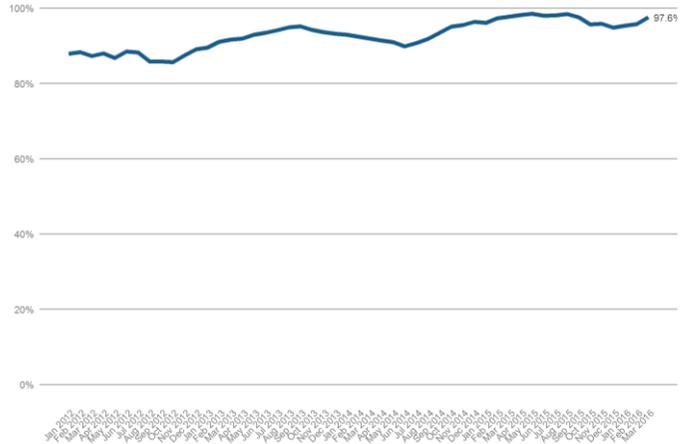
Data Source:
DPW Streetlights Monthly Report

Related Strategy:
Maintain and improve road surface infrastructure

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

Percent of streetlights functioning is close to a four-year high

Percent of street lights functioning



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.

DPW has continued to push down the streetlight service request backlog, now at a two-year low

Street Light service requests open at end of month



Responsible Organization:
Department of Public Works

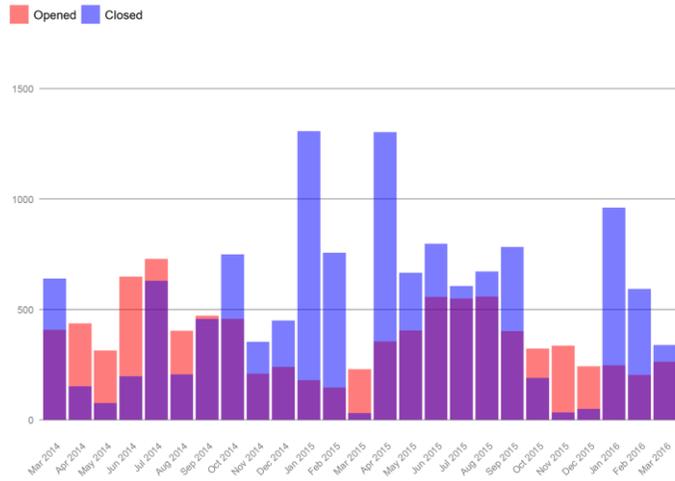
Data Source:
311

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.

More streetlight requests were resolved than opened during nine of the last twelve months

Street Light service requests net per month



Responsible Organization:
Department of Public Works

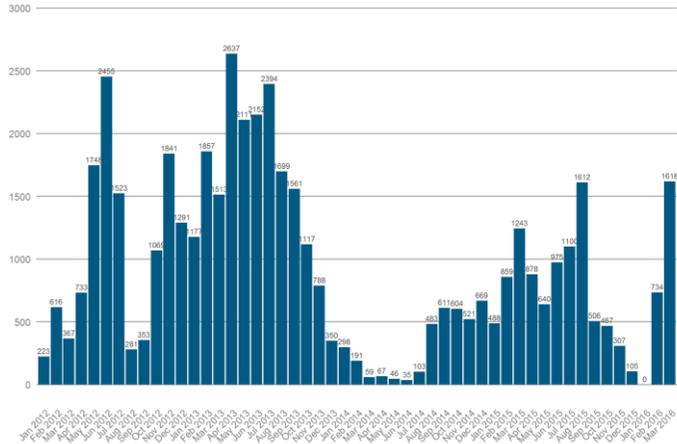
Data Source:
DPW Streetlights Monthly Report

Related Strategy:
Maintain and improve road surface infrastructure

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

January data for streetlight outages restored were unavailable, but more than 2,300 have been completed over the past two months

Number of streetlight outages restored



Department of Public Works

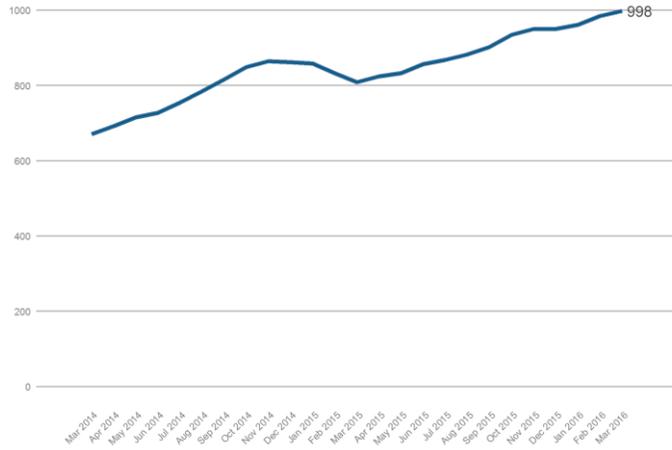
Data Source:
311

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
lying exactly with the number of
closed and opened cases.

The backlog of traffic sign requests continues to increase

Traffic Sign service requests open at end of month



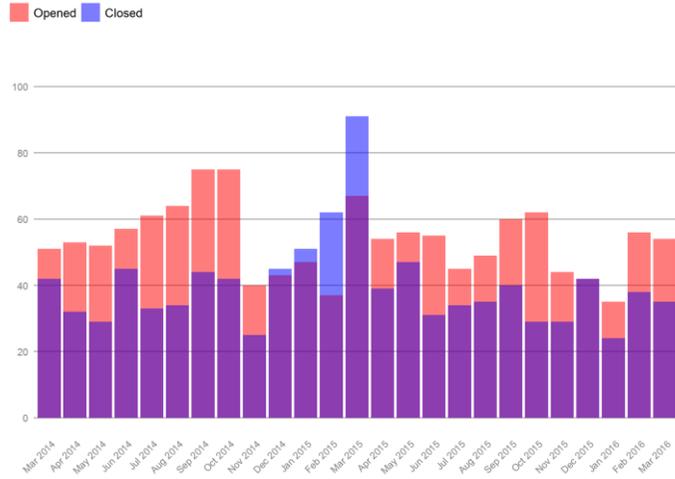
Data Source:
311

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
lying exactly with the number of
closed and opened cases.

New traffic sign requests initiated have outpaced closed cases since April of 2015

Traffic Sign service requests net per month



Responsible Organization:
Department of Public Works

Data Source:
DPW Maintenance Reports

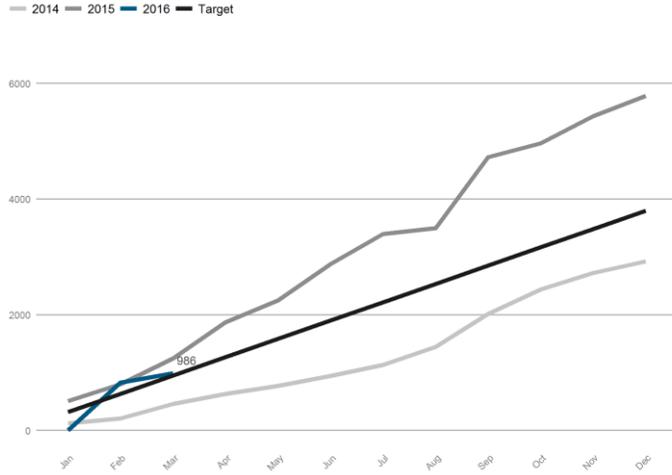
Related Strategy:
Maintain and improve road surface infrastructure

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. Figure does not include temporary signs.

2016 traffic sign installations are just ahead of target, but this goal may not be sufficient to keep pace with requests

Cumulative number of traffic signs installed



Department of Public Works

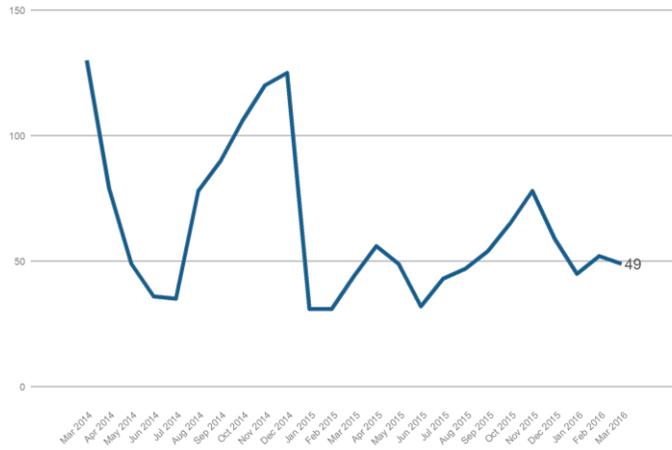
Data Source:
311

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
lying exactly with the number of
closed and opened cases.

The backlog of requests for street signs has varied around 50 units per month

Street Name Sign service requests open at end of month



Department of Public Works

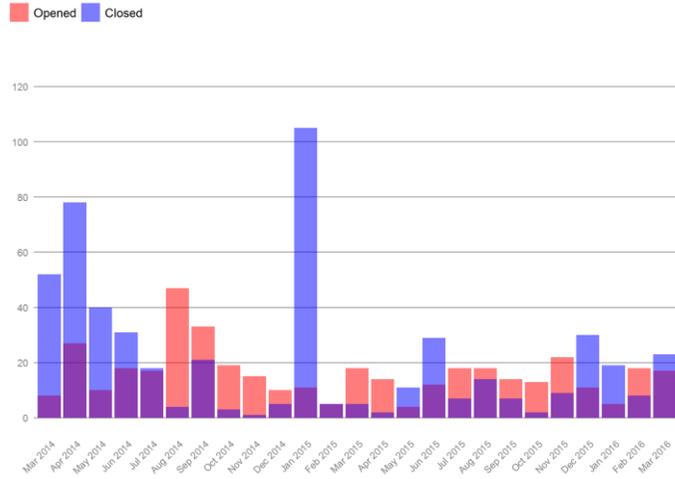
Data Source:
311

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.

New street sign requests per month have been trending around 20 units as DPW cycles through the sign replacement program

Street Name Sign service requests net per month



Responsible Organization:
Department of Public Works

Data Source:
DPW Maintenance Reports

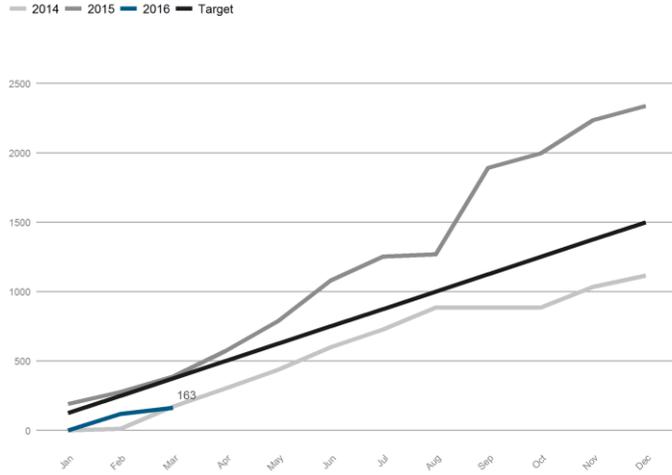
Related Strategy:
Maintain and improve road surface infrastructure

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.

Street sign installations are slightly under target for the beginning of 2016, but this level has been sufficient to close requests

Cumulative number of street name signs installed



Does not include temporary signs.

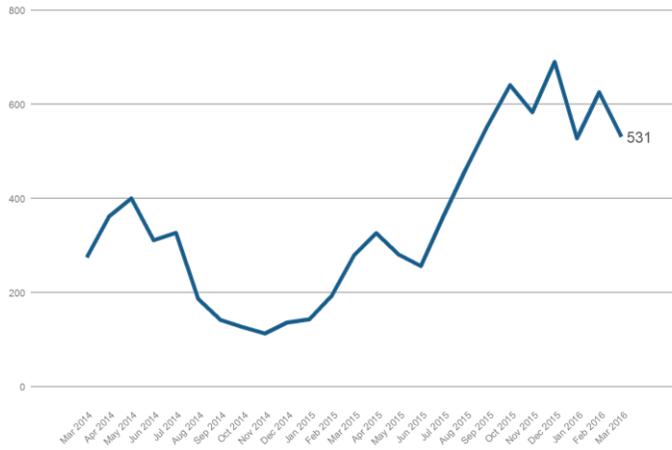
Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality Neighborhoods

The abandoned vehicle request backlog is below 500 after several older cases appear to have been closed out

Abandoned Vehicle Reporting/Removal service requests open at end of month



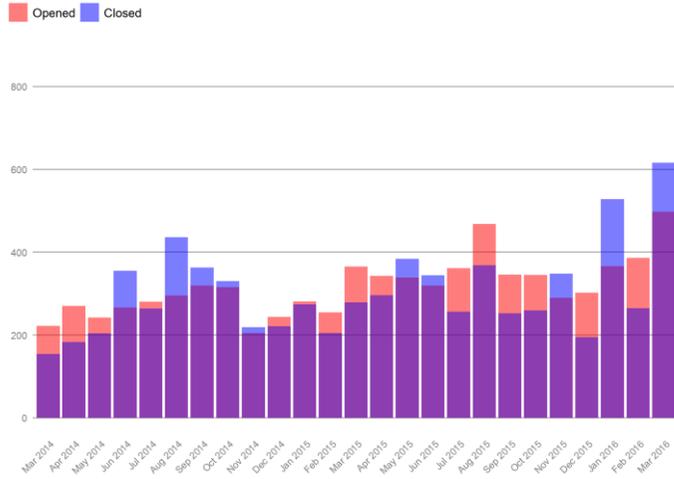
Responsible Organization:
Department of Public Works

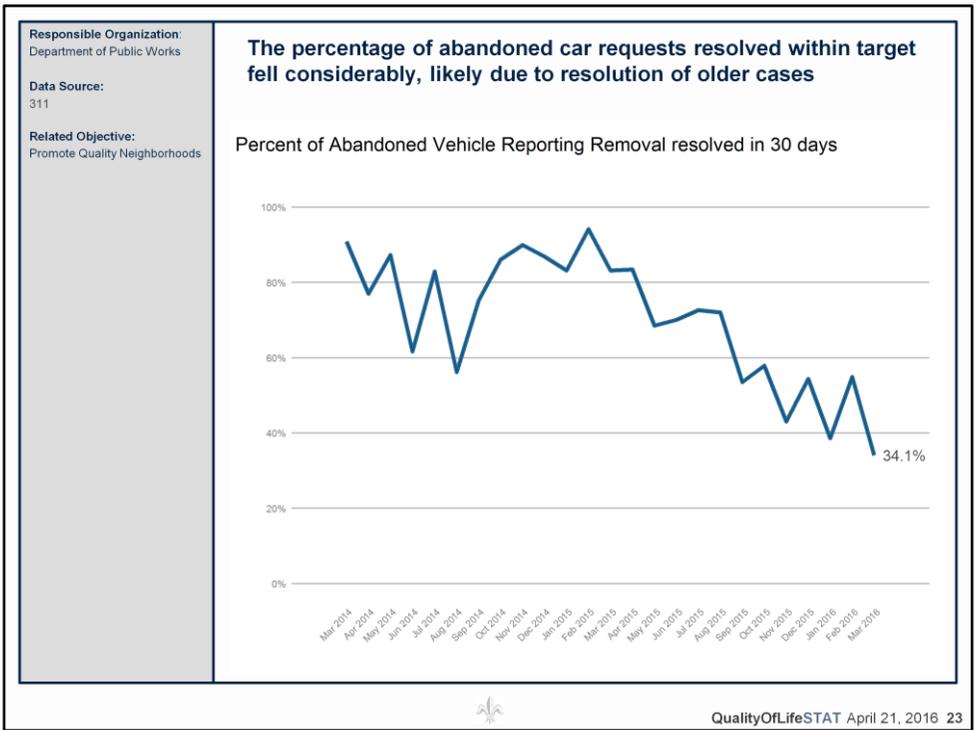
Data Source:
311

Related Objective:
Promote Quality Neighborhoods

Abandoned vehicle complaints reached a two-year high in March, but DPW was able to close out even more

Abandoned Vehicle Reporting/Removal service requests net per month





Public Works is waiting on Civil Service to close the applicant registry for hiring tow-truck drivers.

Responsible Organization:
Department of Public Works

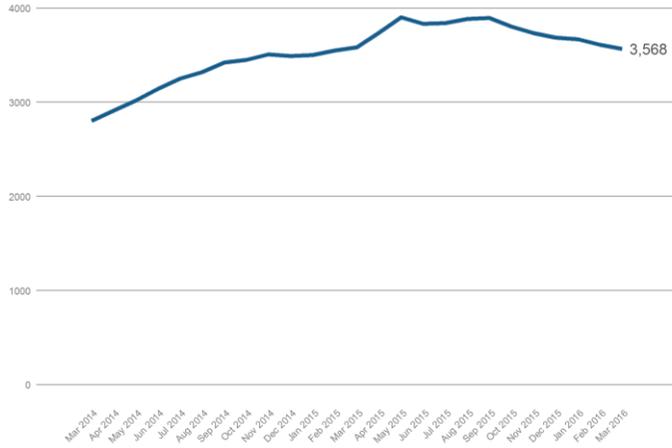
Data Source:
311

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 continues to pare down the street flooding and drainage request backlog

Street Flooding/Drainage service requests open at end of month



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 has closed more street flooding cases than were opened during every month since October

Street Flooding/Drainage service requests net per month



Responsible Organization:
Department of Public Works

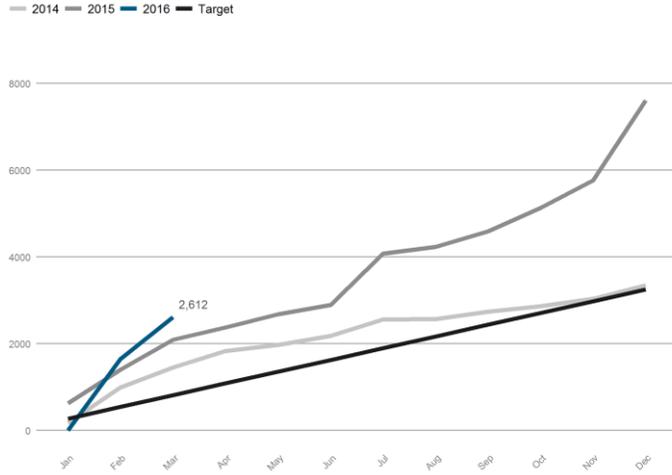
Data Source:
DPW maintenance reports

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.

Catch basin cleanings are on pace to surpass the record 2015 figures

Cumulative number of catch basins cleaned



Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Potholes filled	22,251	17,500	70,000
Percent of streetlights functioning	97.6	92	92
Streetlight outages restored	2,352	2,000	8,000
Percent of streetlight requests closed within 90 days	48.2	75	75
Permanent traffic signs installed	986	950	3,800
Street name signs installed	163	375	1,500
Percent of abandoned vehicle requests closed within 30 days	39.7	80	80
Catch basins cleaned	2,612	813	3,250
Percent of catch basins cleaned	3.8	4.8	4.8



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	Yellow	Green	Green
	Estimated Bills	Green	Green	Green
	High Bill Complaints	Green	Green	Green
	Adjusted Bills	Green	Green	Green
Problem Resolution	Customer Contacts	Yellow	Green	Yellow
	Call Wait Time	Yellow	Green	Green
	Abandoned Calls	Yellow	Green	Green
	Emergency Abandoned Calls	Yellow	Green	Green
	Low Water Pressure	Yellow	Green	Yellow
	Water System Leaks	Yellow	Green	Yellow
	Sewer System Leaks	Yellow	Green	Yellow
Collections Effectiveness	Accounts Off for Non-Payment	Green	Green	Yellow
	Receivables 30 to 120 Days Old	Green	Green	Yellow
	Receivables 120 Days and Older	Green	Green	Yellow

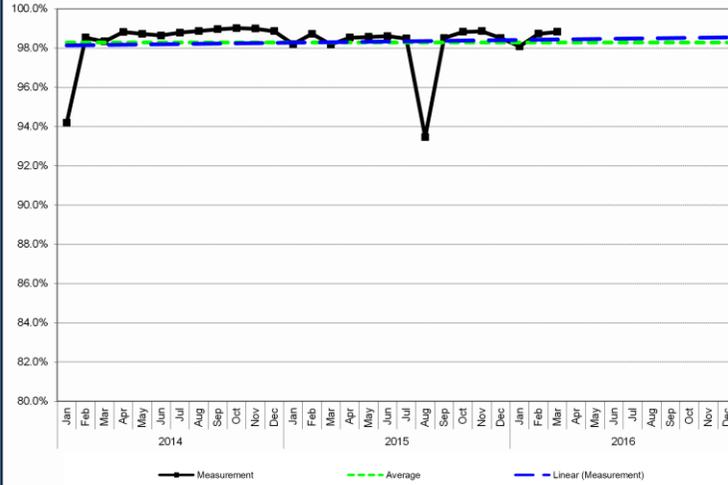


Responsible Organization:
Sewerage and Water Board of
New Orleans

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

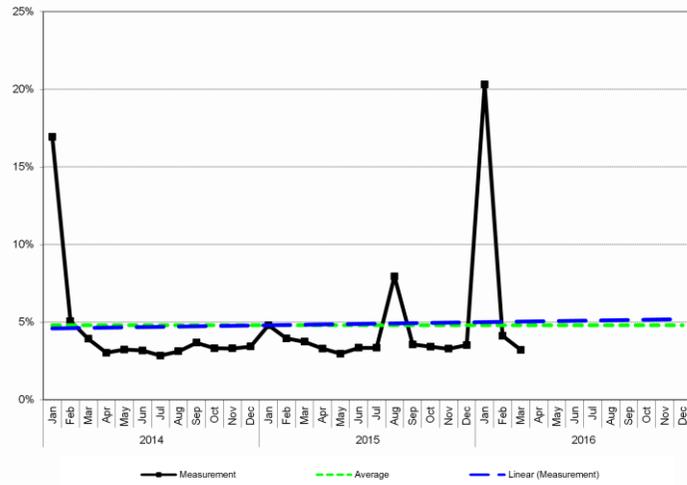


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Bills estimated as a percentage of total bills

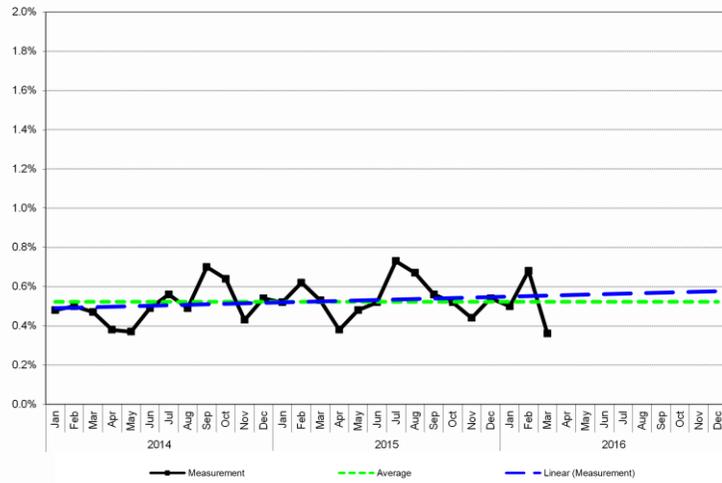


Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

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

Investigations from high bill complaints as a percentage of total bills

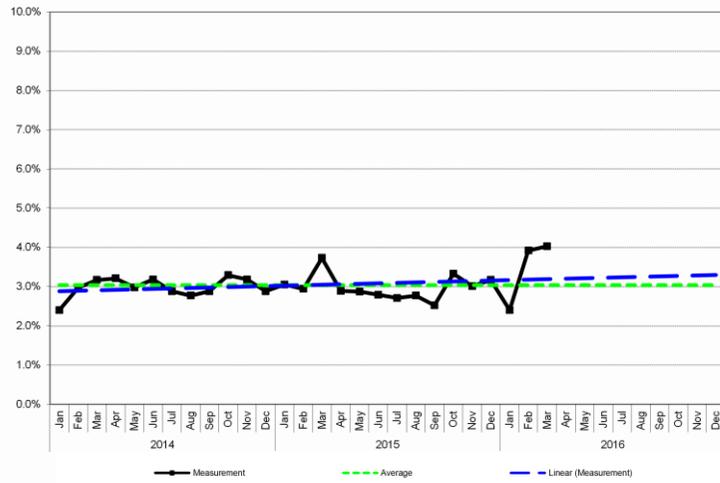


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Bills adjusted as a percentage of total bills computed

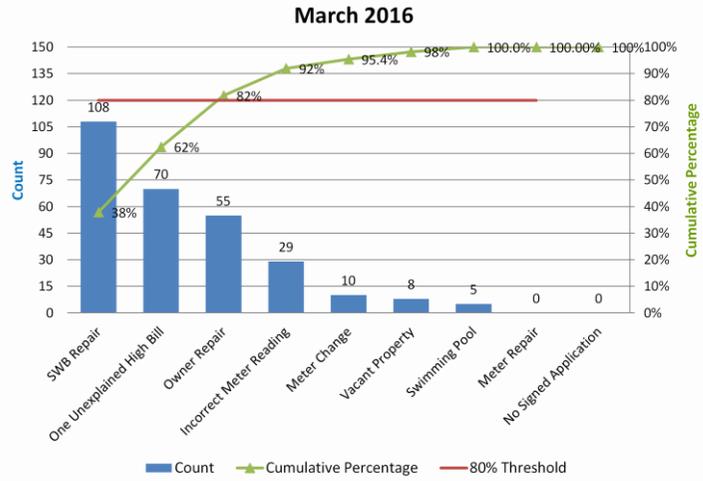


Responsible Organization:
Sewerage and Water Board of
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Data Source:
Sewerage and Water Board of
New Orleans

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

Reasons for adjustments

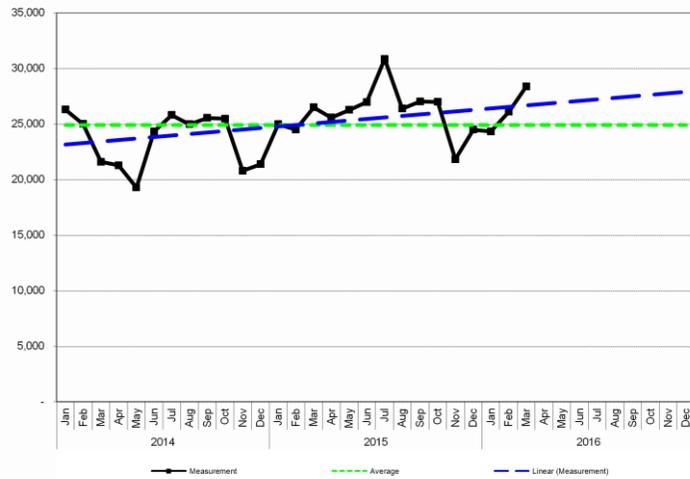


Responsible Organization:
Sewerage and Water Board of
New Orleans

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

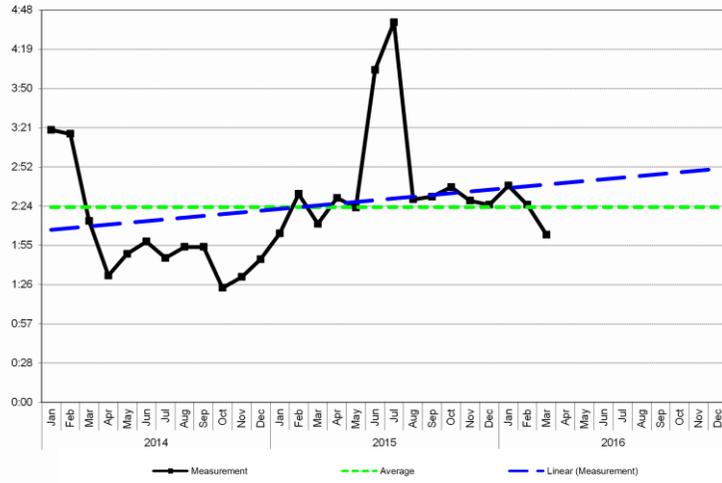


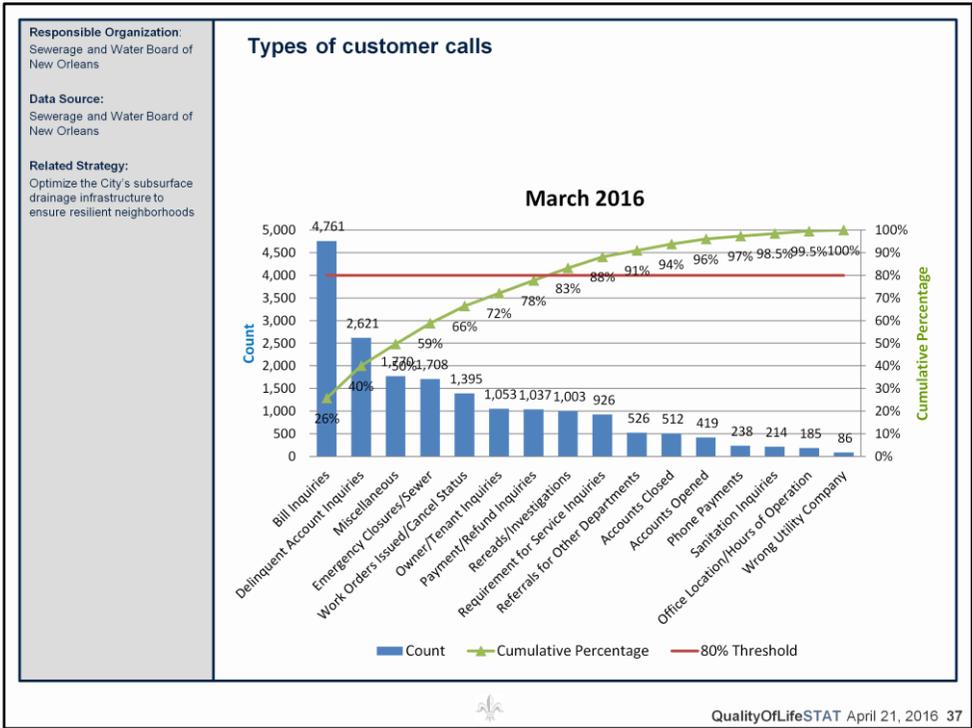
Responsible Organization:
Sewerage and Water Board of
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Data Source:
Sewerage and Water Board of
New Orleans

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

Average call wait time





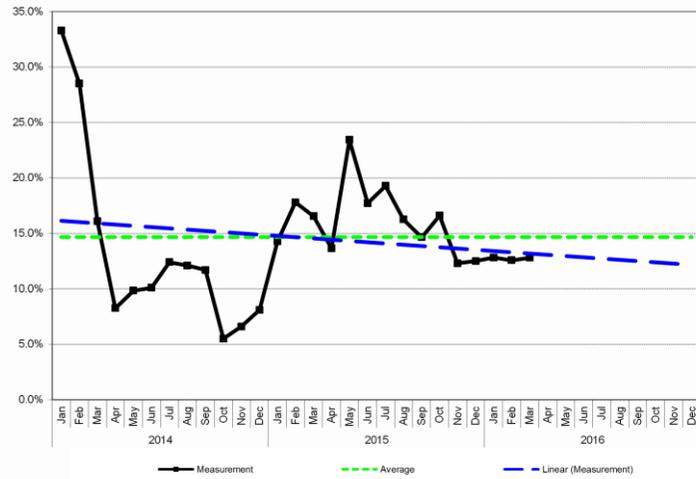
SWB anticipates that electronic metering system will be operational by Fall 2016.

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

Calls abandoned by customers as a percentage of total

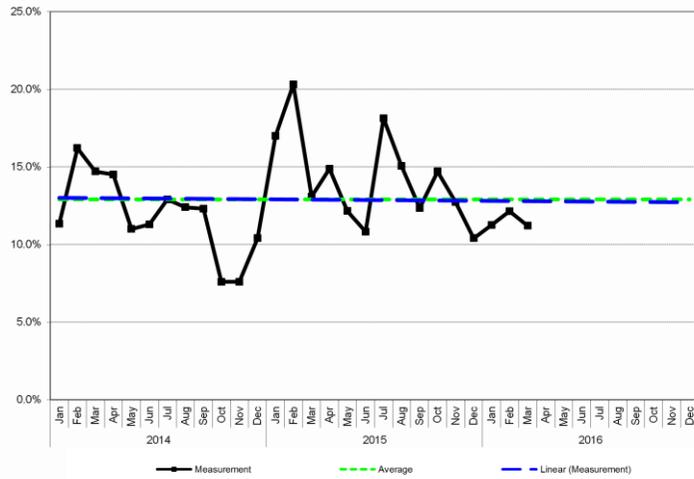


Responsible Organization:
Sewerage and Water Board of
New Orleans

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 by customers as a percentage of total emergency calls

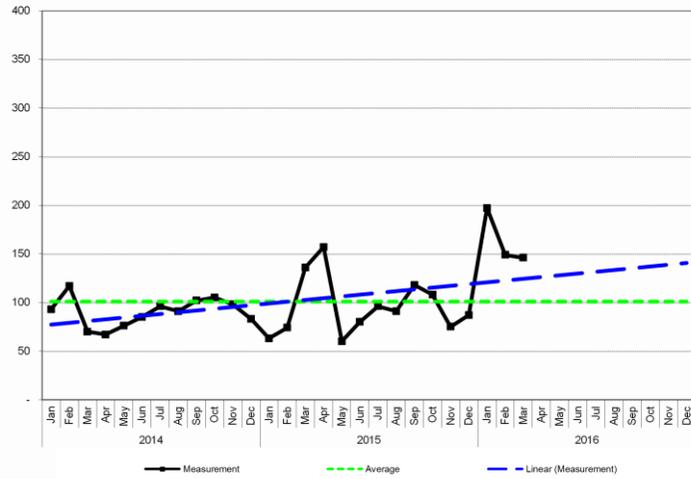


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Total service requests about low water pressure

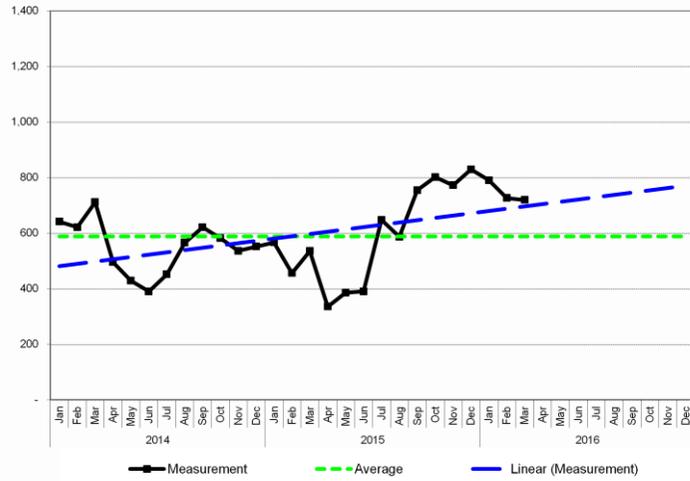


Responsible Organization:
Sewerage and Water Board of
New Orleans

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

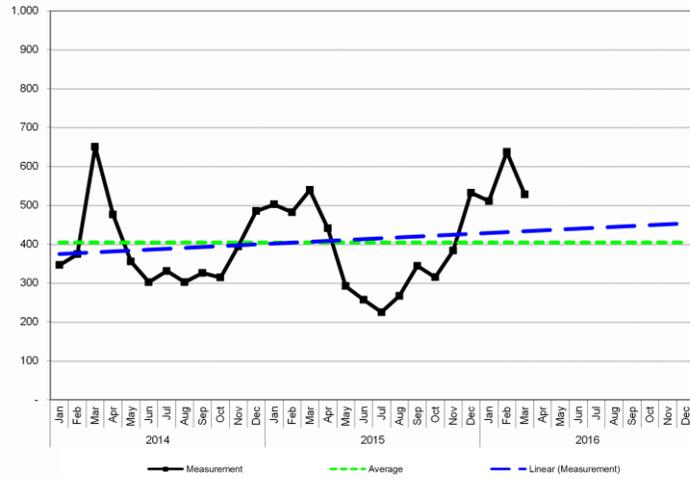


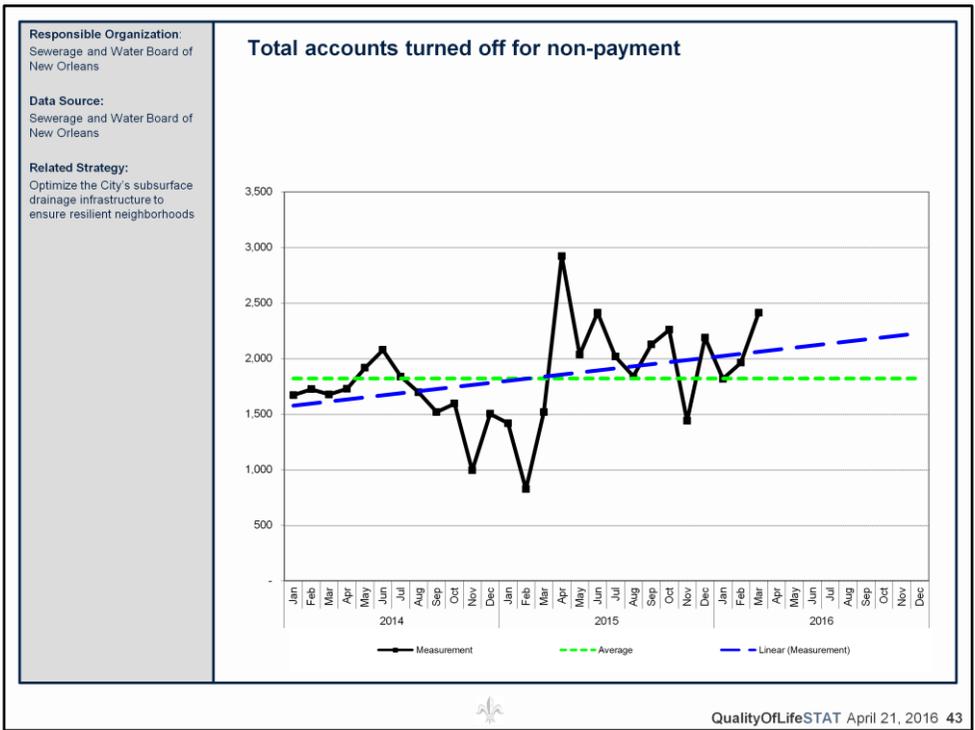
Responsible Organization:
Sewerage and Water Board of
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Data Source:
Sewerage and Water Board of
New Orleans

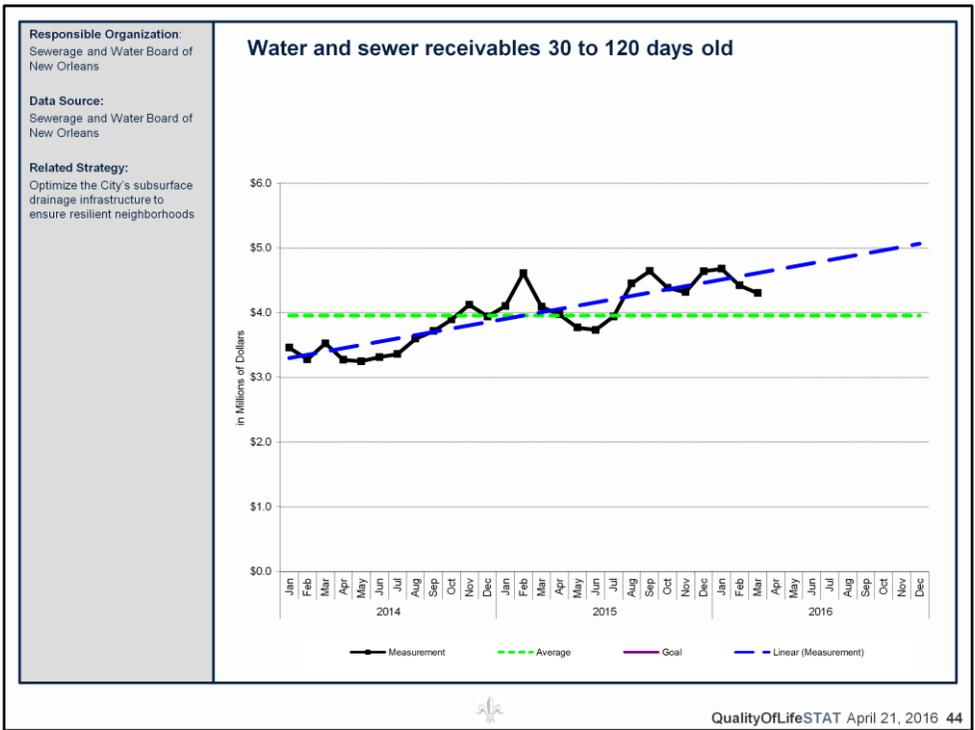
Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
ensure resilient neighborhoods

Total service requests for sewer system leaks





SWB will be increasing the number of payment reminders sent to delinquent account holders.



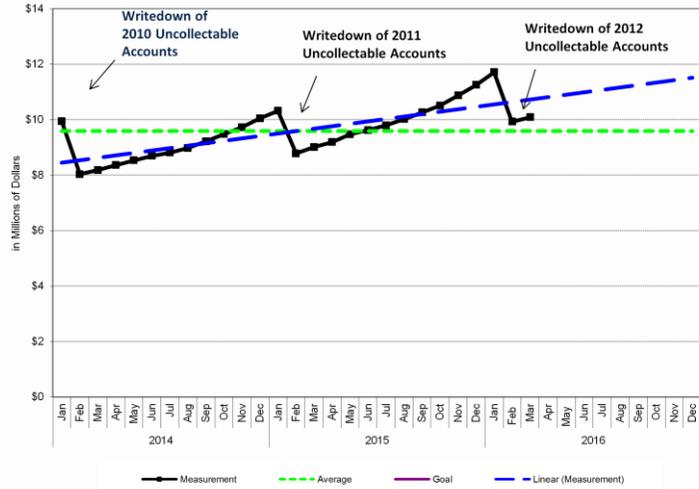
Increase in dollar value of receivables may be driven in part by increase in rates, and not solely by larger number of delinquent accounts.

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

Water and sewer receivables 120 days and older



PARKS AND PARKWAYS



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Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

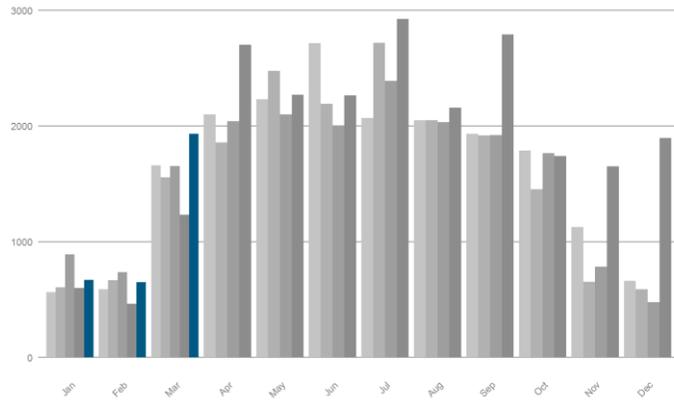
Related Strategy:
Protect and preserve parks and
other green spaces

Notes:
This is a seasonal measure, as
peak mowing season begins in
the summer.

Acres mowed during March reached a four-year high

Acres mowed

■ 2012 ■ 2013 ■ 2014 ■ 2015 ■ 2016



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

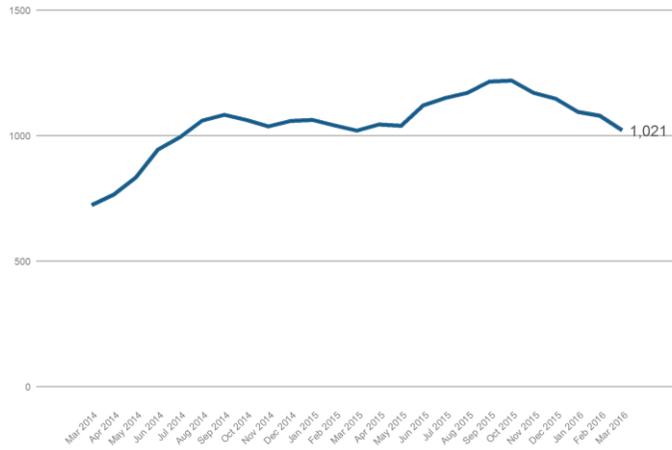
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

Parks and Parkways was able to push down the tree service request backlog to a 12-month low

Tree Service service requests open at end of month



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

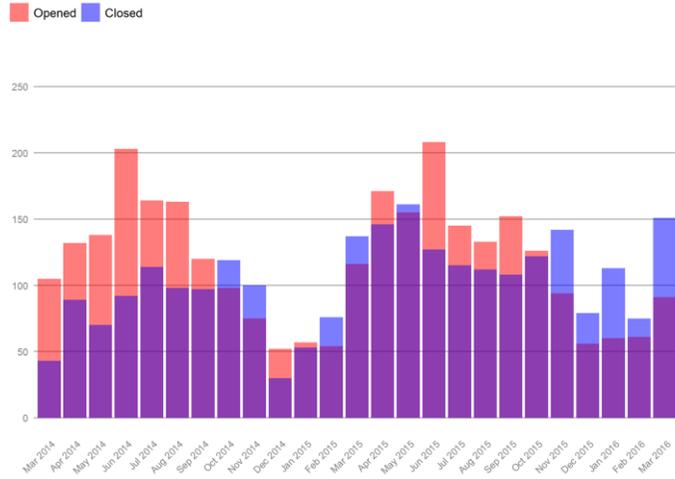
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Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

Tree complaints resolved have been ahead of new requests opened during the last five months

Tree Service service requests net per month



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

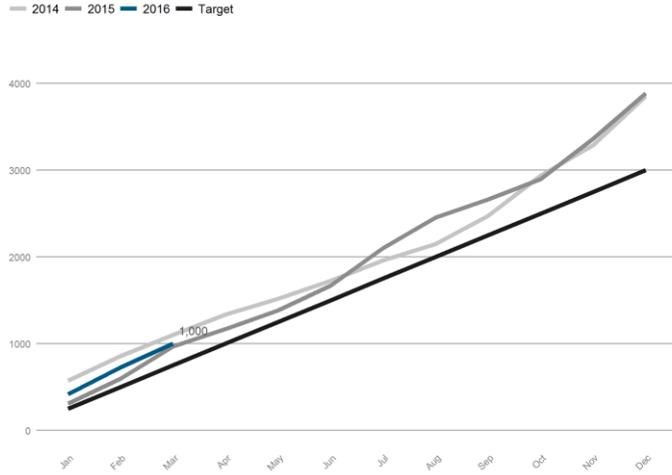
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

Cumulative tree trims and removals are ahead of both the year-to-date target and 2015 trends

Cumulative number of tree trims and removals



Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Acres mowed	3,253	NA	19,000
Tree trims and removals	1,000	750	3,000



Because of seasonality, acres mowed to date may not provide an accurate representation of year-to-date trends.

SANITATION



Responsible Organization:
Department of Sanitation
Department of Parks and
Parkways

Data Source:
Department of Sanitation
Department of Parks and
Parkways

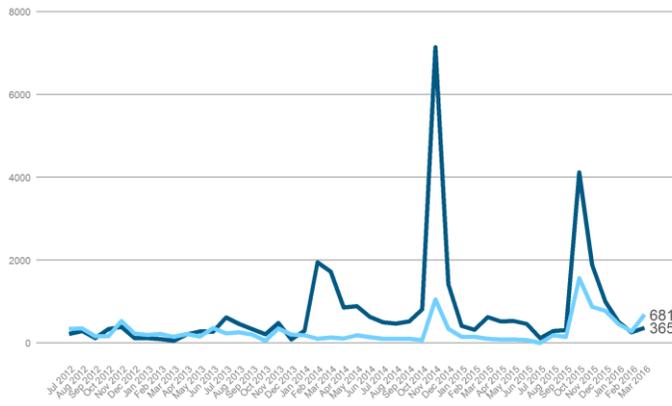
Definition:
Bandit sign: A flyer or
advertisement posted on a
public row in an unauthorized
location.

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

Sign removals by Sanitation were ahead of prior years after adding two Rangers and including signs removed by Operations

Bandit signs removed

— Parks and Parkways — Sanitation



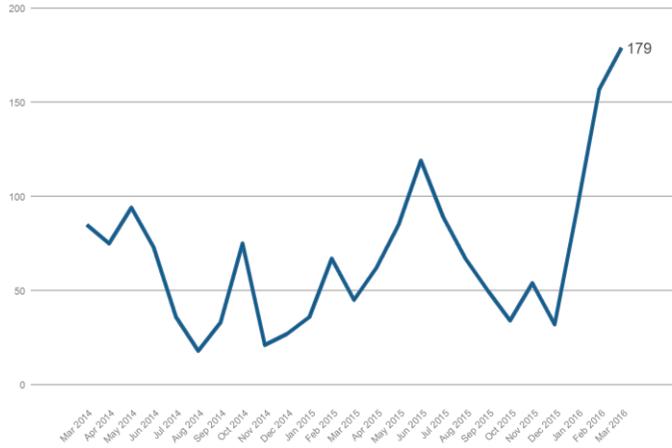
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation services to residents and businesses

The illegal dumping backlog continues to grow as Sanitation closes out cases outstanding from Mardi Gras season

Illegal Dumping Reporting service requests open at end of month



Responsible Organization:
Department of Sanitation

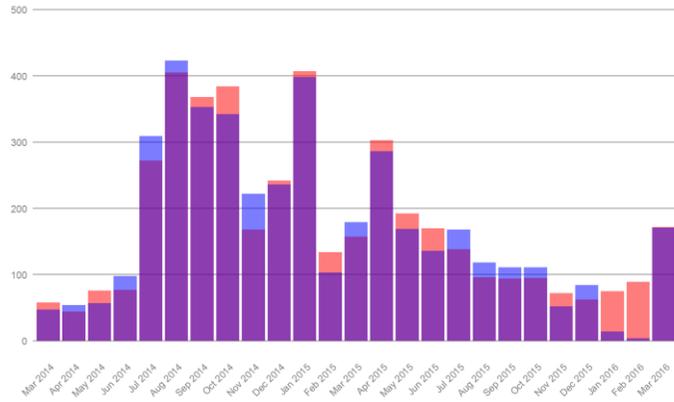
Data Source:
311

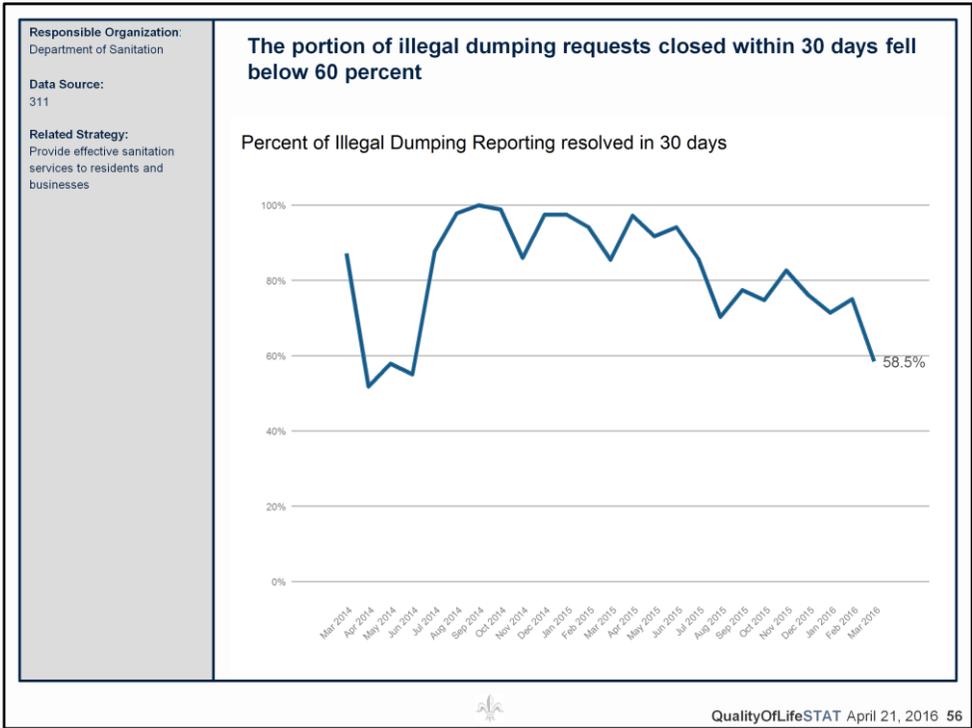
Related Strategy:
Provide effective sanitation
services to residents and
businesses

Slightly more illegal dumping requests were initiated than resolved in March

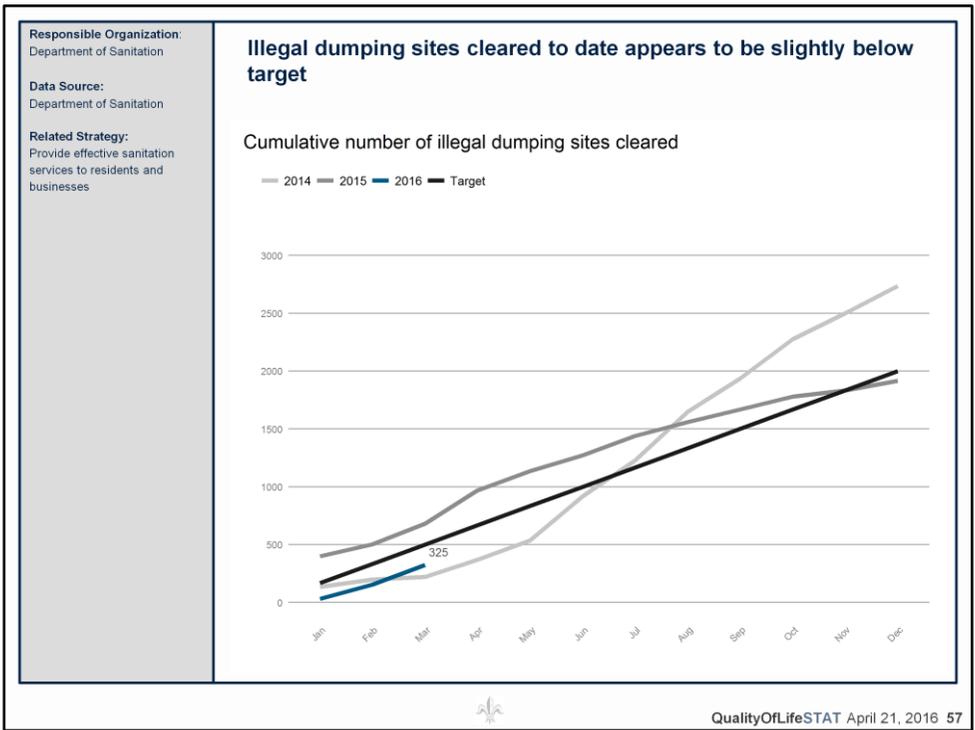
Illegal Dumping Reporting service requests net per month

Opened Closed





Includes tire removals.



Slower start during festival season may not be representative of full-year performance.

Responsible Organization:
Department of Sanitation

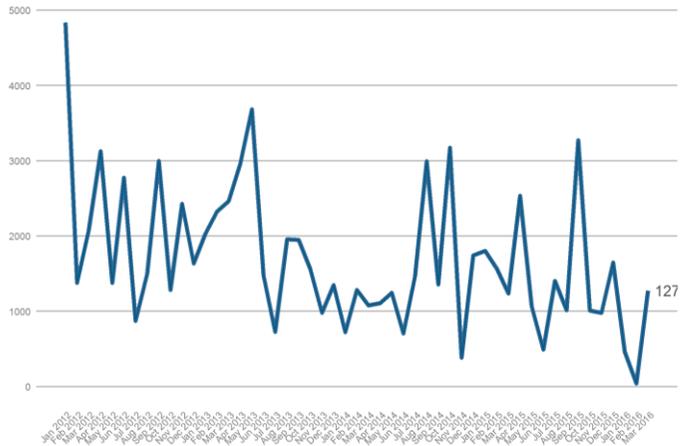
Data Source:
Department of Sanitation

Note:
"Tires removed" indicates the number of dumped tires the vendor transports from the City facility that had previously been collected. Sanitation. Consequently, this figure does not always reflect the exact amount collected from illegal dumping sites during a given month.

Related Strategy:
Provide effective sanitation services to residents and businesses

Tire disposal activities ramped up dramatically in March after slowing down over Mardi Gras season

Tires removed



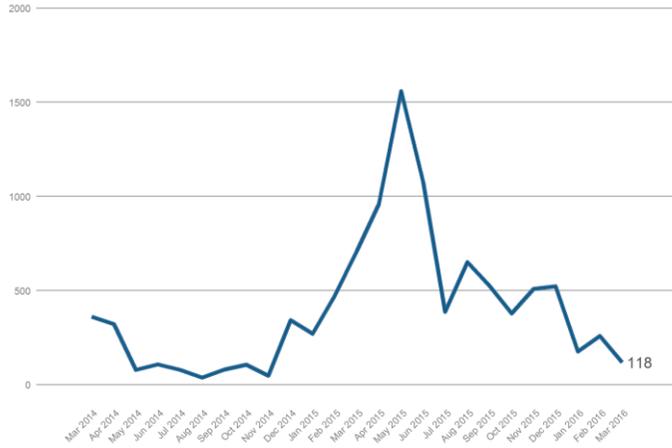
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

The number of open recycling requests continue to decrease

Residential Recycling Programs service requests open at end of month



Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

More recycling cart requests were closed than initiated during both January and March

Residential Recycling Programs service requests net per month



Responsible Organization:
Department of Sanitation vendors

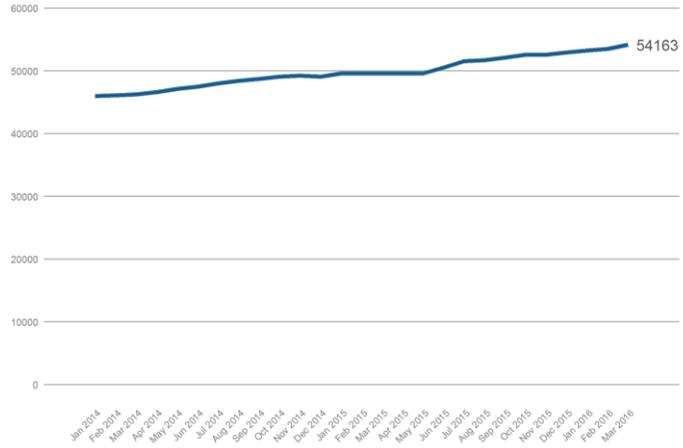
Data Source:
Sanitation Department

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.

The number of houses registered for recycling continues to increase

Houses registered for recycling



Responsible Organization:
Department of Sanitation
New Orleans Police Department

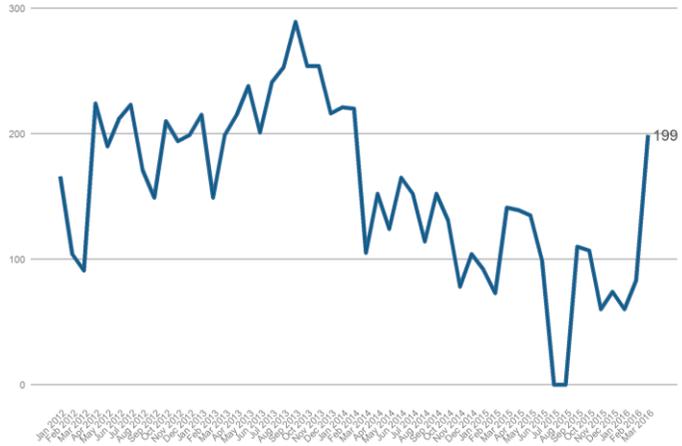
Data Source:
Department of Sanitation

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

With Rangers staffed up to full capacity, inspections have reached a two-year high

Sanitation inspections



Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Illegal dumping sites cleared	325	500	2,000
Percent of illegal dumping service requests closed within 30 days	59.8	80	80
Percent of households registered for recycling	39.6	40	40



LAW



Responsible Organization:
Law Department

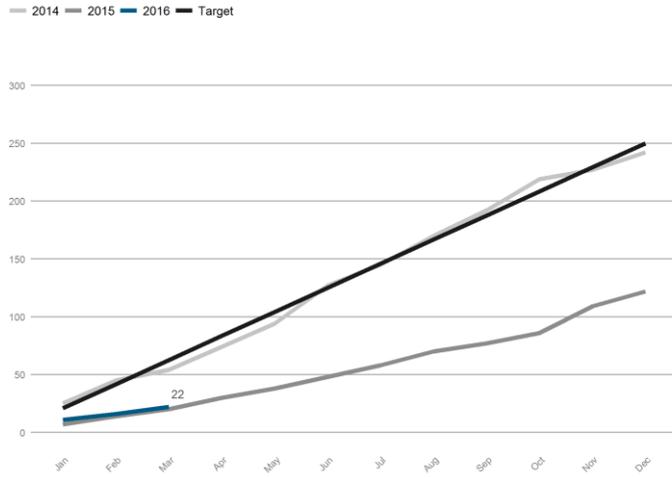
Data Source:
Law Department

Related Strategy:
Effectively and fairly administer justice

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

Current year ABO filings are significantly below target but still ahead of 2015 trends

Cumulative number of ABO filings



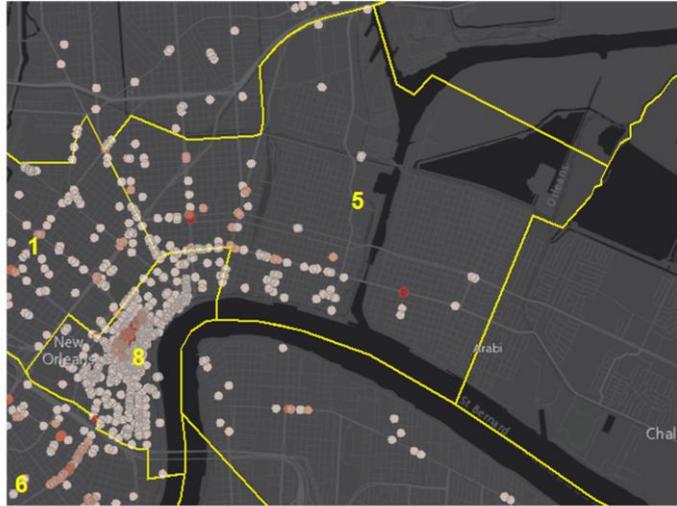
Responsible Organization:
Law Department

Data Source:
Law Department

Related Strategy:
Effectively and fairly administer justice

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

An interactive map has been developed to prioritize ABO enforcement activities



Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Tax and public nuisance cases filed before ABO board	22	63	250



MOSQUITO AND TERMITE CONTROL



QualityOfLifeSTAT April 21, 2016 68

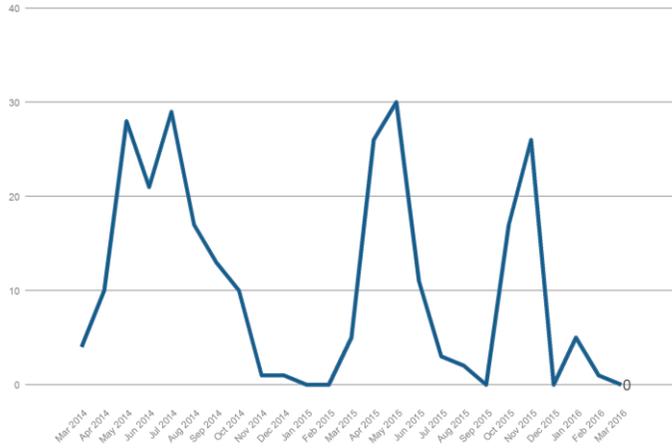
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

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

MTRCB cleared the entire backlog of cases during March

Mosquito Control service requests open at end of 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

More mosquito complaints were closed than opened as the overall number remained relatively small

Mosquito Control service requests net per month



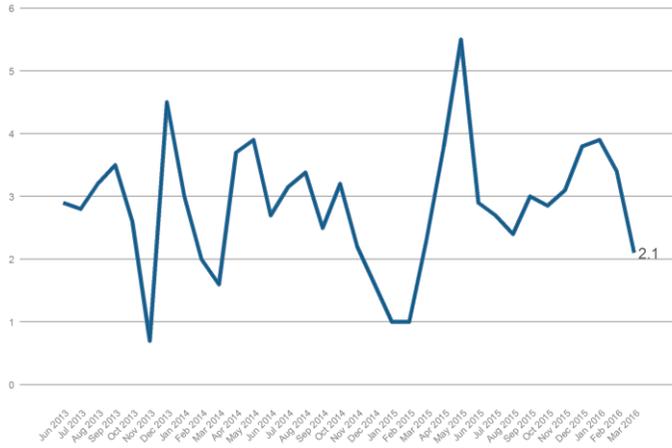
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
MTRCB

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

MTRCB was able to get back on track in March with regard to timely disposition of mosquito complaints

Average days to close mosquito request



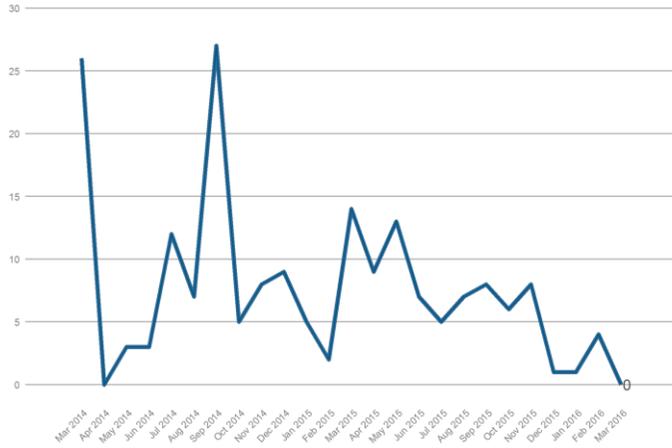
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

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

MTRCB also closed out the entirely slate of rodent complaints

Rodent Complaint service requests open at end of month



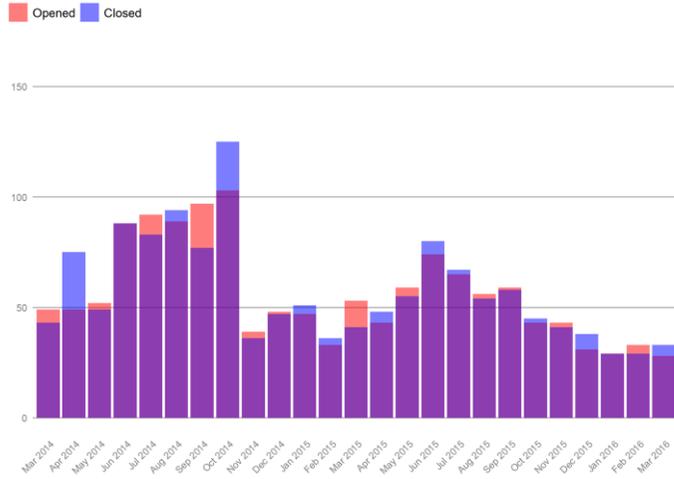
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

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

Resolution of rodent complaints has generally kept pace with new cases

Rodent Complaint service requests net per month



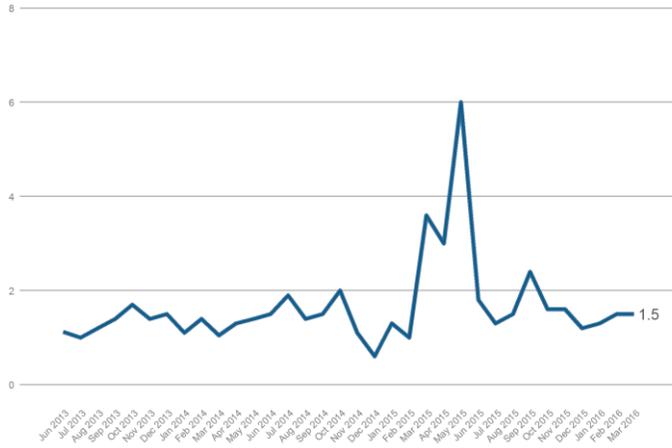
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

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

Since June 2013, time to close rodent cases has generally been held under two days – only three months were above target

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	3.1	3	3
Business days to complete rodent service requests	1.4	3	3

