



CITY OF NEW ORLEANS

# QualityofLifeSTAT

March 20th, 2014

(Reporting Period: February 2014)

[www.nola.gov/opa](http://www.nola.gov/opa)



QualityofLifeSTAT March 20, 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.*



QualityofLifeSTAT March 20, 2014 3

# City Strategic Framework

## Mission

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

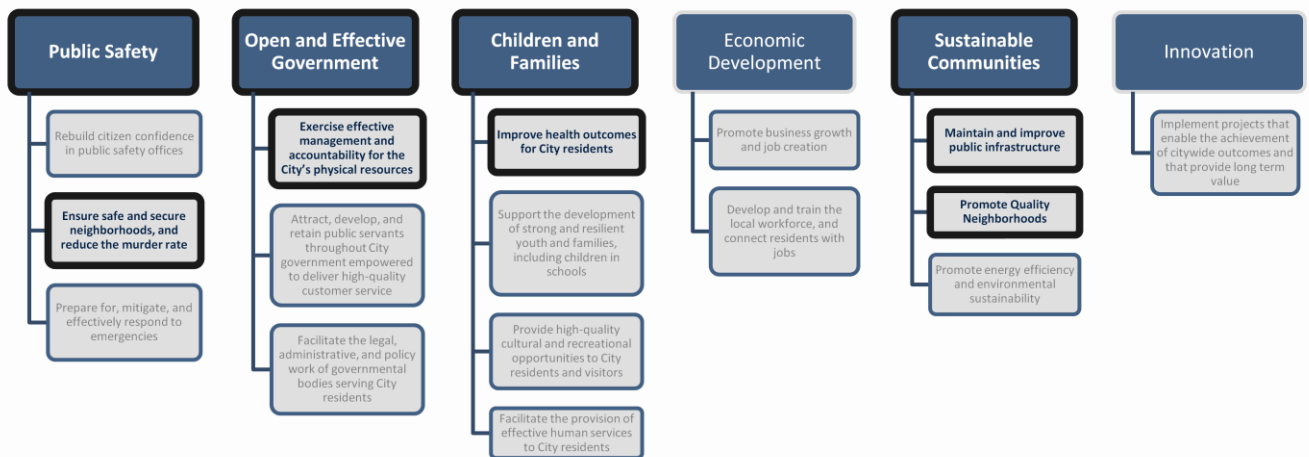
## Values

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



QualityofLifeSTAT March 20, 2014 4



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



## What is DAR?

DAR (Department Adoption Rate) is ITI's assessment of the use and involvement of onboarded departments with 311 and its toolsets.



	A	AL	AM	AN	AU	AP	AQ
Date	P&P						
	Contract Referencing 311	Meeting Attendance	Tool Usage	Delineated Updates	ECM as Database of Record	Dept Engagement	
January '14	N/A	N/A	2	2	2	2	
February	N/A	2	2	2	2	2	
March							
April							
May							
June							
July							

DAR uses the following 6 criterions as its objective:

1. Contract Referencing (8%) - Are any current or future contracts referencing 311 to do their work.
2. Meeting attendance (16%) - Are participating departments/vendors meeting monthly to discuss metrics and operating issues.
3. Tool usage (25%) - Are participating departments/vendors using the 311 CRM (LAGAN) to do their work.
4. Delineated updates (8%) - Are participating departments/vendors giving updates, statuses or closing out cases in the tool.
5. ECM Database (16%) - Are participating departments using LAGAN as its primary database of record for all cases and not being populated in ledgers and excel spreadsheets for example.
6. Department engagement (25%) - Are participating departments/vendors actively engaging in 311 with correspondence, involvement, dept. processes, etc.

Each criterion is scored 0 – 2 or given an N/A.

Department Adoption Rate										
Adoption Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	Sanitation	Taxi	EMS
Current Month	83.00%	77.00%	93.00%	96.00%	83.00%	100.00%	100.00%	100.00%	95.00%	100.00%
90d Average	83.00%	77.00%	93.00%	96.00%	83.00%	100.00%	100.00%	100.00%	98.00%	100.00%
DAR Avg To-Date	83.00%	77.00%	93.00%	96.00%	83.00%	100.00%	100.00%	100.00%	98.00%	100.00%



# 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%)	99%	99%	62%	71%	63%	N/A	91%	60%	35%	100%
Request Closure Rate (Closed Cases >= New Cases Yes/No)	Y	N	Y	N	N	N	N	Y	N	Y
Backlog to Closed Requests Ratio (<5, 5-7, >=8)	0.0	36.8	0.8	10.0	0.4	0.8	14.6	0.8	4.5	0.0
Notes	Note: Closures reflect Lagan, not LAMA.	Address case backlog.	-	Address case backlog. Actively manage cases in 311, need a dedicated resource.	-	Establish Expected Days to Close Target(s).	Budget is constrained. Resources currently concentrated on Mardi Gras for Jan & Feb	Address vendor backlog. *Currently being addressed.	Launched 10/30/13	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	83.00%	77.00%	93.00%	96.00%	83.00%	100.00%	100.00%	100.00%	95.00%	100.00%
90d Average	83.00%	77.00%	93.00%	96.00%	83.00%	100.00%	100.00%	100.00%	98.00%	100.00%
DAR Avg To-Date	83.00%	77.00%	93.00%	96.00%	83.00%	100.00%	100.00%	100.00%	98.00%	100.00%

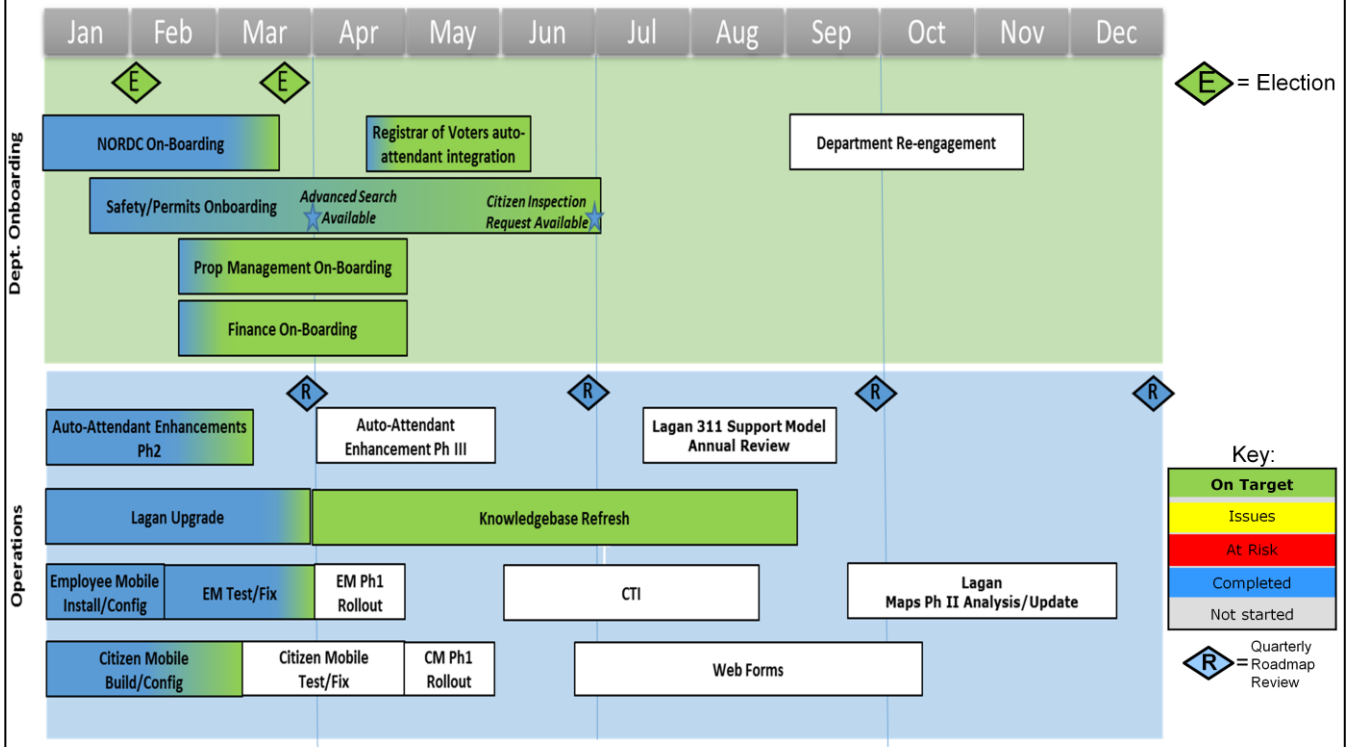


DPW's yellow adoption rating resulted from staffing constraints.

# 311 Roadmap



2014



# 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
<b>Maintain and improve public infrastructure</b> 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"> <li>Percent of citizens satisfied with condition of streets</li> <li>Mean travel time to work</li> <li>Percentage of workers commuting to work by means other than driving alone</li> <li>Percent of citizens satisfied with drainage/flood control</li> <li>Percent of citizens satisfied with public transportation</li> <li>Percent of citizens satisfied with traffic congestion</li> </ul>
<b>Promote Quality Neighborhoods</b> 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"> <li>Percent of citizens satisfied with control of abandoned houses</li> <li>Percent of citizens satisfied with parks and recreation</li> <li>Percent of citizens satisfied with control of trash and litter / trash pickup</li> <li>Percent of citizens satisfied with life in New Orleans</li> <li>ParkScore (based on acreage, service and investment, and access)</li> <li>Percent of citizens satisfied with zoning</li> </ul>
<b>Promote energy efficiency and environmental sustainability</b> 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"> <li>Percent of days with healthy air quality</li> <li>Number of health based drinking water violations</li> <li>Number of certified green buildings</li> <li>Number of land acres in Orleans Parish</li> </ul>


**Responsible Organization:**  
Department of Public Works  
(DPW)

**Data Source:**  
DPW Weekly Maintenance  
Reports

**Related Strategy:**  
Maintain and improve road  
surface infrastructure

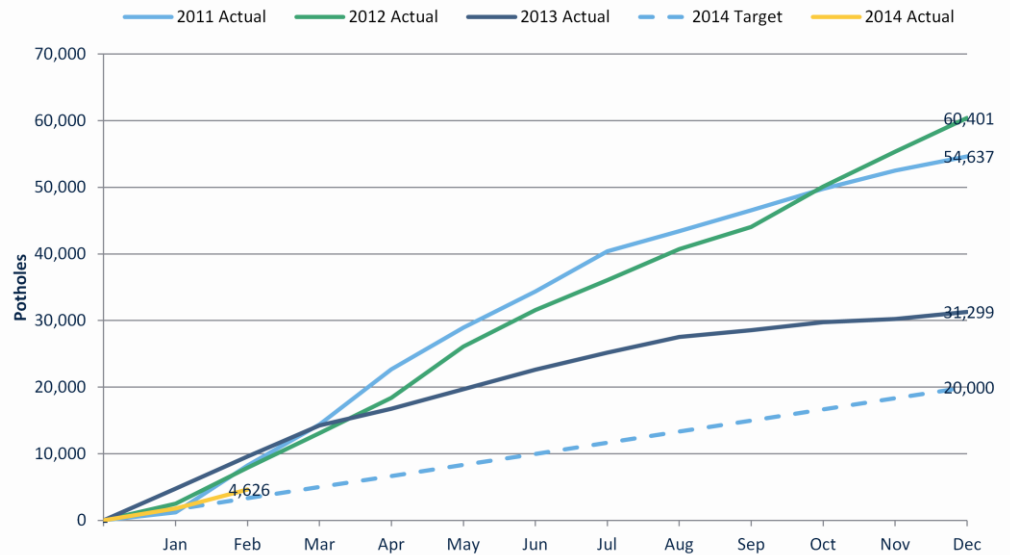
**Legend:**

- 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	●	4,626	20,000	●



QualityofLifeSTAT March 20, 2014 10

**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:**

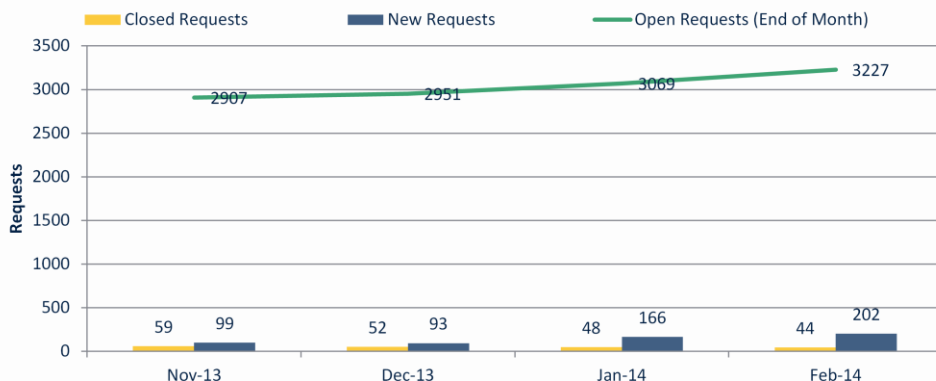
Expected days to close, developed in 2012: 60-365 days.

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

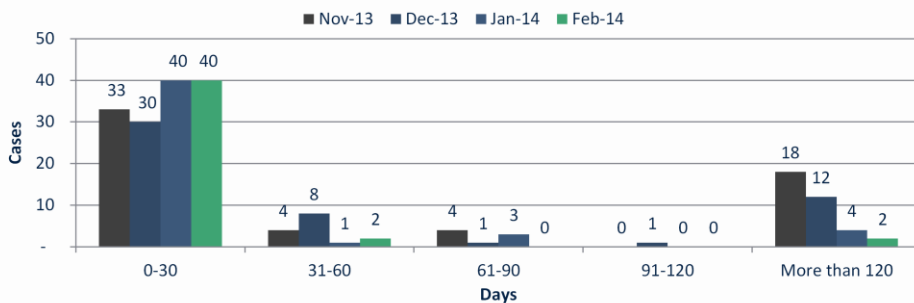
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

## The backlog of 311 pothole service requests continued to increase.

### Pothole/Roadway Surface Repair



### Days to Close Pothole/Roadway Surface Repair



QualityofLifeSTAT March 20, 2014 11

DPW reported that many of the open 311 pothole/roadway surface repair requests require more extensive work than pothole filling.

**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.

## Most 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	160	2	5	158	-2	457	31
Road Shoulder Repair	254	13	6	265	11	389	26
Sidewalk Repair	656	27	19	682	26	457	54
Subsidence	210	38	20	246	36	128	8

### 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



QualityofLifeSTAT March 20, 2014 12



**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:**

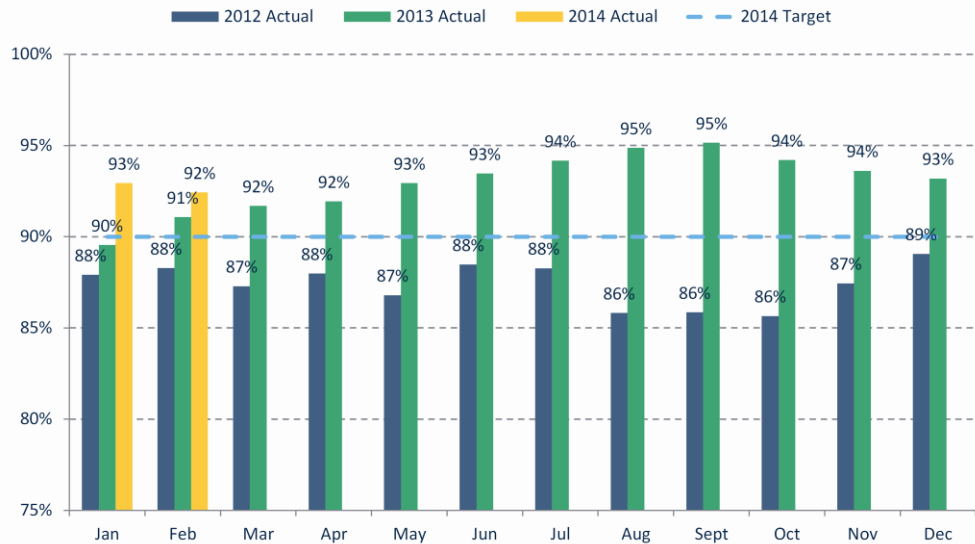
- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 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**



2014		
YTD Actual	Annual Target	Status
92%	90%	●

DPW's streetlight repair funding remained limited, and the percent of streetlights functioning is expected to decrease without additional resources. DPW's proposal for additional 2014 funding has not been acted upon by the City Council.

**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

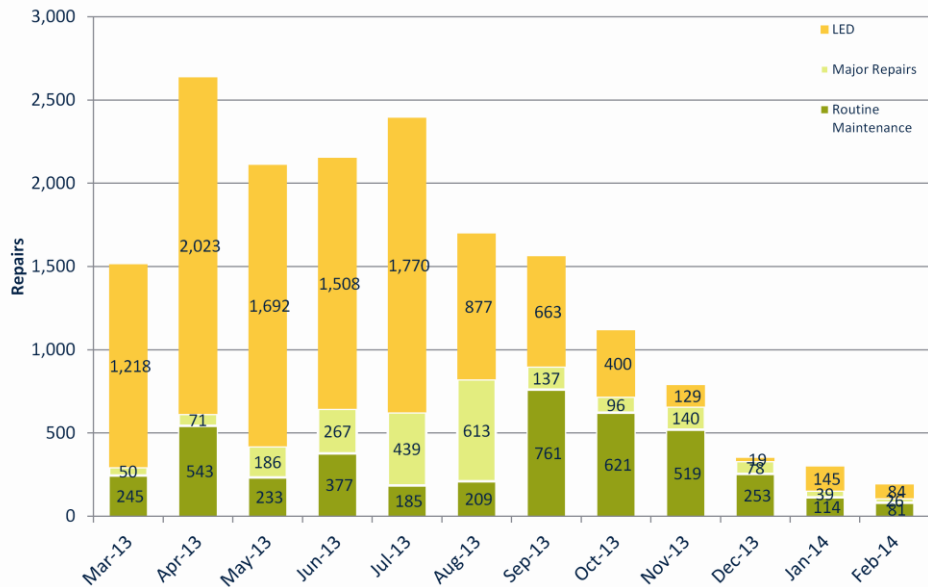
**Legend:**

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

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

## DPW continued to restore a relatively low number of outages in February.

### Number of Streetlight Outages Restored



2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
12,500	◆	19,006	●	489	8,000	◆



QualityofLifeSTAT March 20, 2014 14

**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311

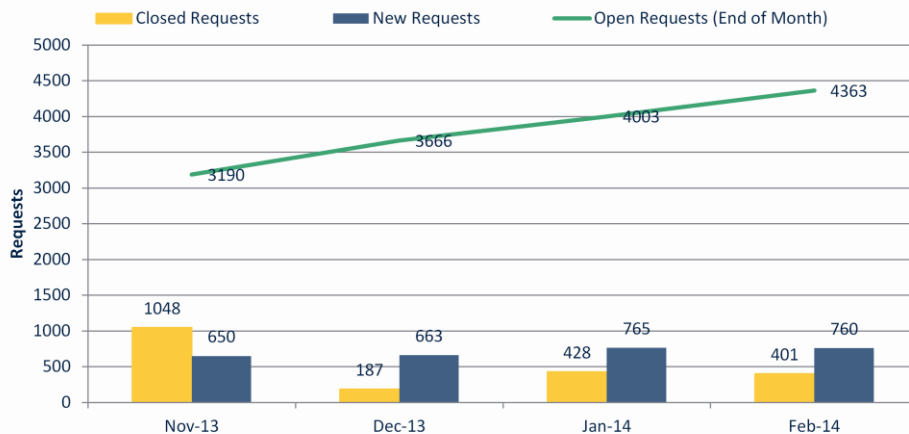
**Related Strategy:**  
Maintain and improve road surface infrastructure

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

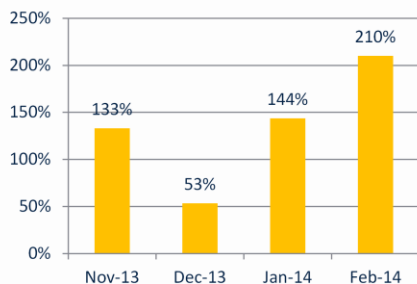
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

## The backlog of 311 streetlight requests continued to increase.

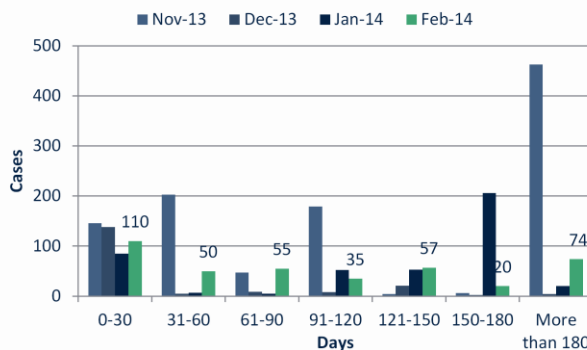
**311 Streetlight Service Requests**



**Closed 311 Requests as Percentage of All Outages Restored**



**Days to Close**



QualityofLifeSTAT March 20, 2014 15

**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:**

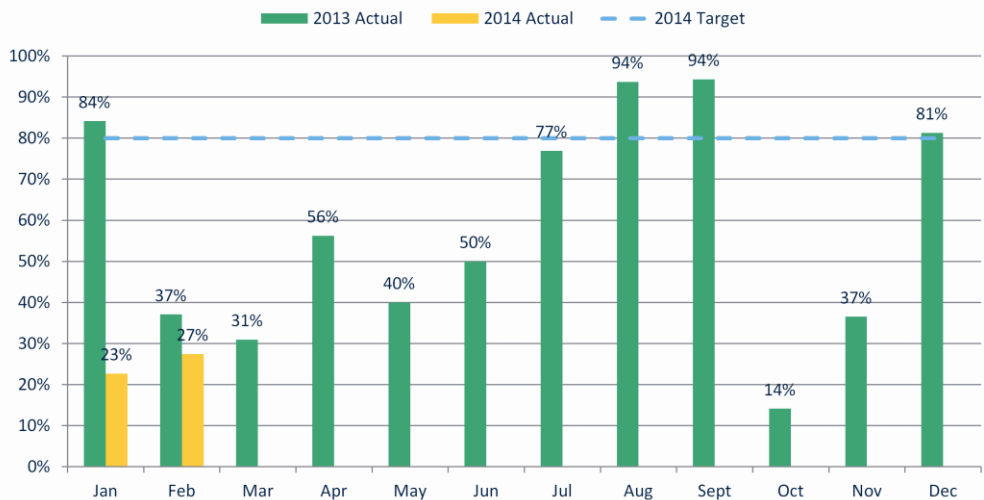
- On Target
- ▲ Within 10% of Target
- ◆ Off Target

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

## DPW was well below its monthly target percent of streetlight service requests closed within 90 days.



### Percent of 311 Streetlight Service Requests Closed within 90 Days



2013		2014		
Actual	Target Met?	YTD Actual	Annual Target	Status
45%	-	23%	80%	●

**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:**

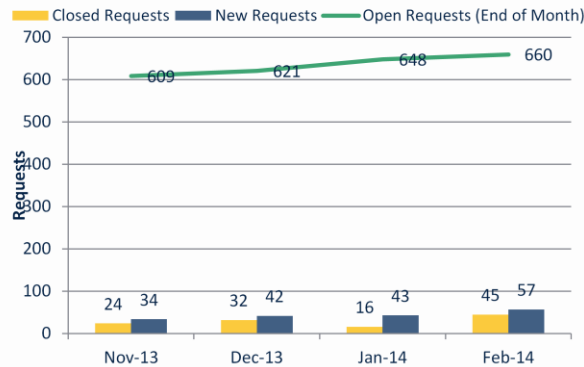
- On Target
- ▲ Within 10% of Target
- ◆ Off Target

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

## DPW installed 81 traffic signs in February.



### 311 Traffic Sign Service Requests



### Number of Permanent Traffic Signs Installed

2013		
YTD Actual	Annual Target	Status
205	1,500	▲

DPW installed approximately 2,000 temporary signs in conjunction with Mardi Gras, which took precedent in early 2014. Moving forward, DPW will prioritize permanent traffic and street name signs.

**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  
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In rare instances, a 311 service  
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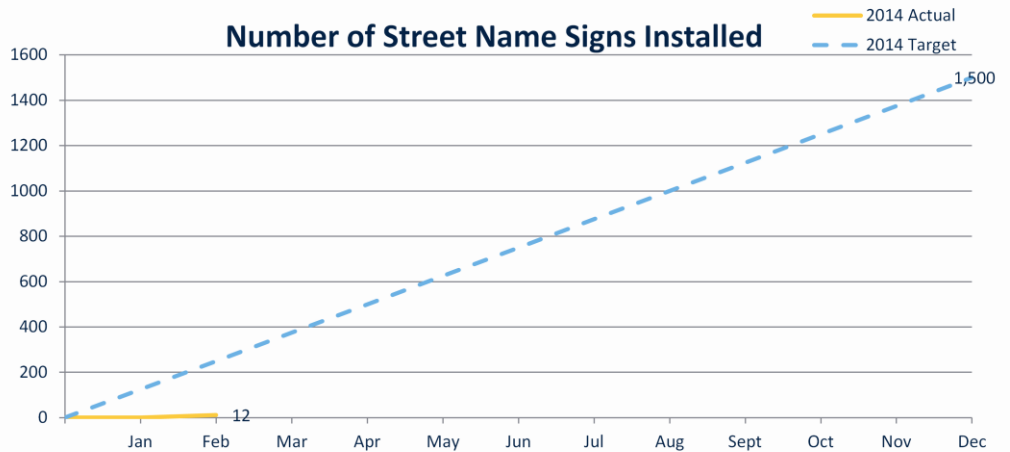
**Legend:**

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

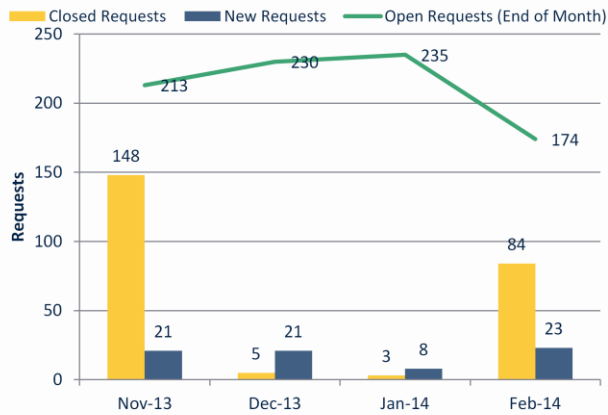
Key measure that  
best indicates whether City  
activities are achieving the  
desired results

## DPW installed 12 street name signs in February.

### Number of Street Name Signs Installed



### 311 Street Name Sign Service Requests



### Number of Street Name Signs Installed

2013		
YTD Actual	Annual Target	Status
12	1,500	◆



QualityofLifeSTAT March 20, 2014 18

DPW installed approximately 2,000 temporary signs in conjunction with Mardi Gras, which took precedent in early 2014. Moving forward, DPW will prioritize permanent traffic and street name signs.

**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 slightly in February.

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	80	7	1	87	4	180	69
Traffic Signal	312	20	31	327	17	30	94

### 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 March 20, 2014 19


**Responsible Organization:**  
Department of Public Works  
(DPW)

**Data Source:**  
311

**Related Objective:**  
Promote Quality  
Neighborhoods

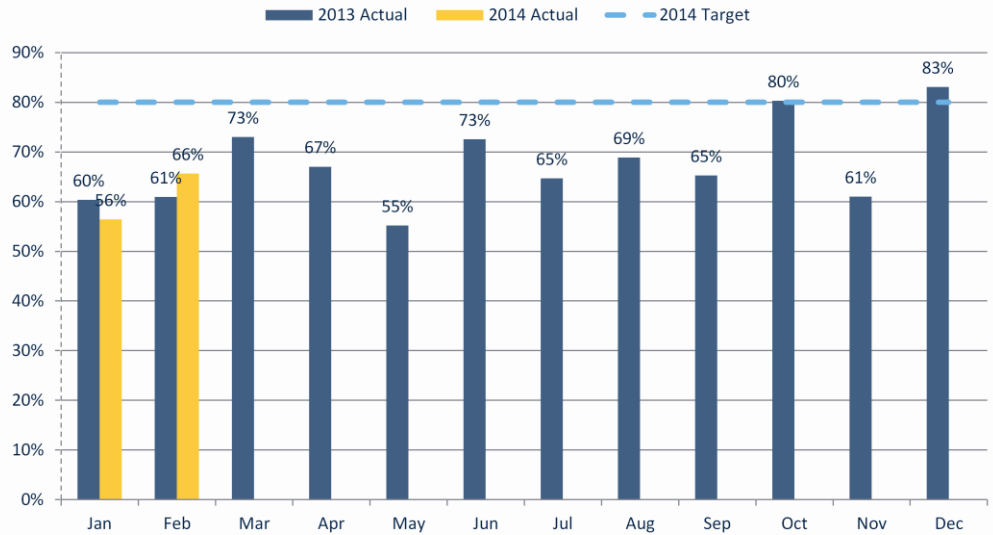
**Legend:**

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

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

## DPW closed 66% of its 311 abandoned vehicle service requests within 30 days, below its 80% target in February.

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



2013		2014		
Actual	Target Met?	YTD Actual	Annual Target	Status
67%	-	62%	≥ 80%	◆

 QualityofLifeSTAT March 20, 2014 20

DPW expects to continue trending upward towards the target.



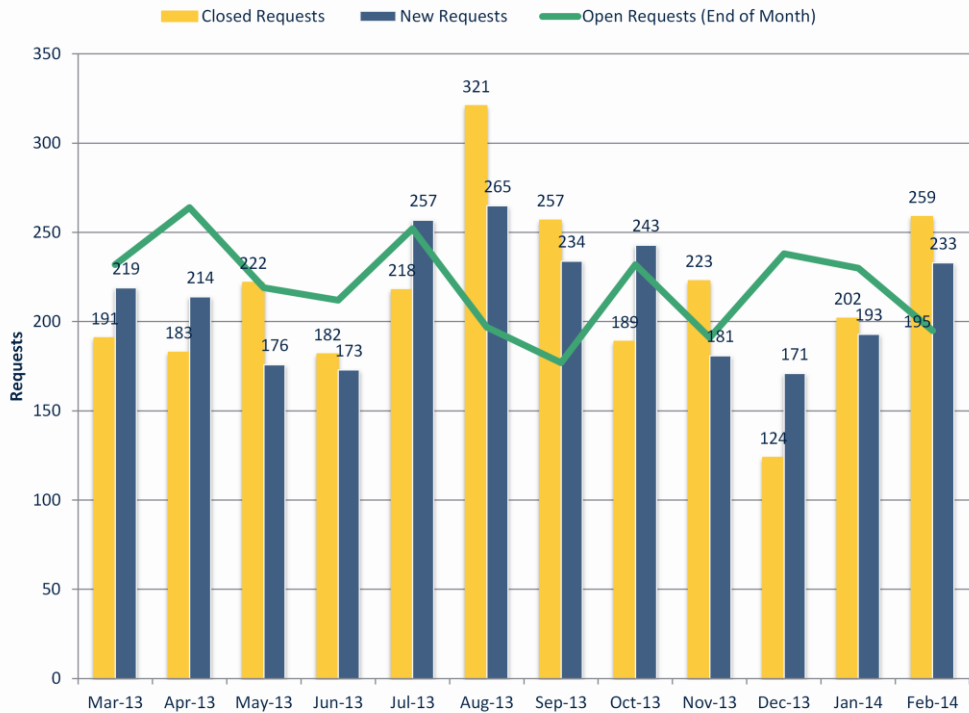
**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311

**Related Objective:**  
Promote Quality  
Neighborhoods

## The backlog of 311 abandoned vehicle service requests continued trending downward in February.

### 311 Abandoned Vehicle Service Requests




**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

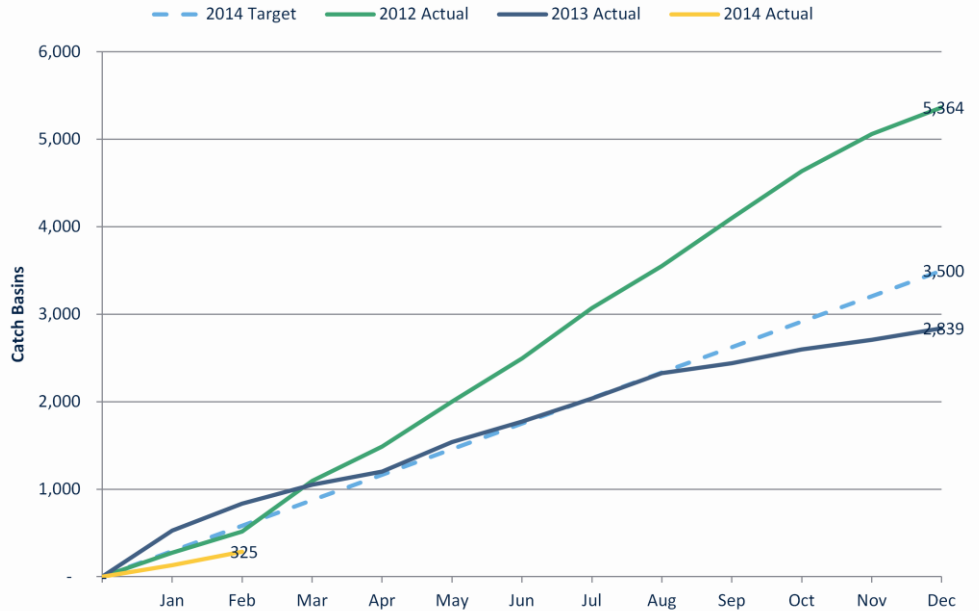
**Legend:**

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

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

## DPW cleaned 152 catch basins in February.

### 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	▲	325	3,500	◆

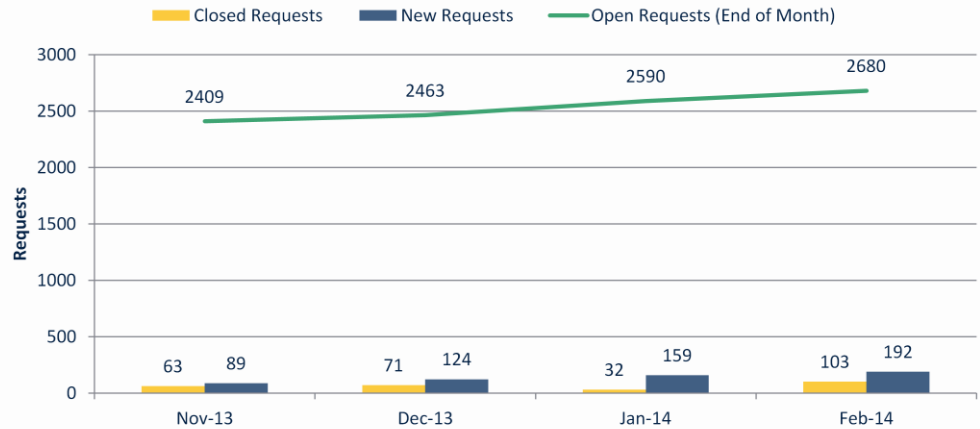
**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311

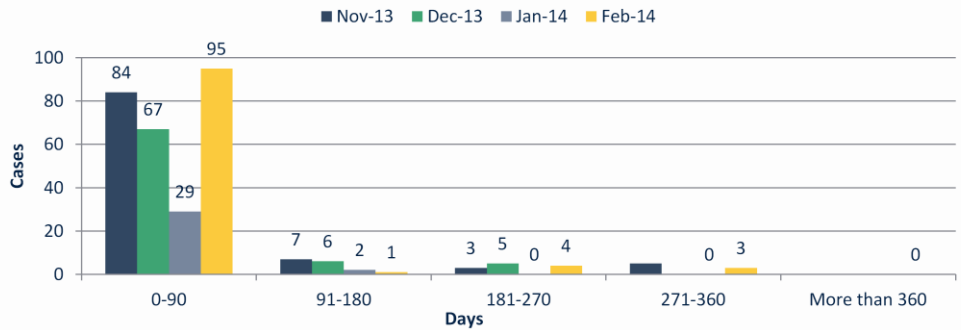
**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to ensure  
resilient neighborhoods

## The street flooding/drainage backlog continued to increase.

311 Street Flooding/Drainage Service Requests



Days to Close



## 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
A. Square	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 February 2014

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

Green = Favorable Variance  
Yellow = Minimal Variance / No Action Recommended  
Red = Unfavorable Variance / Action Recommended


**QualityofLifeSTAT** March 20, 2014 25

The Sewerage and Water Board will implement a new billing system in April. The call center experienced an approximately 40% turnover rate in 2013, affecting call wait times and abandonment rates.

**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

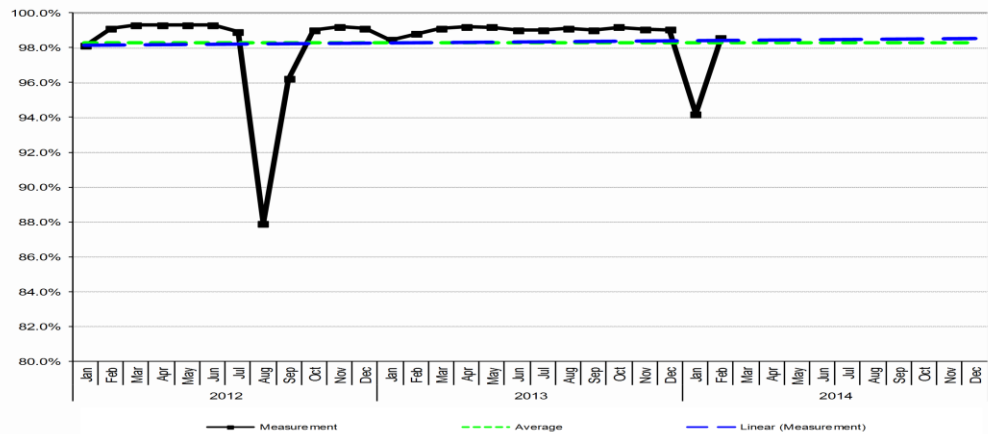
**Trend:** Close

### 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%	99.3%	99.0%	99.1%	99.0%	99.2%	99.1%
2014	94.2%	98.5%									99.0%



QualityofLifeSTAT March 20, 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 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:** Close

**Process Operating  
Within Control Limits:**  
Yes

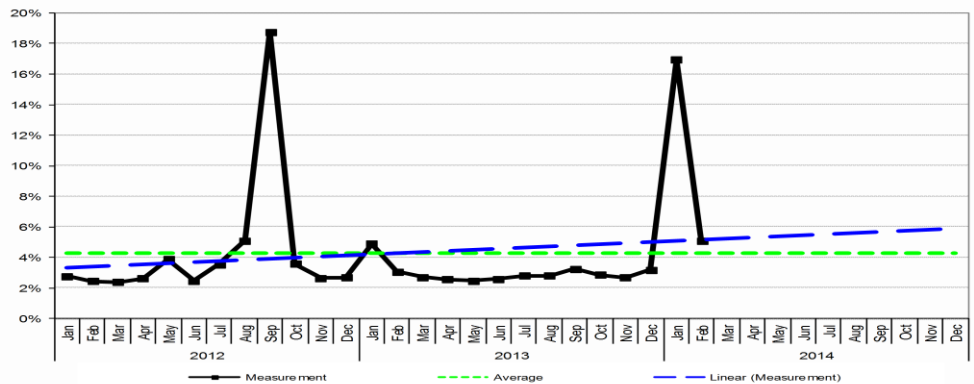
**Trend:** Close

### 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%									3.2%



Quality of Life **STAT** March 20, 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 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:**  
Yes

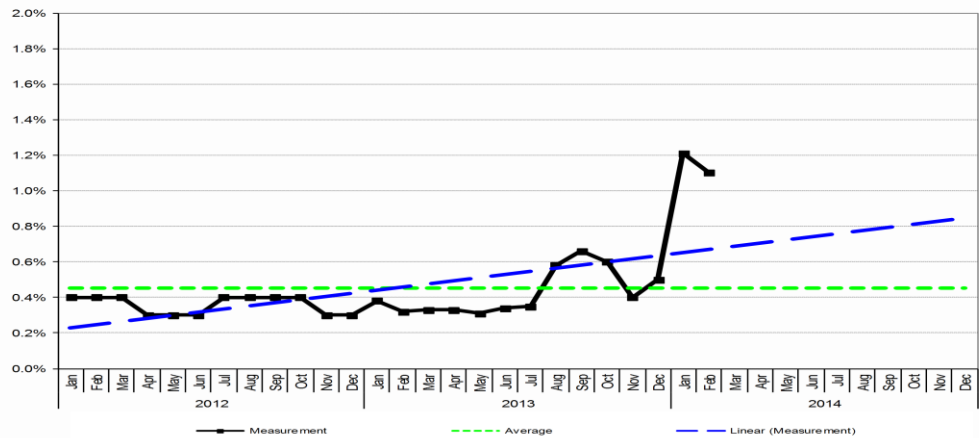
**Trend:** Unfavorable

### 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%										



QualityofLifeSTAT March 20, 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 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**

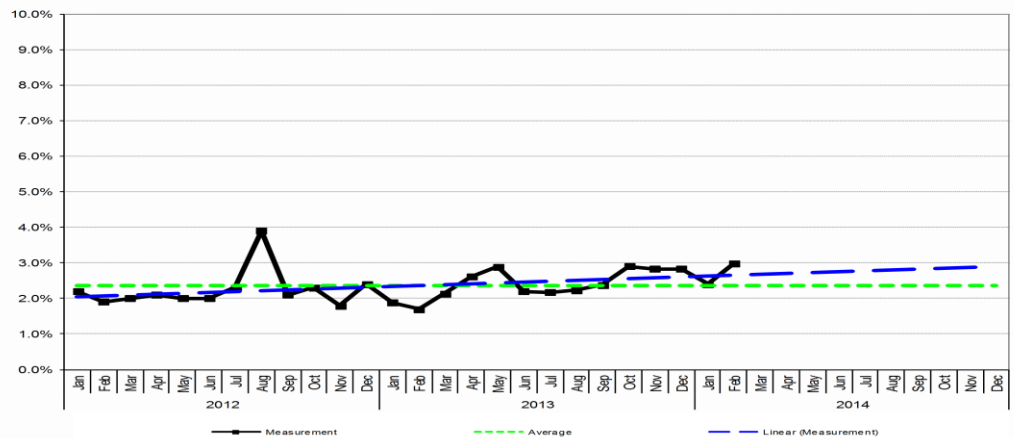
**Trend:** **Unfavorable**

### 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%									2.4%



QualityofLifeSTAT March 20, 2014 29

**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: Close**

**Objective: Provide Timely**

**Information and Respond  
Promptly to Requests**

**Process Operating**

**Within Control**

**Limits: Yes**

**Goal: Reduce**

**Triggers of  
Customer Calls**

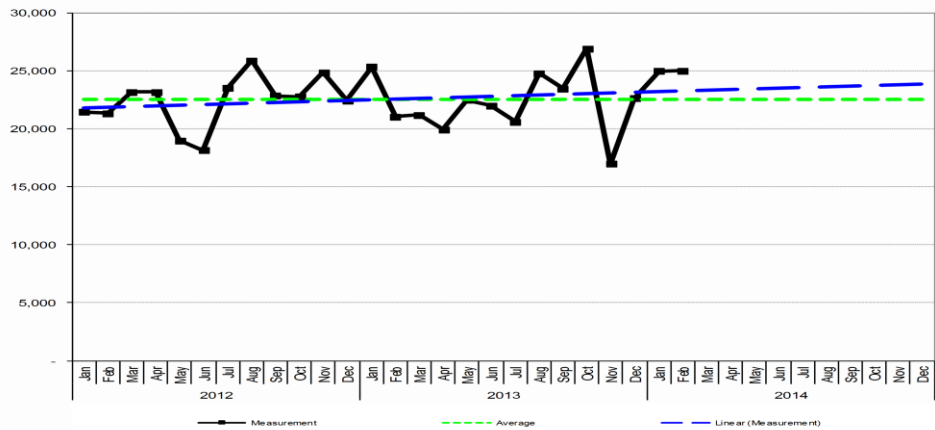
**Trend: Close**

**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.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	21,447	21,313	23,164	23,164	18,977	18,149	23,545	25,870	22,818	22,773	24,842	22,438
2013	25,331	21,051	21,194	19,937	22,446	21,994	20,602	24,764	23,439	26,892	16,980	22,610
2014	24,945	24,992										



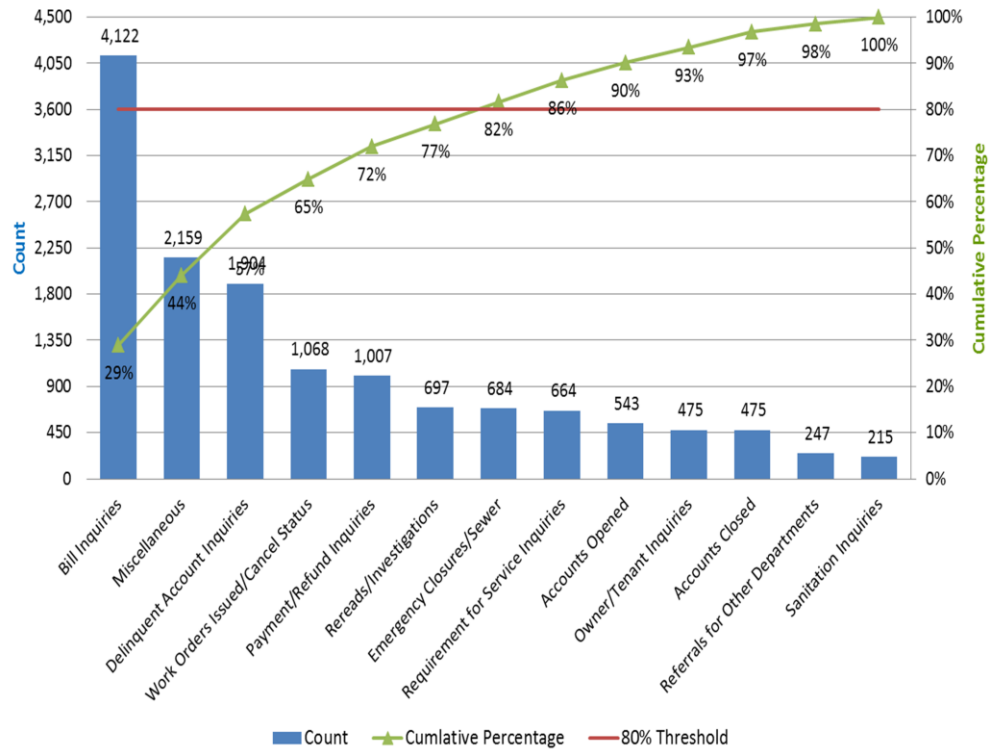
QualityofLifeSTAT March 20, 2014 30

**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 Pareto Chart of Types of Customer Calls February 2014



QualityofLifeSTAT March 20, 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 Average Call Wait Time

**Constituency:**  
Customer Ratepayers

**Objective:** Provide  
Accurate Bills

**Goal:** Reduce over  
time

**Currently Meeting  
Goal:** No

**Process Operating  
Within Control Limits:**  
No

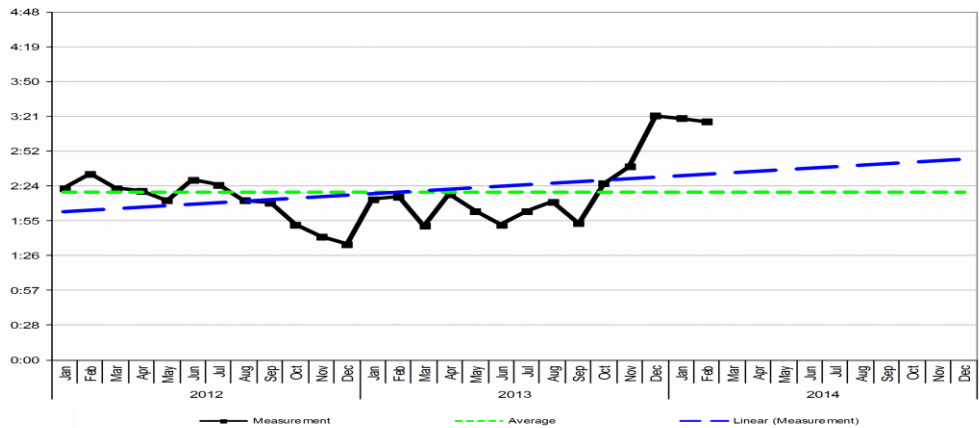
**Trend:** Unfavorable

### 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											
2012	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
	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									



QualityofLifeSTAT March 20, 2014 32

**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**

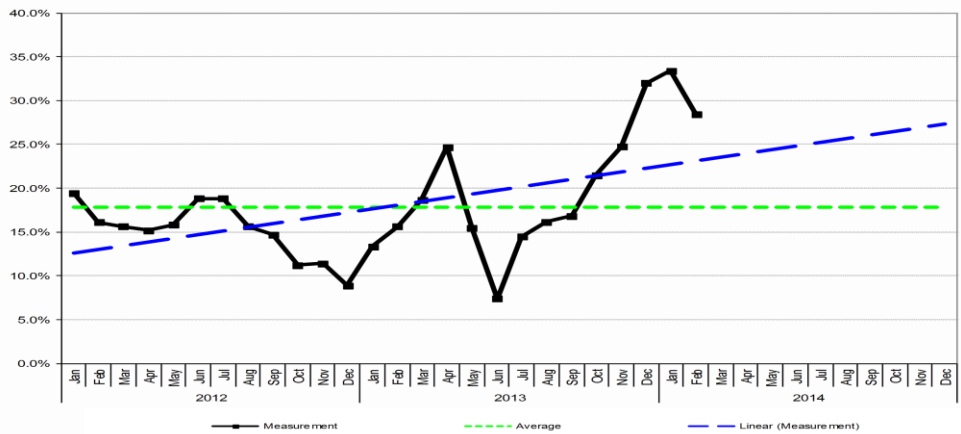
**Trend: Unfavorable**

### 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 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
<b>2012</b>	19.4%	16.1%	15.6%	15.2%	15.8%	18.8%	18.8%	15.6%	14.7%	11.2%	11.4%	8.9%
<b>2013</b>	13.3%	15.6%	18.7%	24.7%	15.4%	7.4%	14.5%	16.2%	16.8%	21.5%	24.7%	32.0%
<b>2014</b>	33.4%	28.5%										



QualityofLifeSTAT March 20, 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 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:** **No**

**Process Operating**  
**Within Control Limits:**  
**No**

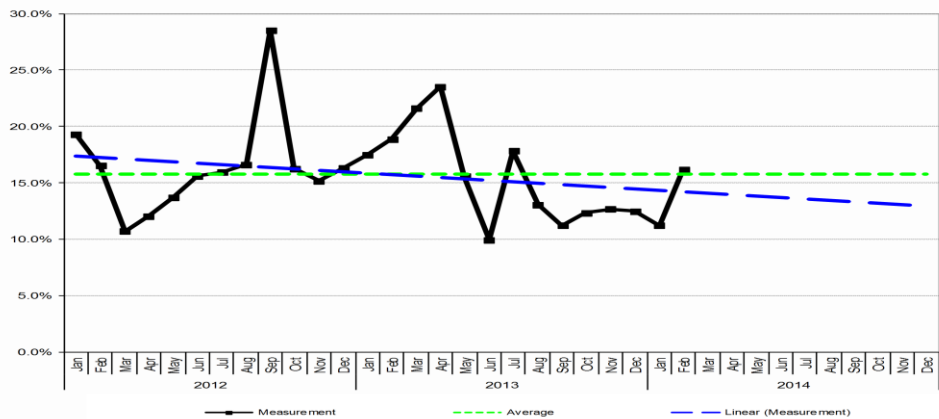
**Trend:** **Favorable**

### 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 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%	16.5%	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%										



QualityofLifeSTAT March 20, 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 about Low Water Pressure

**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**

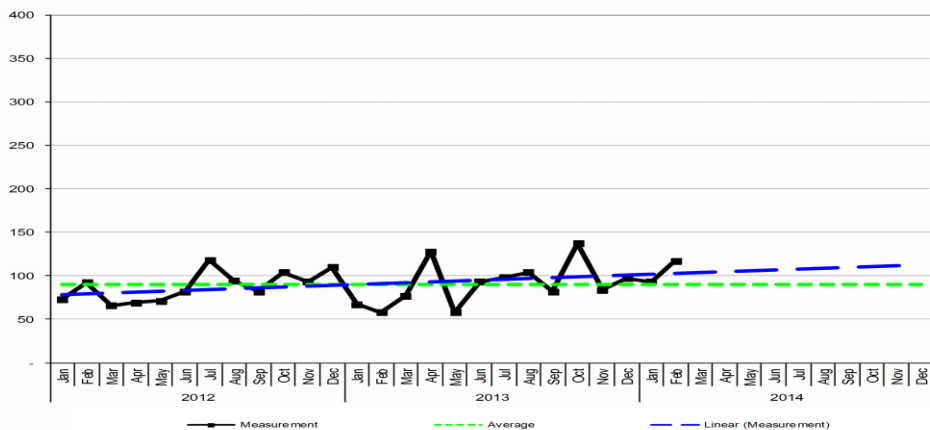
**Trend: Close**

### Analysis

Customers contact the Sewerage and Water Board to request 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									



QualityofLifeSTAT March 20, 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 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**

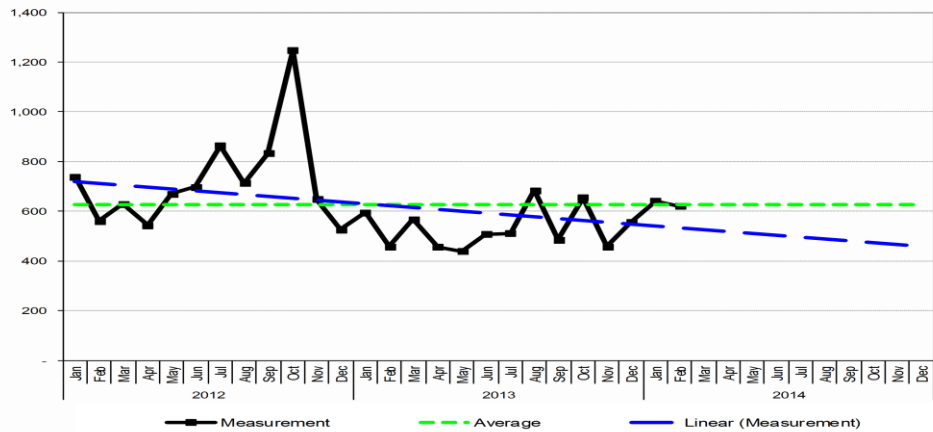
**Trend: Favorable**

### 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.



Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2012	739	560	629	543	670	697	863	713	833	1,246	648
2013	594	457	567	456	439	508	511	683	485	654	457
2014	641	621									526
											556



QualityofLifeSTAT March 20, 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 Service Requests for Sewer 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**

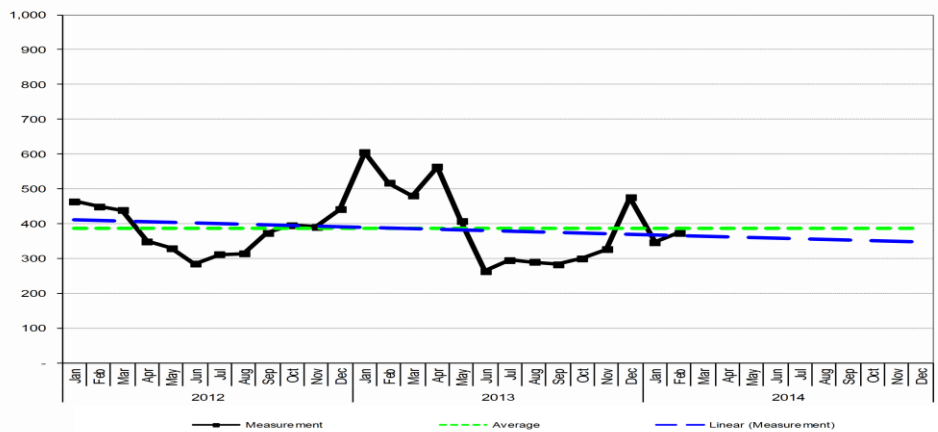
**Trend: Favorable**

### Analysis

Customers contact the Sewerage and Water Board to request repairs to leaking 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
2012	464	449	438	349	329	284	311	313	374	396	391
2013	604	516	480	563	406	264	295	289	283	300	326
2014	346	374									475



QualityofLifeSTAT March 20, 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 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**

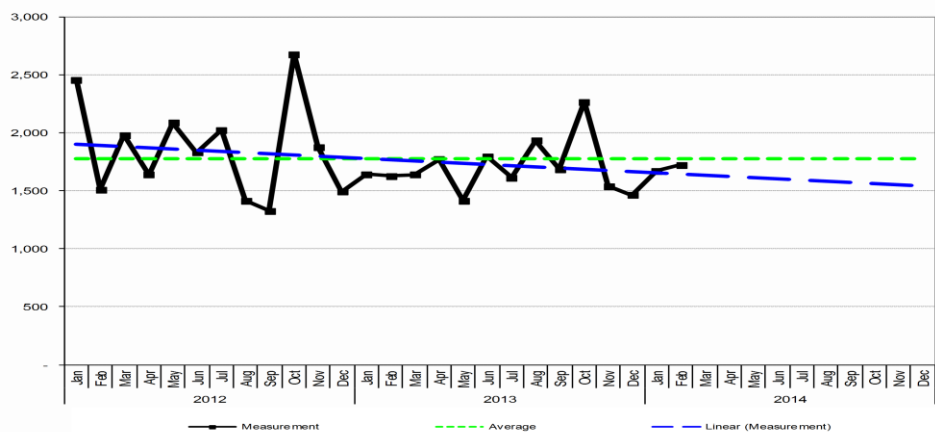
**Trend: Favorable**

### 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									1,461



QualityofLifeSTAT March 20, 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 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:** Yes

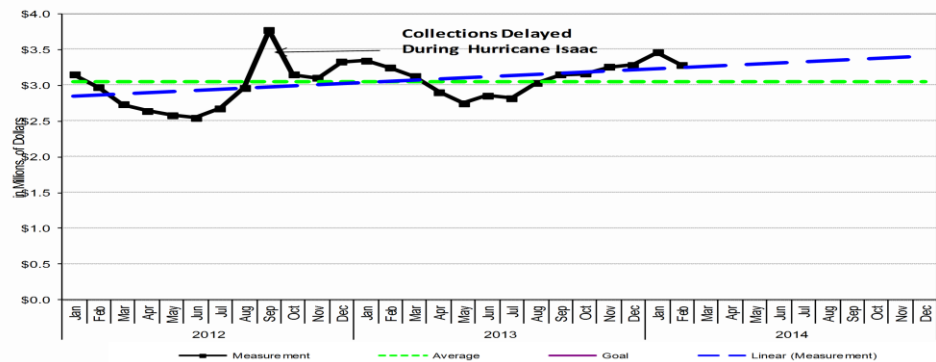
**Trend:** Unfavorable

### 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. 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. Balances have increased due to higher rates.

### Plans for Improvement

Staff intends to use standard process improvement methods to continue collection practices pending implementation of new billing and collection system.



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



QualityofLifeSTAT March 20, 2014 39

**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**

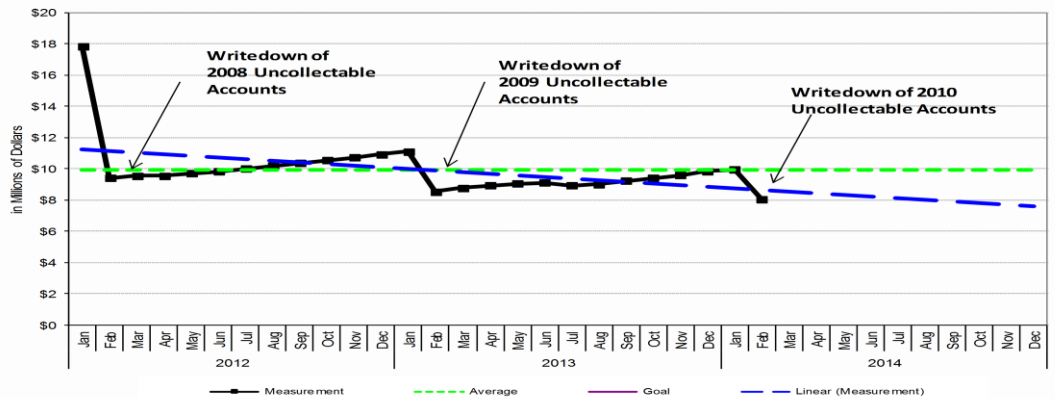
**Trend:** **Favorable**

### Analysis

Water and sewer accounts receivable that are 120 days and older are handled by a collection agency. Account balances that are 3 years and older are written off as uncollectable.

### Plans for Improvement

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.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	\$17.811	\$9.400	\$9.558	\$9.557	\$9.710	\$9.818	\$9.995	\$10.176	\$10.360	\$10.553	\$10.724	\$10.931
2013	\$11.104	\$8.552	\$8.766	\$8.928	\$9.055	\$9.113	\$8.939	\$9.029	\$9.224	\$9.398	\$9.585	\$9.839
2014	\$9.946	\$8.032										



QualityofLifeSTAT March 20, 2014 40

# 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
<b>Maintain and improve public infrastructure</b> 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"> <li>Percent of citizens satisfied with condition of streets</li> <li>Mean travel time to work</li> <li>Percentage of workers commuting to work by means other than driving alone</li> <li>Percent of citizens satisfied with drainage/flood control</li> <li>Percent of citizens satisfied with public transportation</li> <li>Percent of citizens satisfied with traffic congestion</li> </ul>
<b>Promote Quality Neighborhoods</b> 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"> <li>Percent of citizens satisfied with control of abandoned houses</li> <li>Percent of citizens satisfied with parks and recreation</li> <li>Percent of citizens satisfied with control of trash and litter / trash pickup</li> <li>Percent of citizens satisfied with life in New Orleans</li> <li>ParkScore (based on acreage, service and investment, and access)</li> <li>Percent of citizens satisfied with zoning</li> </ul>
<b>Promote energy efficiency and environmental sustainability</b> 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"> <li>Percent of days with healthy air quality</li> <li>Number of health based drinking water violations</li> <li>Number of certified green buildings</li> <li>Number of land acres in Orleans Parish</li> </ul>



QualityofLifeSTAT March 20, 2014 41

**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.

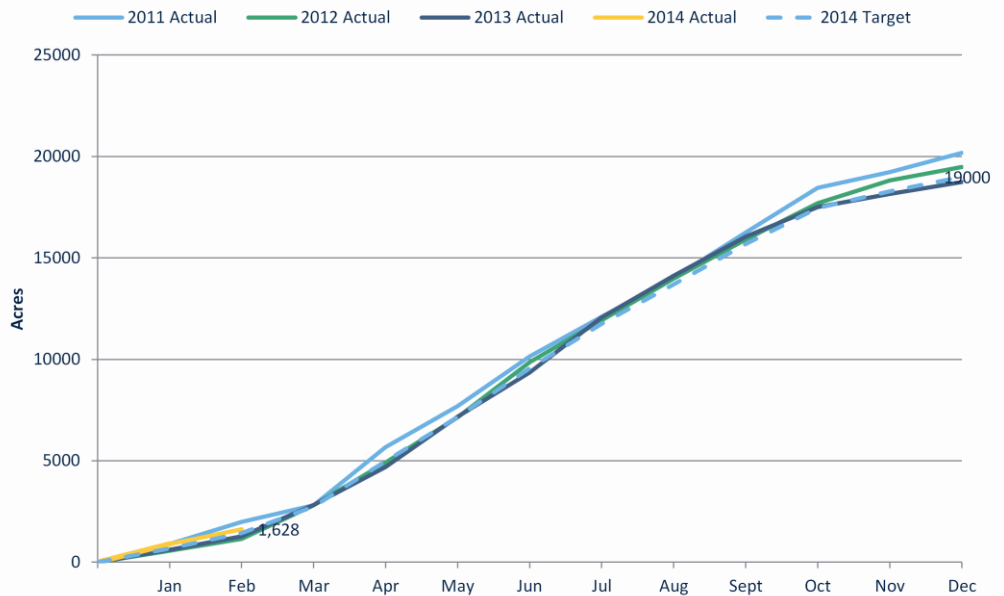
**Legend:**

- 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 mowed 737 acres in February 2014.

### 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	●	1,628	19,000	●

**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.

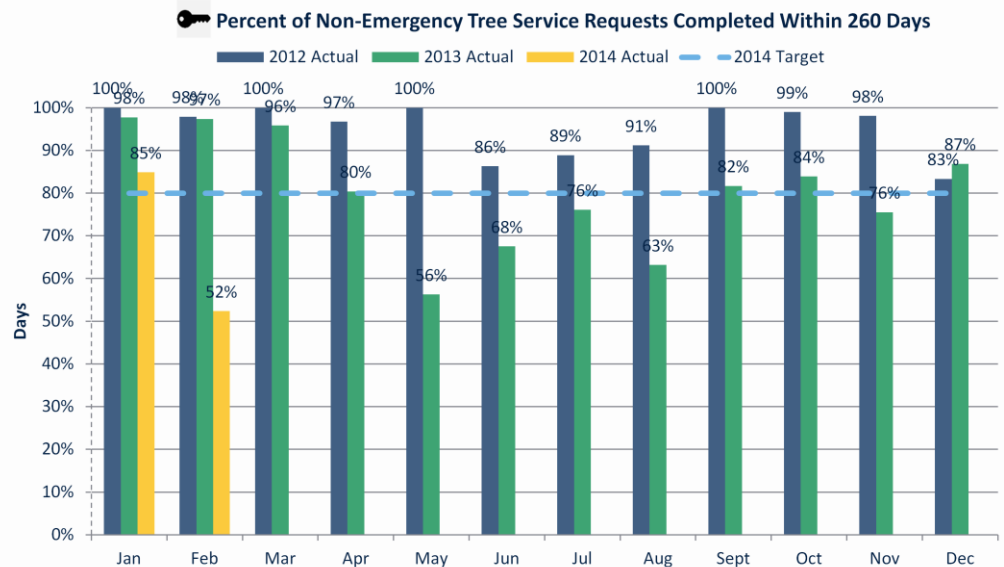
**Related Strategy:**  
Protect and preserve parks  
and other green spaces

**Legend:**



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

## Parks and Parkways fell 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%	-	74%	≤ 80%	⚠

Parks and Parkways fell below the target in part due to Mardi Gras parade route tree trimming.

**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.

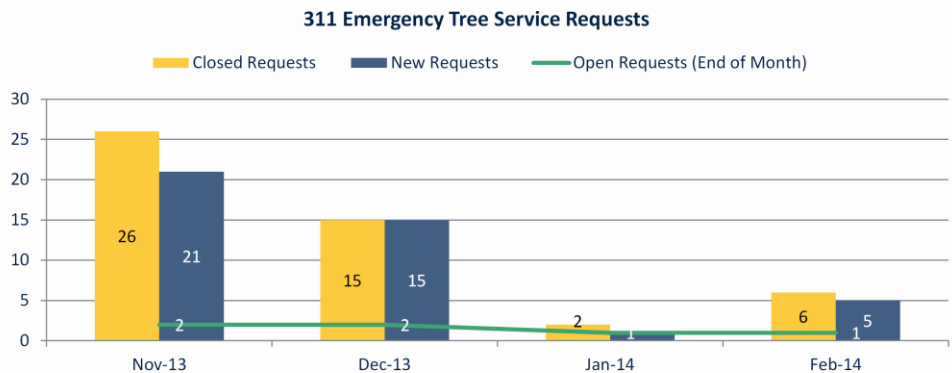
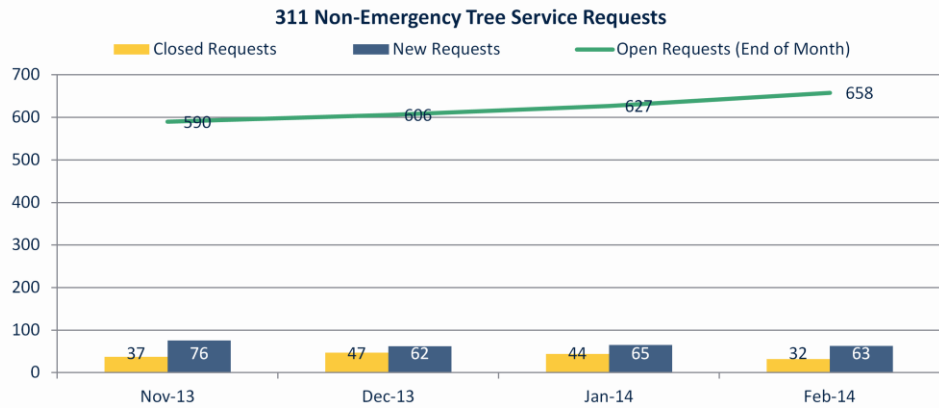
**Related Strategy:**

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.



QualityofLifeSTAT March 20, 2014 44



**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 at zero at the end of February.

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	5	5	0	0	0	4
Park Maintenance	0	2	2	0	0	0	5



**Responsible Organization:**  
Department of Parks and  
Parkways

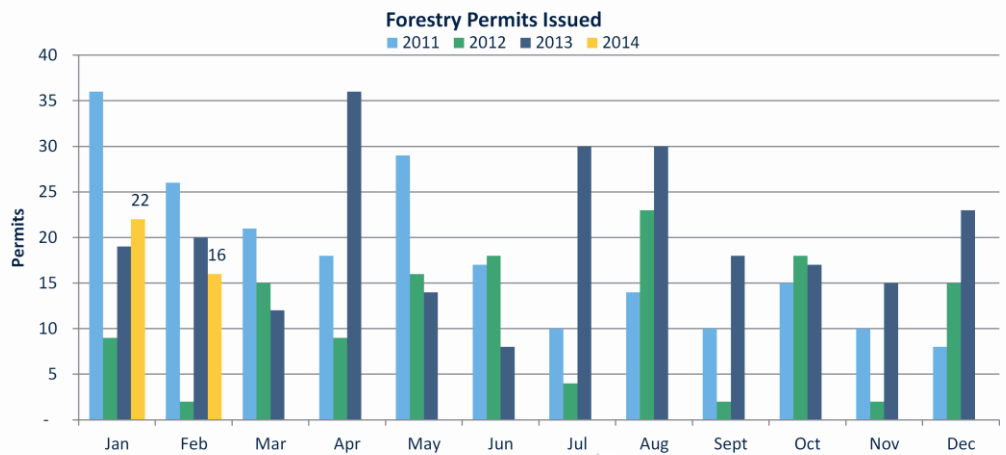
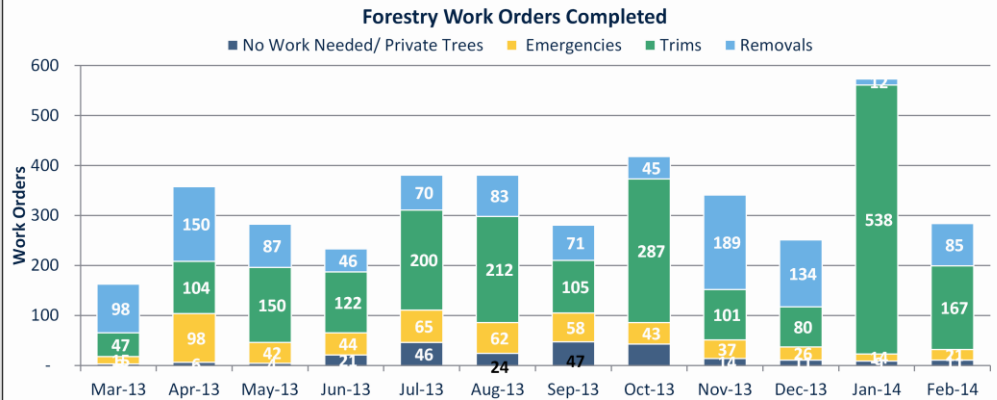
**Data Source:**  
Department of Parks and  
Parkways

**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 in February.



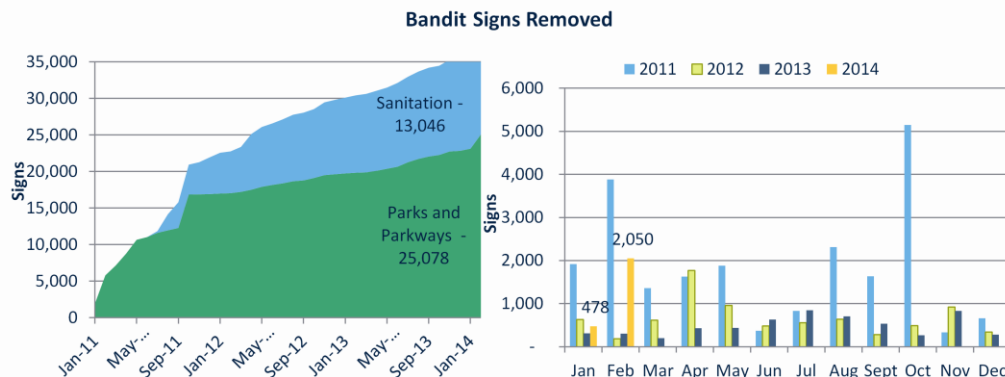
**Responsible Organization:**  
Department of Sanitation  
Department of Parks and  
Parkways

**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

## In February 2014 Sanitation and Parks and Parkways removed a large number of bandit signs, due to political signage from the February elections.



### Action Items

Date	Responsible Parties	Action Item	Due	Status
10/4/12	C. Sylvain-Lear	Develop a plan for PSAs regarding signs for businesses	Ongoing	Items developed: brochure 8/11 (revised 12/2013); PSAs 6/12 (general), 1/13 (waste tires); and flyers for inside and outside of the French Quarter/Downtown Development District in 3/12 (revised 12/12); draft PSA revised 7/18/13; reminder sent to Communications 8/14/13. Letter sent to political candidates 9/14/13. Reminder sent to Communications 10/16/13.
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. Sgt. Jonette Williams will contact Officer Smith to ensure his attendance. Eraka Delarge will contact the Deputy City Attorney to ensure the prosecuting attorney has all necessary information.



QualityofLifeSTAT March 20, 2014 47

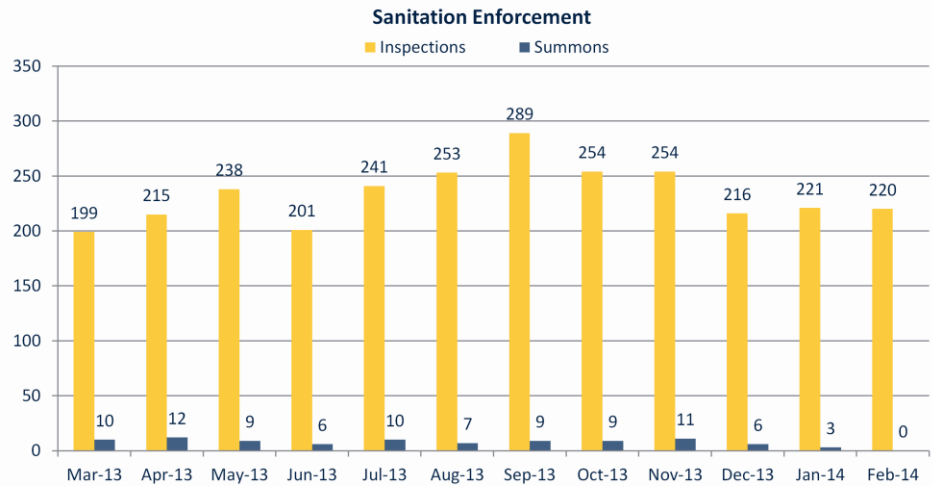
**Responsible Organization:**  
Department of Sanitation  
New Orleans Police Department

**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 enforcement remained consistent with previous months.



### Action Items

Date	Responsible Parties	Action Item	Due	Status
3/14	A. Square, D. Macnamara	Research feasibility of utilizing cameras and electronic processing of citations	Ongoing	D. Macnamara coordinating.
7/12/12	E. Williams, C. Sylvain-Lear	Draft ordinance authorizing Sanitation Rangers to issue citations for sanitation issues	Ongoing	A request was submitted for the legislative agenda which would allow for Sanitation Rangers to issue citations in a similar matter to what is done by Parking Control Officers.
3/20/2014	A. Square, C. Sylvain-Lear; D. MacNamara	Place cameras in spots with frequent illegal dumping	Ongoing	IT infrastructure is sufficient to move forward, but will need to ensure the Law Department approves.


**Responsible Organization:**  
Department of Sanitation

**Data Source:**  
Department of Sanitation

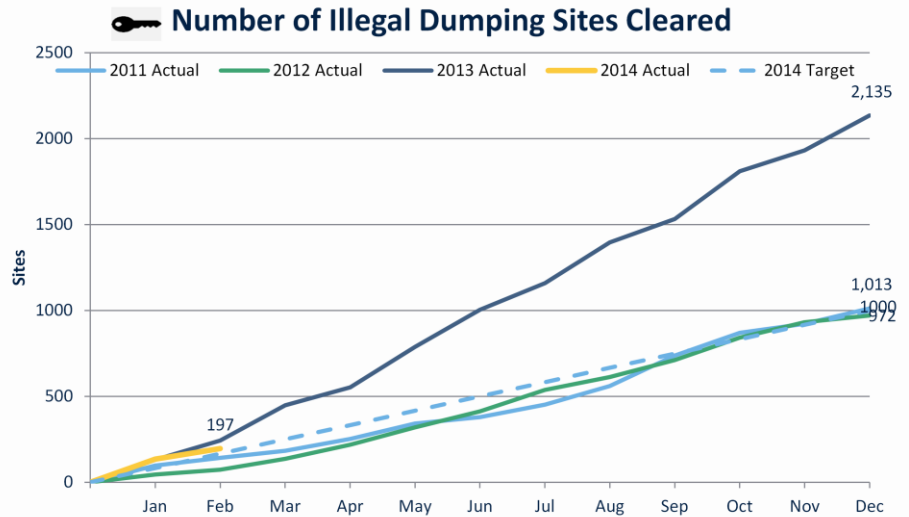
**Related Strategy:**  
Provide effective sanitation services  
to residents and businesses

**Legend:**

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

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

## Sanitation cleared a relatively small amount of illegal dumping sites in February, but still remained on track towards its yearly target.



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
1,013	●	972	●	2,135	●	197	1000	●



QualityofLifeSTAT March 20, 2014 49

**Responsible Organization:**  
Department of Sanitation

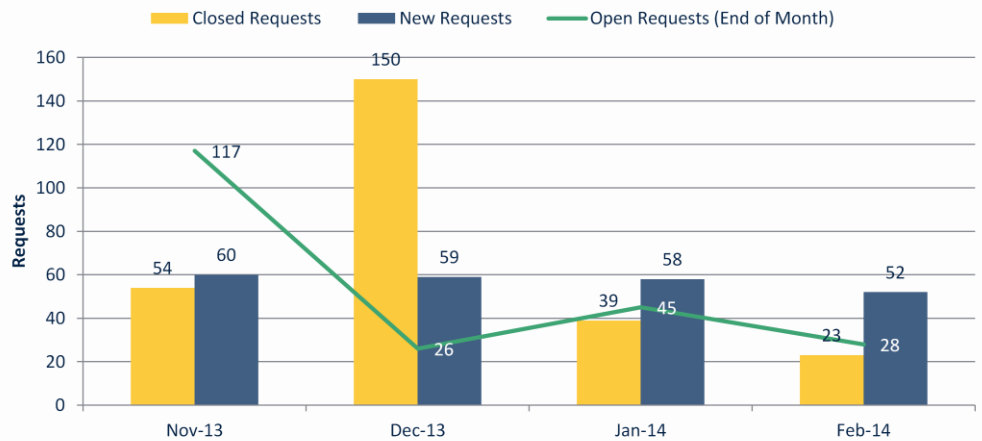
**Data Source:**  
Department of Sanitation  
311

**Related Strategy:**  
Provide effective sanitation services to residents and businesses

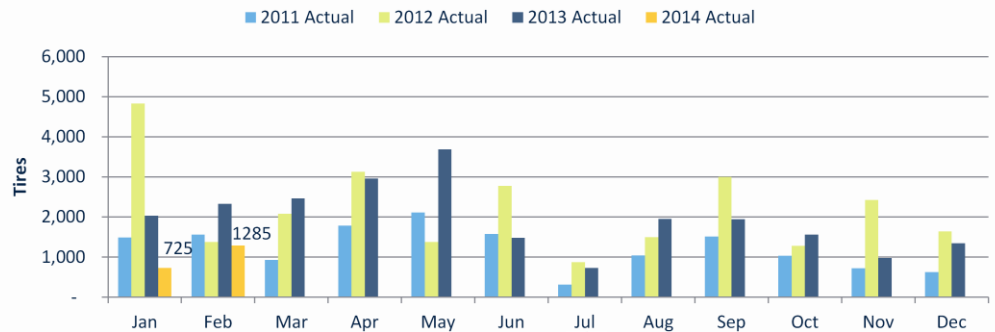
**Note:**  
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

## The backlog of 311 illegal dumping cases decreased in February.

### 311 Illegal Dumping Service Requests



### Tires Removed



QualityofLifeSTAT March 20, 2014 50

**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

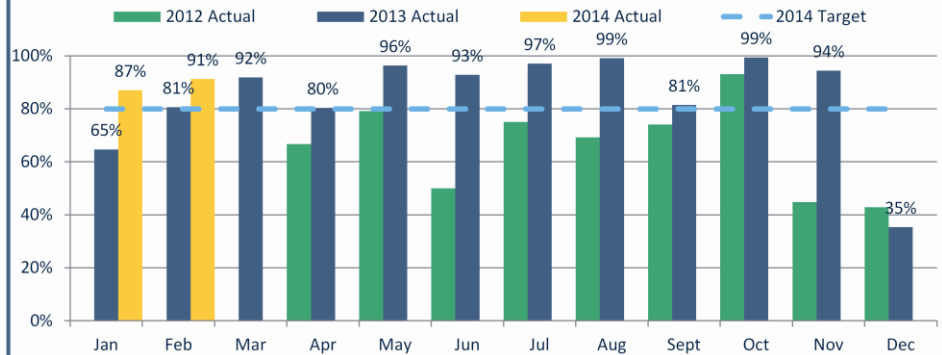
**Legend:**

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

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

## Sanitation met their monthly goal on the percent of 311 illegal dumping service requests closed within 30 days.

### Percent of 311 Illegal Dumping Service Requests Closed Within 30 Days



#### 2014

YTD Actual	Annual Target	Status
89%	80%	●

#### 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 March 20, 2014 51

**Responsible Organization:**  
Department of Sanitation vendors

**Data Source:**  
311

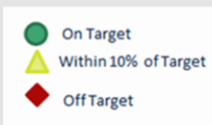
**Related Strategy:**  
Provide effective sanitation services to residents and businesses

**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.

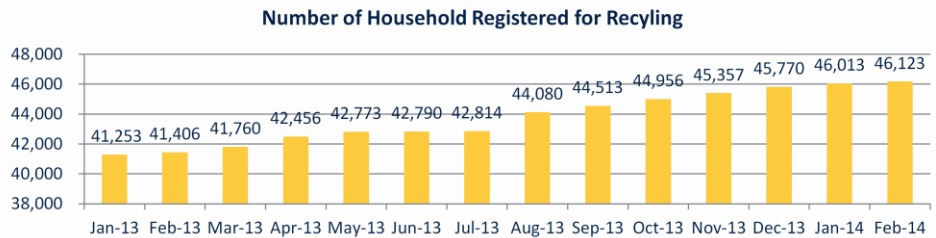
**Definitions:**  
*Household:* Every household in New Orleans Parish receiving sanitation service.  
*Household Registered for Recycling:* Every household that is not only registered for recycling, but has received a recycling cart.

**Legend:**



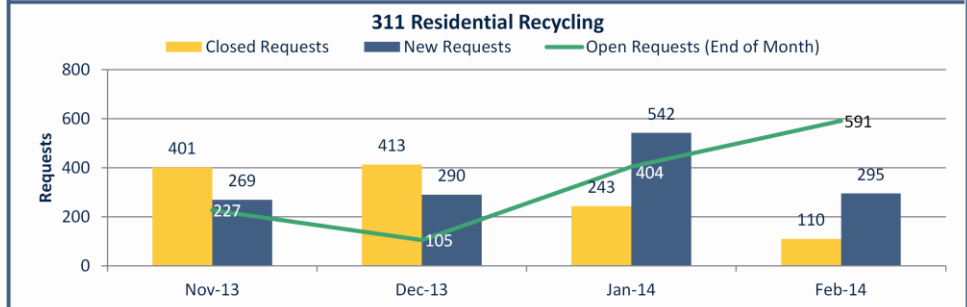
**Key:** Key measure that best indicates whether City activities are achieving the desired results

**The percent of households registered for recycling is just below the target of 36% as of January. The backlog of 311 residential recycling requests continued upward in February.**



**Percent of Households Registered for Recycling**

2014		
YTD Actual	Annual Target	Status
34%	36%	▲



**QualityofLifeSTAT** March 20, 2014 52

Sanitation received 4,000 recycling carts expected to last through the end of the year, and expects to reach its households recycling registration target once new carts are delivered.



**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.

## The other Sanitation backlogs all decreased.

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)	11	17	24	4	-7	4	20
Large Item Pickup (Vendor)	109	147	213	33	-76	11	27
Trash/Garbage Pickup (Vendor)	341	316	569	76	-265	30	41
Change Size of Trash Cart	2	0	1	1	-1	81	3
Damage Caused By Contractor	17	16	26	7	-10	18	33
Missed Collection	58	70	111	14	-44	7	29
Replace Trash Cart	29	42	55	16	-13	26	117
Start Trash Service	216	139	320	27	-189	54	38
Stop Trash Service	4	6	10	0	-4	N/A	40
Repair Trash Cart	15	30	33	11	-4	9	12



# Public Safety

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

## Objectives and Strategies

### Rebuild citizen confidence in public safety offices

1. Reform NOPD policies and operations
2. Employ proactive policing and positive community engagement
3. Support oversight entities to promote transparency, accountability, and trust

## Outcome Measures

- 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

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

- 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

1. Respond to emergencies, including fire and medical, effectively
2. Plan and prepare for disasters

- 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** March 20, 2014 54

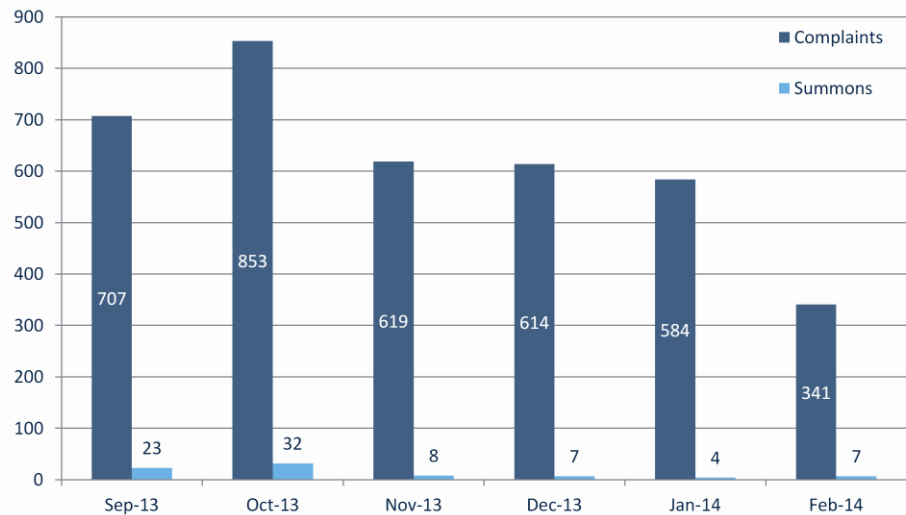
**Responsible Organization:**  
New Orleans Police Department

**Data Source:**  
New Orleans Police Department

**Related Strategy:**  
Effectively and fairly administer justice

## Complaints and summons both decreased in February.

Complaints Received and Summons Issued by NOPD Quality of Life Officers



Mardi Gras policing affected the number of complaints and summons in February.

**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.

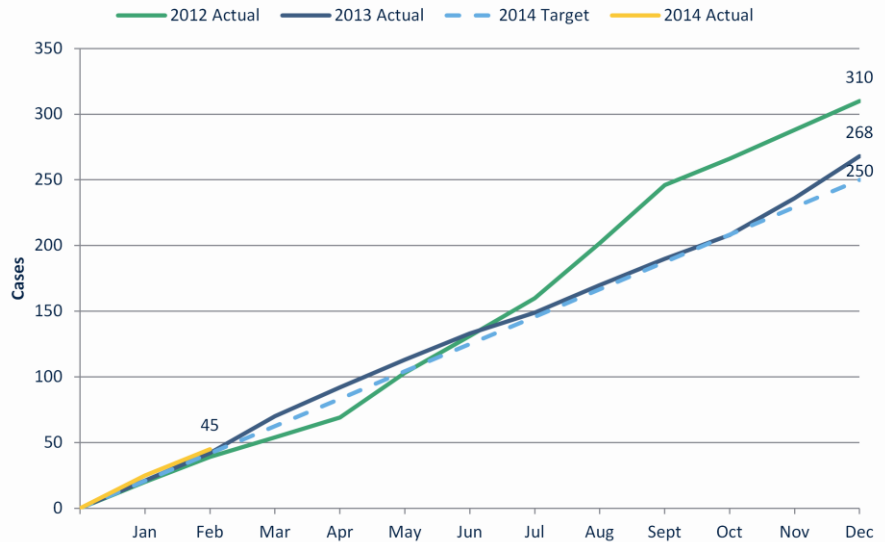
**Legend:**

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

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

## The Law Department was on target with the number of ABO case filings in February.

### Number of Tax and Public Nuisance Cases Filed before the ABO Board



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
233	●	310	●	236	●	45	250	●

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



**QualityofLifeSTAT** March 20, 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:**

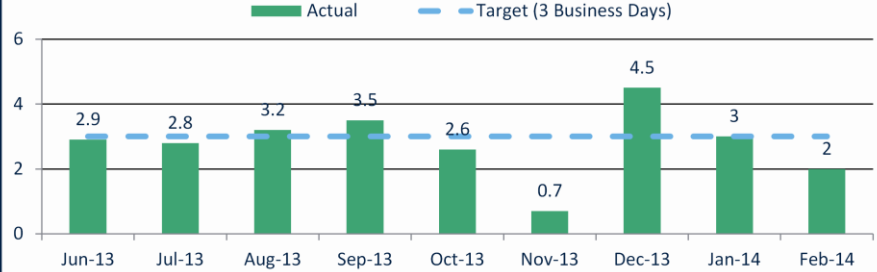
- On Target
- ▲ Within 10% of Target
- ◆ Off Target



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

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

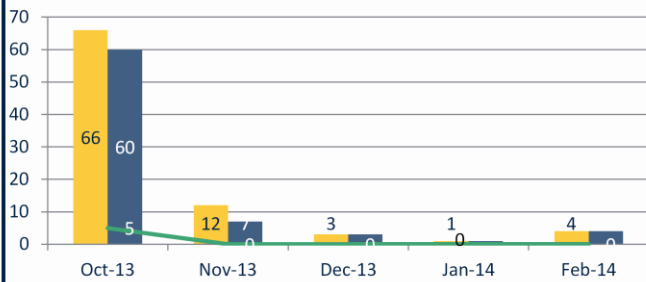
### Average Business Days to Close Mosquito Service Requests



2012		2013		
YTD Actual	Annual Target	YTD Actual	Annual Target	Status
2.64	3	2.33	3	●

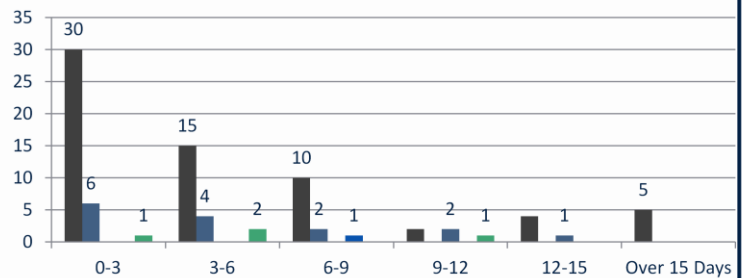
### 311 Mosquito Control Service Requests

■ Closed Requests ■ New Requests — Open Requests at End of Month



### Days to Close Mosquito Control 311 Requests

■ Oct-13 ■ Nov-13 ■ Dec-13 ■ Jan-14 ■ Feb-14



QualityofLifeSTAT March 20, 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:**

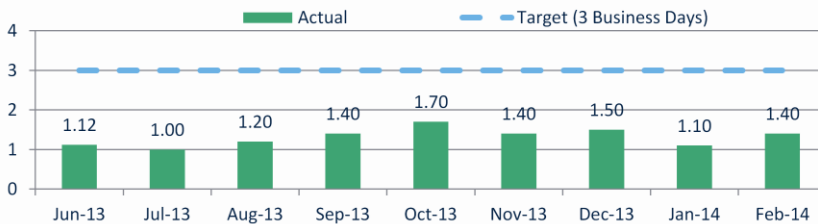
- On Target
- ▲ Within 10% of Target
- ◆ Off Target



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

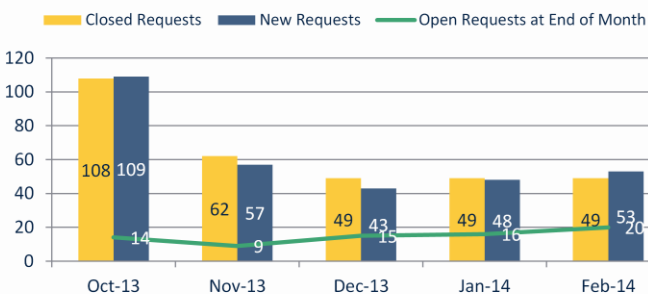
## The Mosquito & Termite Control Board substantially exceeded its target number of days to respond to rodent service requests

### Key Average Business Days to Complete Rodent Service Requests

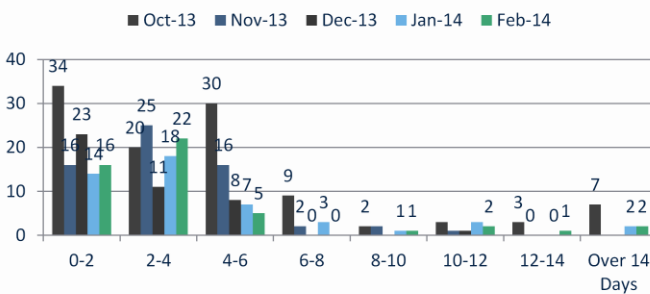


2013		2014		
YTD Actual	Annual Target	YTD Actual	Annual Target	Status
1.41	●	1.25	3	●

### 311 Rodent Complaints



### Days to Close 311 Rodent Requests



Quality of Life STAT March 20, 2014 59

## Contacts:

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

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