



CITY OF NEW ORLEANS
Quality of Life STAT

June 16, 2016
(Reporting Period: May 2016)

www.nola.gov/opa



QualityOfLifeSTAT June 16, 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 D. McNamara	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 J. Munster C. Sylvain-Lear	Develop and implement enforcement strategy for quality-of-life violations.	<ul style="list-style-type: none"> Service and Innovation Team has prepared draft ordinance in consultation with Law and other departments. Ordinance is now in executive review.
1/21/2016	E. Delarge	Bring enforcement actions to deter illegal sign placement.	<ul style="list-style-type: none"> Law Department has held initial meetings to develop strategy.
4/21/2016	J. Williams M. Jernigan	Further streamline process for resolving abandoned vehicle complaints.	<ul style="list-style-type: none"> Service and Innovation Team is working with NOPD to determine status of evidence vehicles held in City lots. Next step will be for NOPD and DPW to reach agreement on allocation of NOPD resources to provide security during vehicle removal.
4/21/2016	M. Jernigan	Secure additional resources to keep pace with traffic engineering workload.	<ul style="list-style-type: none"> Existing resources may not be sufficient to manage portfolio of work currently assigned to DPW traffic engineers.
6/16/2016	C. Sylvain-Lear M. Jernigan S. Primeaux	Pilot monitoring system to deter illegal dumping and abandoned vehicles.	<ul style="list-style-type: none"> Using 311 data, staff will identify hotspots for quality of life violations.



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%)	98%	91%	74%	89%	81%	26%	76%	N/A	80%	30%	100%
Request Closure Rate (Closed Cases >= New Cases Yes/No)	N	N	N	N	N	N	N	N	N	N	Y
Backlog to Closed Requests Ratio (<5, 5-7, >=8)	0.0	77.5	2.8	9.8	0.1	0.3	6.1	N/A	0.4	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%	92.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
90d Average	100.00%	100.00%	100.00%	97.00%	100.00%	100.00%	100.00%	100.00%	100.00%	94.00%	100.00%
DAR 1yr Average	92.00%	98.00%	100.00%	98.00%	100.00%	100.00%	100.00%	97.00%	100.00%	93.00%	100.00%



PUBLIC WORKS



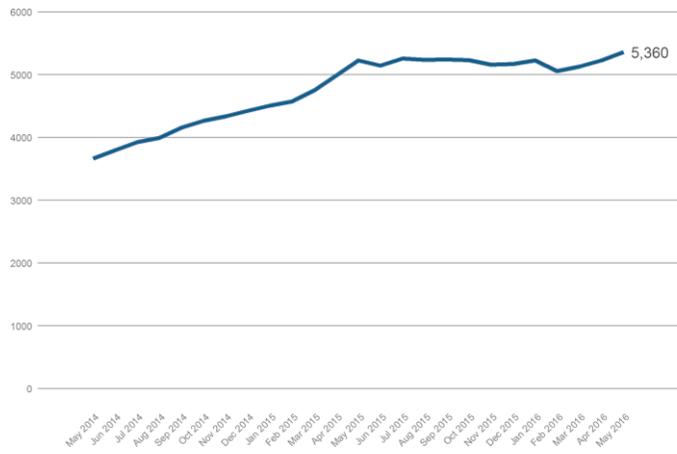
Responsible Organization:
Department of Public Works
(DPW)

Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

The road surface repair backlog has increased steadily since February

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



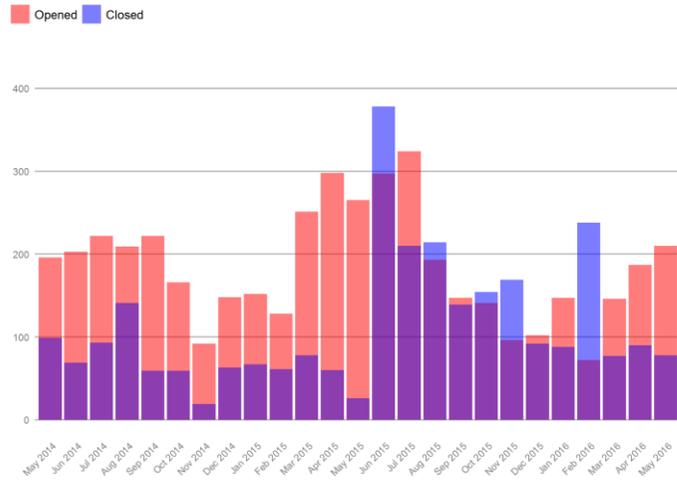
Responsible Organization:
Department of Public Works
(DPW)

Data Source:
311

Related Strategy:
Maintain and improve road
surface infrastructure

New pothole requests exceeded closures in May

Pothole/Roadway Surface Repair service requests net per month



Responsible Organization:
Department of Public Works
(DPW)

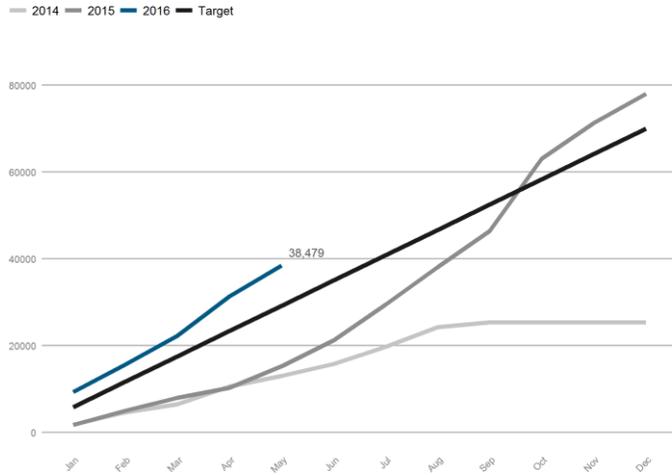
Data Source:
DPW maintenance reports

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 higher 2016 goal, DPW has remained ahead of target with regard to street repairs throughout 2016

Cumulative number of potholes filled



Responsible Organization:
Department of Public Works

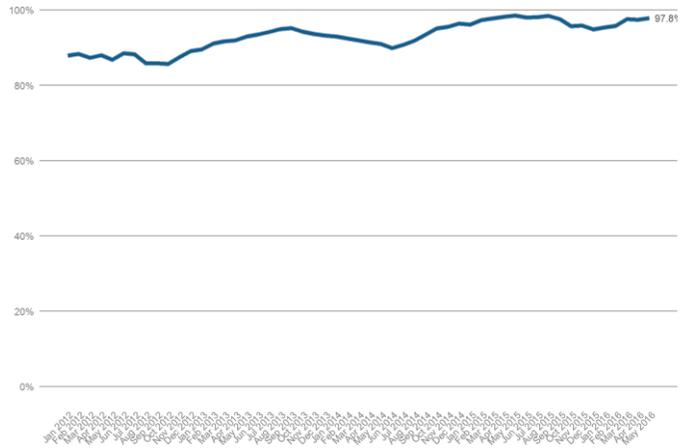
Data Source:
DPW Streetlights Monthly Report

Related Strategy:
Maintain and improve road surface infrastructure

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

Percent of streetlights functioning increased slightly in May

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.

Even with a slight increase, the streetlight service request backlog remains near a two-year low

Street Light service requests open at end of month



Responsible Organization:
Department of Public Works

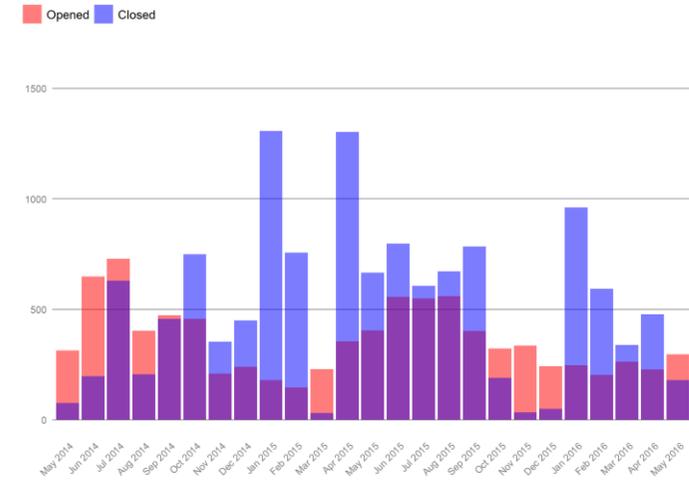
Data Source:
311

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.

In May, more streetlight requests were opened than resolved for the first time during 2016

Street Light service requests net per month



Responsible Organization:
Department of Public Works

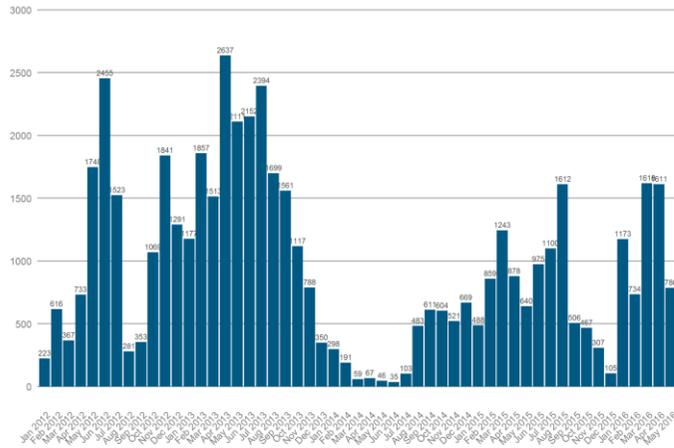
Data Source:
DPW Streetlights Monthly Report

Related Strategy:
Maintain and improve road surface infrastructure

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

DPW has completed about 6,000 streetlight repairs through the first five months of 2016

Number of streetlight outages restored



DPW's Year-End Target is 7,000.

Department of Public Works

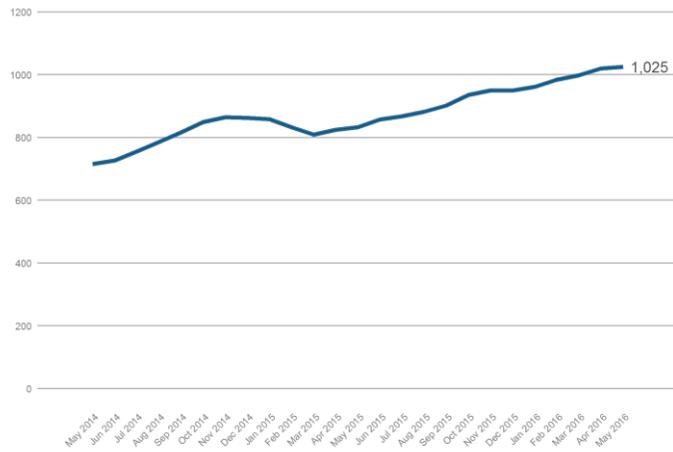
Data Source:
311

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 311 traffic sign requests continues to grow, but 311 requests make up only a small portion of traffic signs installed

Traffic Sign service requests open at end of month



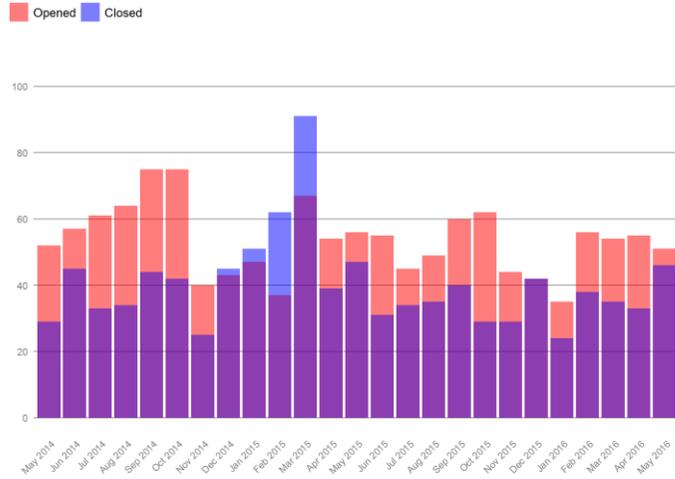
Data Source:
311

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 have outpaced closed cases since April of 2015

Traffic Sign service requests net per month



Responsible Organization:
Department of Public Works

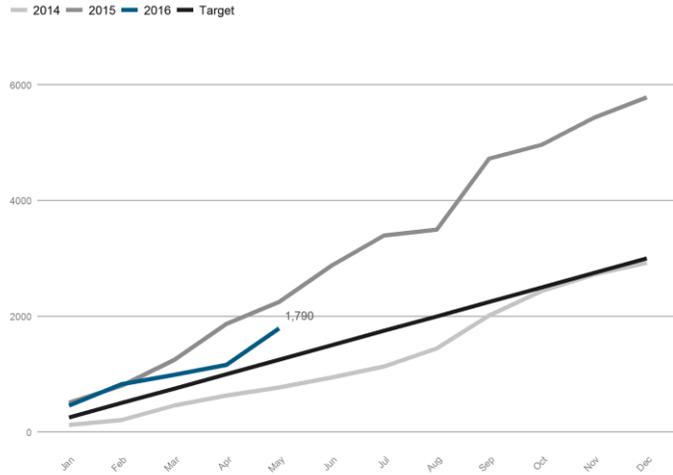
Data Source:
DPW Maintenance Reports

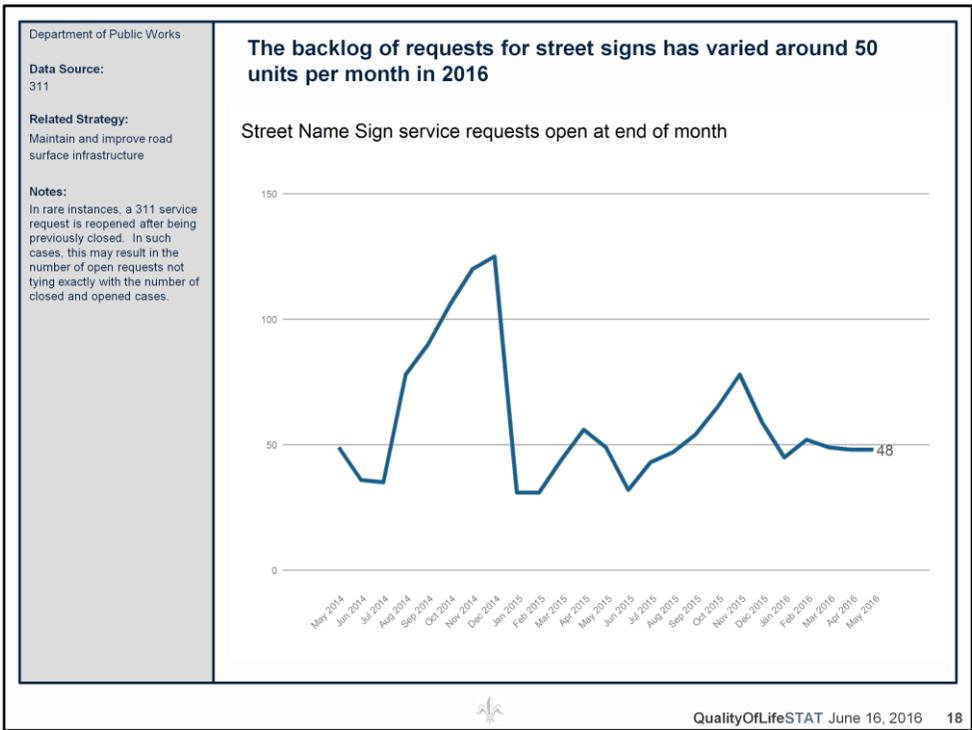
Related Strategy:
Maintain and improve road surface infrastructure

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 remain ahead of target but may not always correspond to complaints from residents

Cumulative number of traffic signs installed



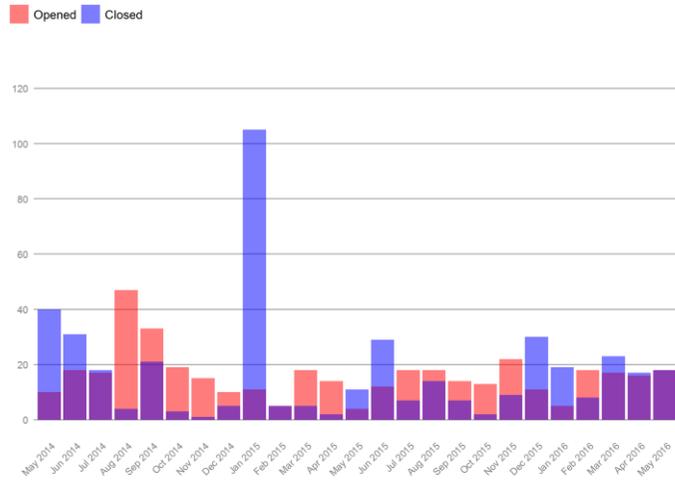


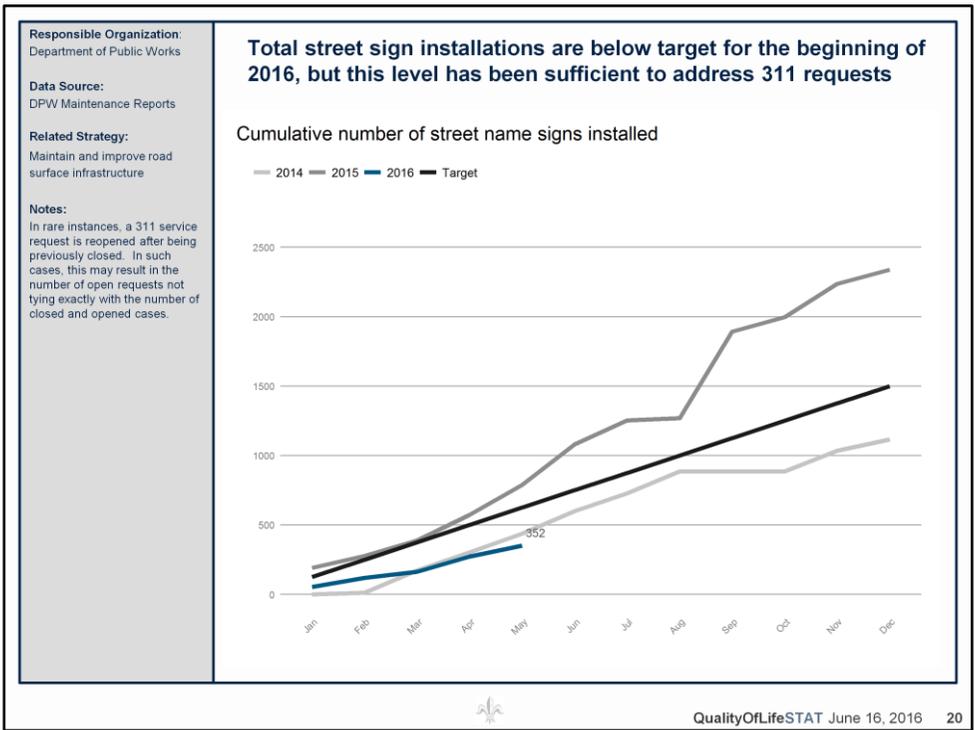
Most complaints are handled within three weeks.

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.

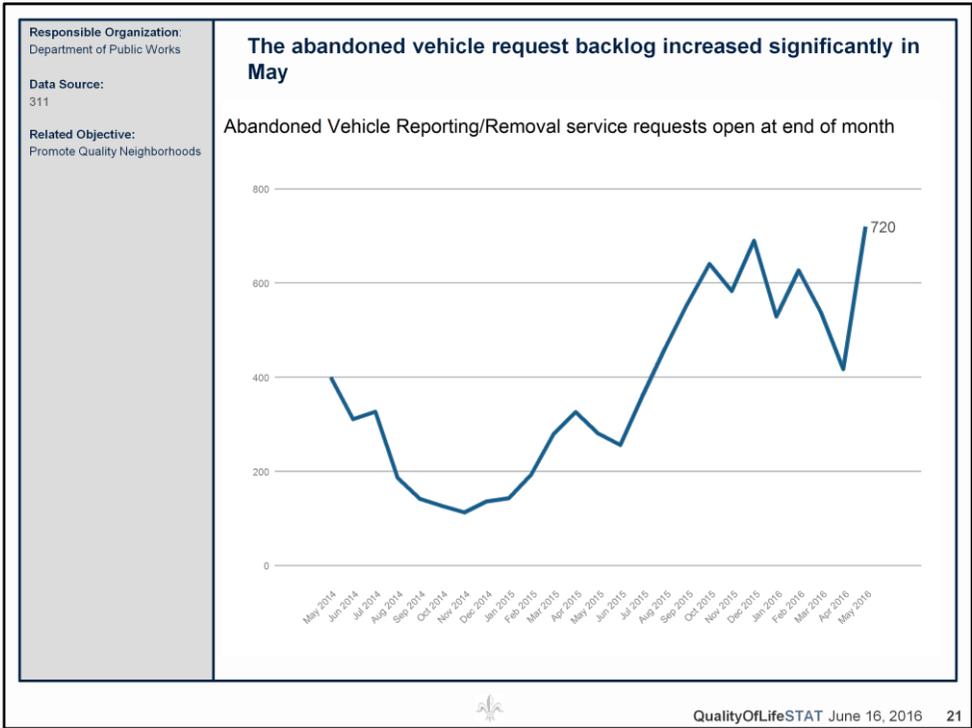
New street sign requests per month have been trending around 20 units as DPW cycles through the sign replacement program

Street Name Sign service requests net per month





Target will likely be adjusted. DPW is currently meeting the level of requests initiated; however, the volume of these requests is lower than the current target.



This increase is attributed to limited staffing and constraints on lot space for vehicle storage.

Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality Neighborhoods

Twice as many abandoned vehicle requests were initiated as were closed in May

Abandoned Vehicle Reporting/Removal service requests net per month



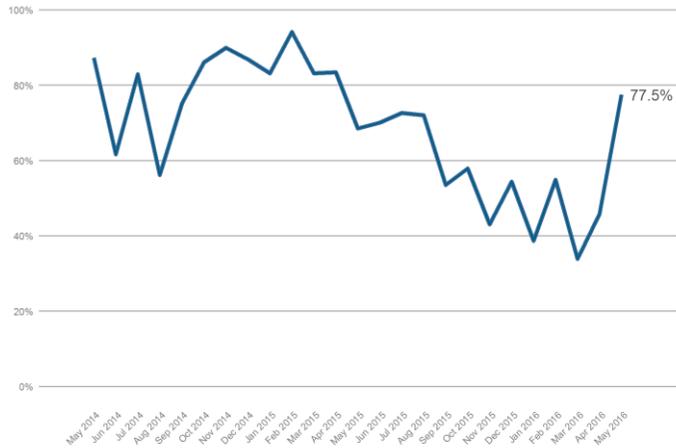
Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality Neighborhoods

The percentage of abandoned car requests resolved within target jumped in May, possibly due to prioritizing newer cases

Percent of Abandoned Vehicle Reporting Removal resolved in 30 days



Responsible Organization:
Department of Public Works

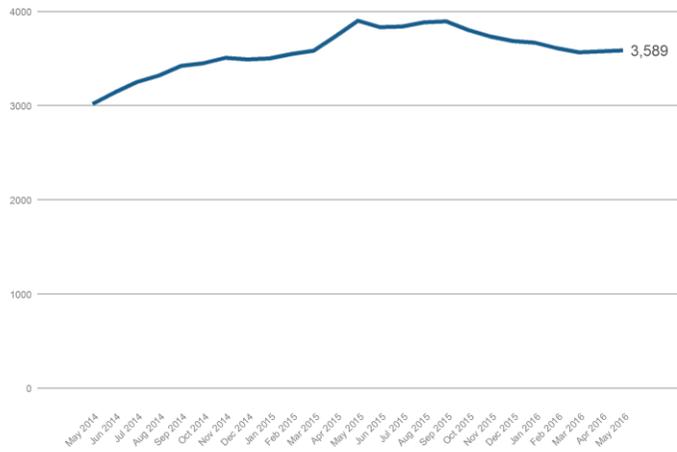
Data Source:
311

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.

Open drainage and street flooding requests have hovered around the same level during the past two months

Street Flooding/Drainage service requests open at end of month



Responsible Organization:
Department of Public Works

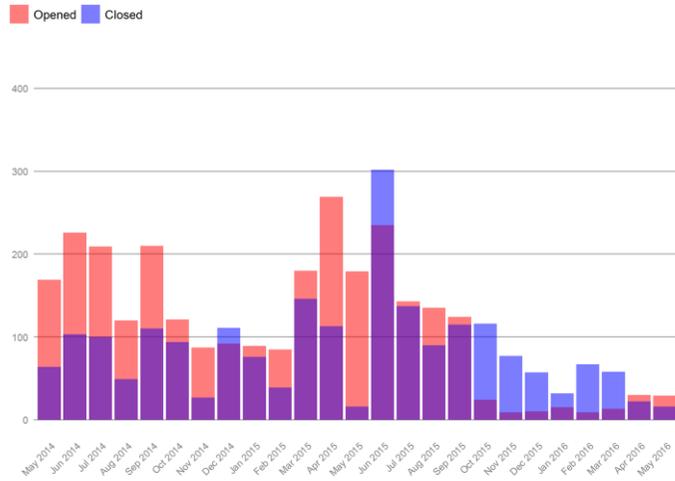
Data Source:
311

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.

During the last two months, DPW had more street flooding cases opened than closed, but overall request volume has decreased

Street Flooding/Drainage service requests net per month



Responsible Organization:
Department of Public Works

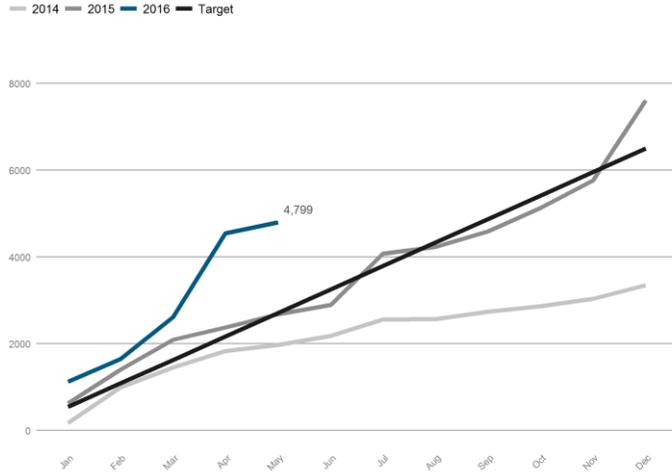
Data Source:
DPW maintenance reports

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 have already passed both the 2016 year-end target and record 2015 numbers

Cumulative number of catch basins cleaned



Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Potholes filled	38,479	29,167	70,000
Streetlights functioning (%)	97.9	92	92
Streetlight outages restored	5,922	2,917	7,000
Permanent traffic signs installed	1,790	1,250	3,000
Street name signs installed	352	625	1,500
Abandoned vehicle requests closed within 30 days (%)	45.6	80	80
Catch basins cleaned	4,799	2,708	4,500
Catch basins cleaned (%)	7.0	4.8	4.8



2016 year-end target for catch basin cleanings has been revised upward from 4,500 to 6,500.

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

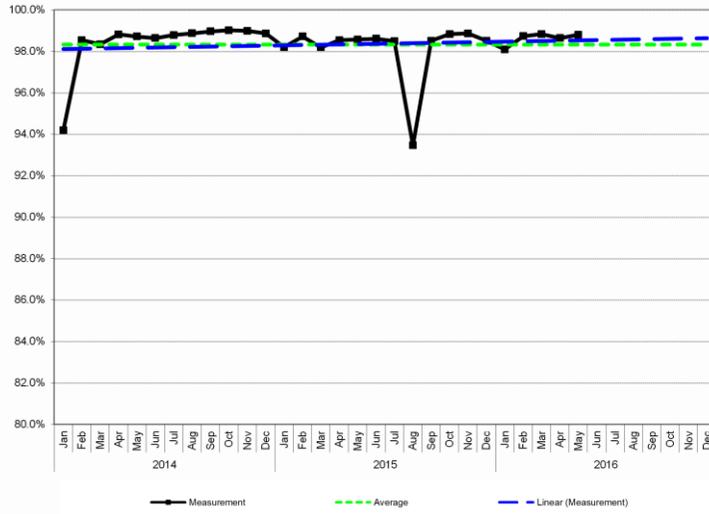


Responsible Organization:
Sewerage and Water Board of
New Orleans

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

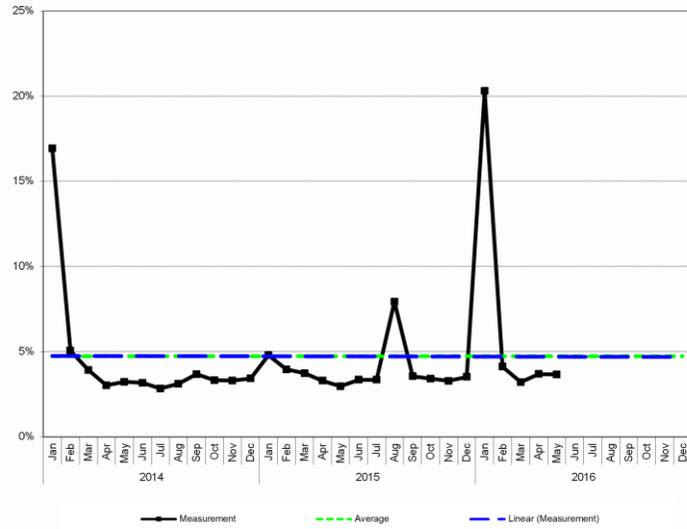


Responsible Organization:
Sewerage and Water Board of
New Orleans

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

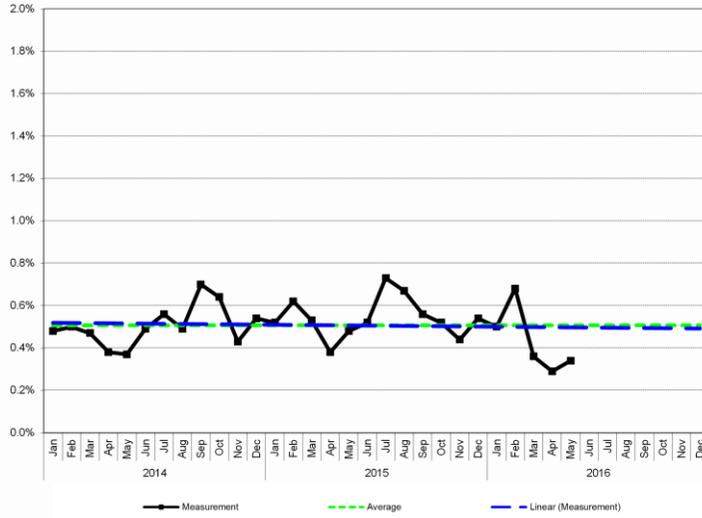


Responsible Organization:
Sewerage and Water Board of New Orleans

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

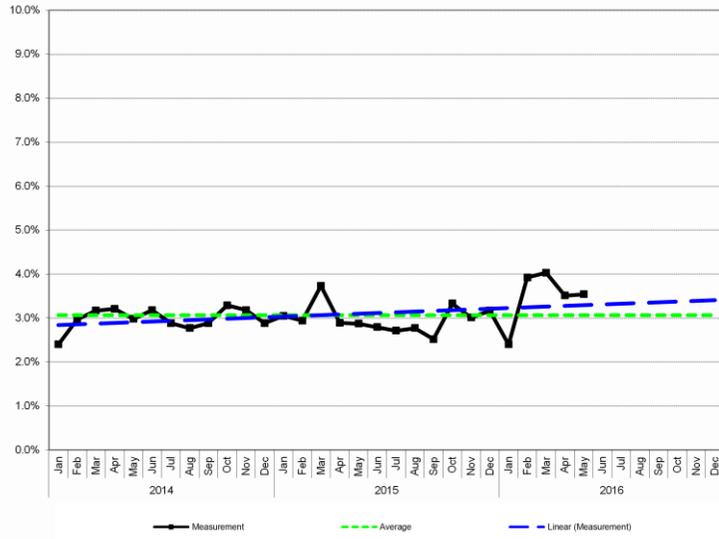


Responsible Organization:
Sewerage and Water Board of
New Orleans

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



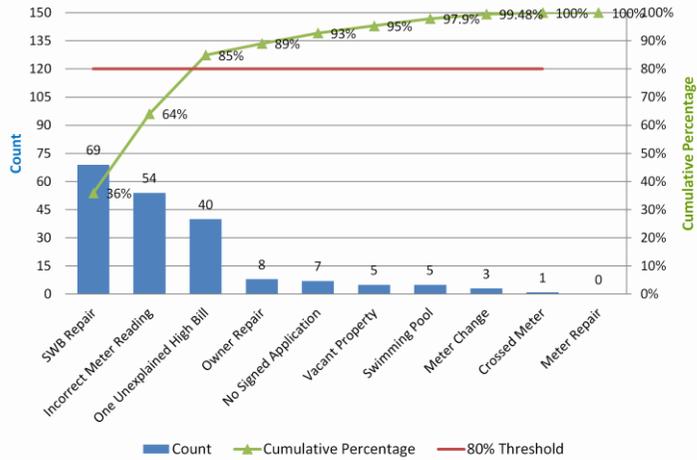
Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

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

Reasons for adjustments

**Sewerage and Water Board of New Orleans
Chart of Reasons for Adjustments
May 2016**

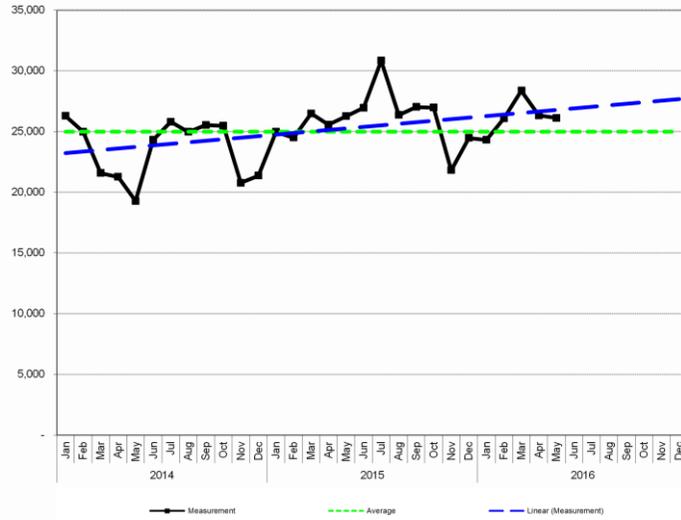


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Total inbound customer contacts

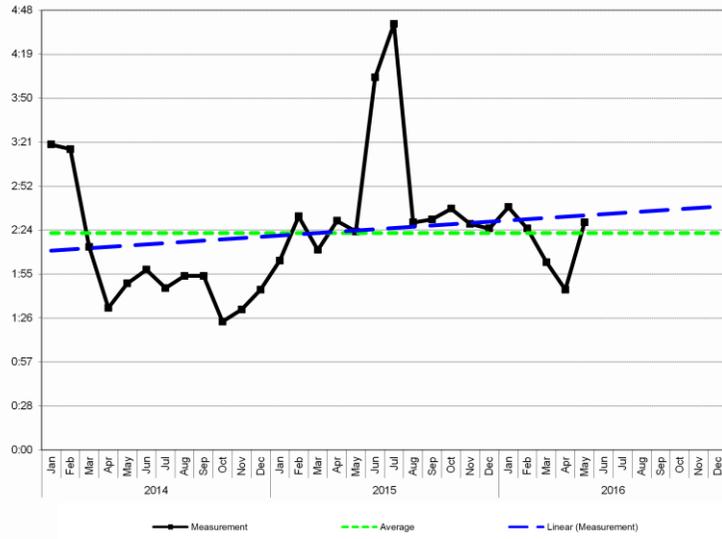


Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

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

Average call wait time

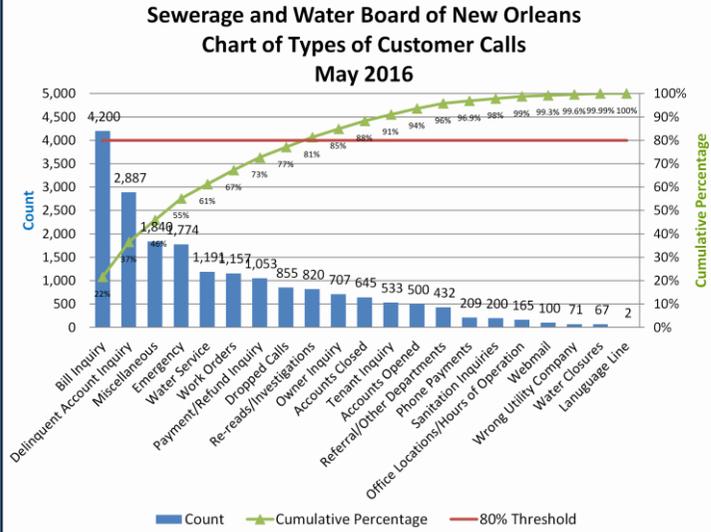


Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

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

Types of customer calls

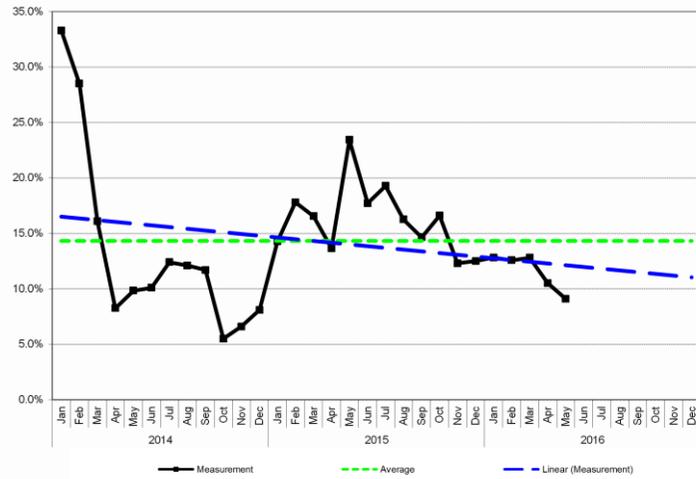


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Calls abandoned by customers as a percentage of total

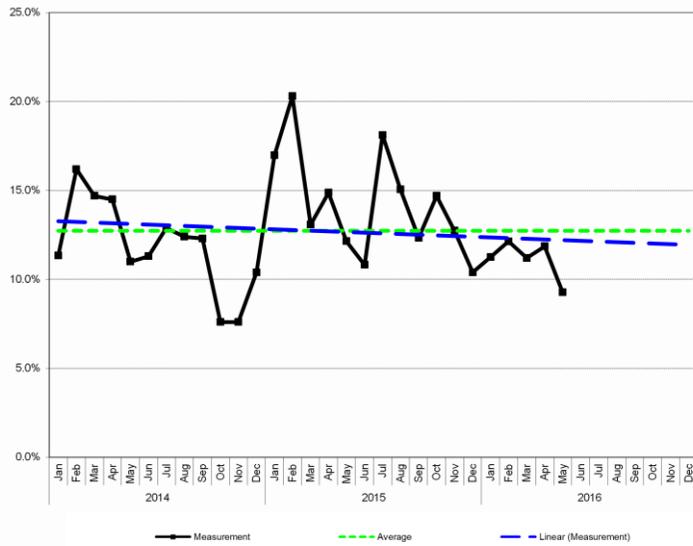


Responsible Organization:
Sewerage and Water Board of
New Orleans

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

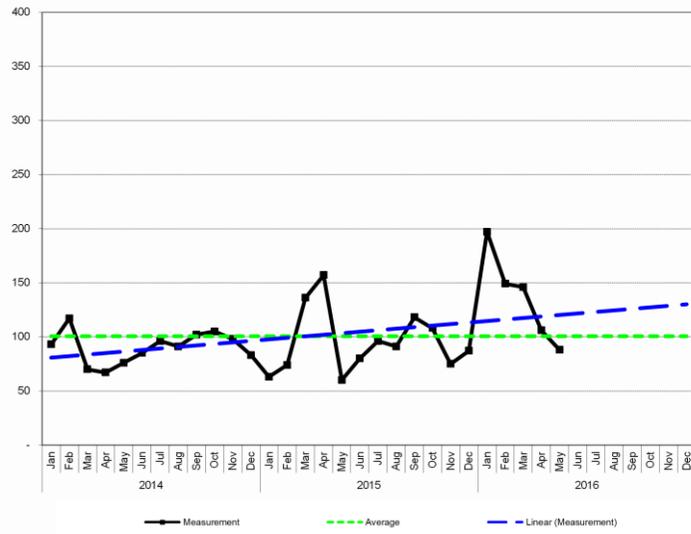


Responsible Organization:
Sewerage and Water Board of
New Orleans

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

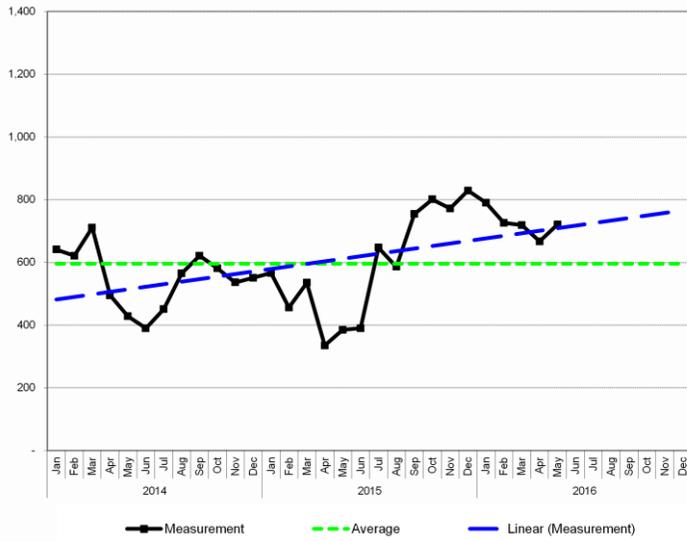


Responsible Organization:
Sewerage and Water Board of New Orleans

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

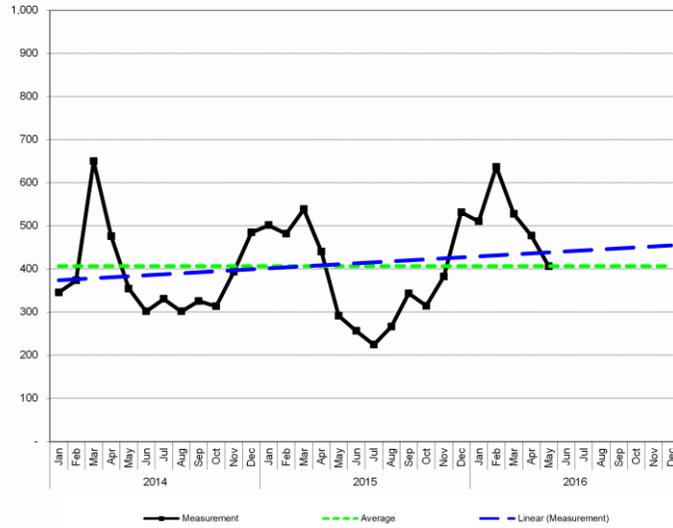


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Total service requests for sewer system leaks

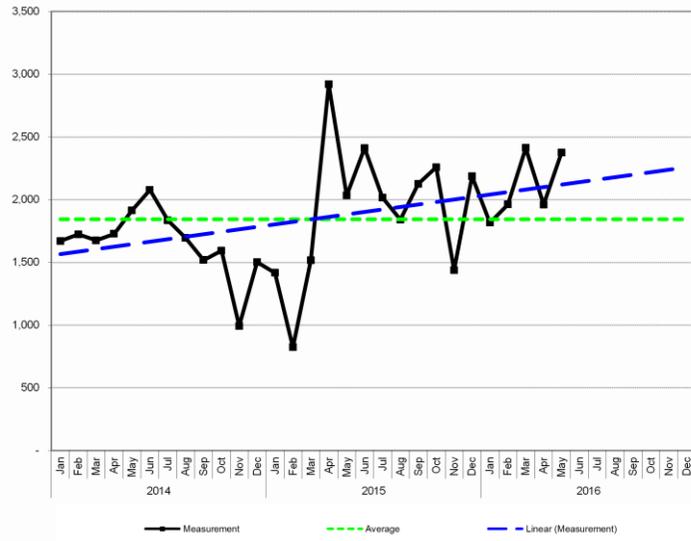


Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

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

Total accounts turned off for non-payment

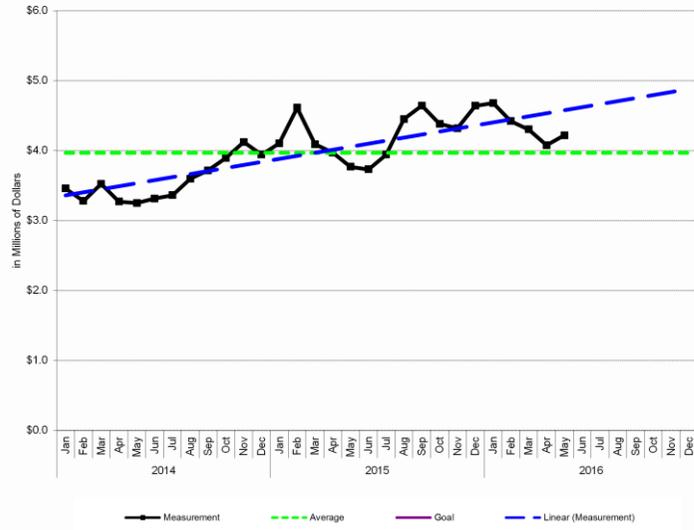


Responsible Organization:
Sewerage and Water Board of
New Orleans

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 30 to 120 days old

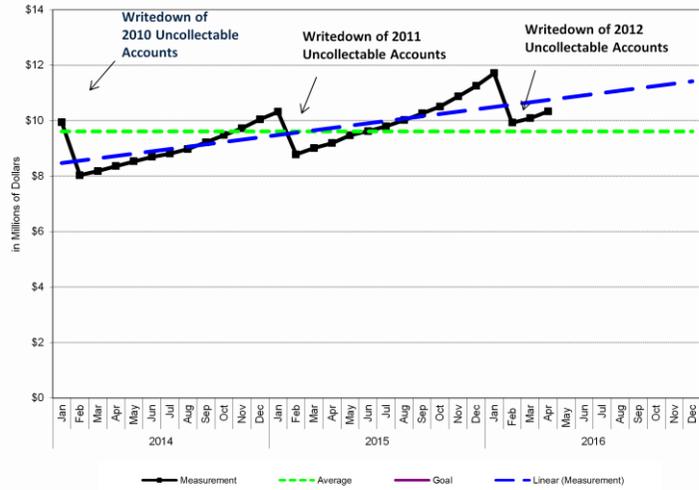


Responsible Organization:
Sewerage and Water Board of New Orleans

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



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

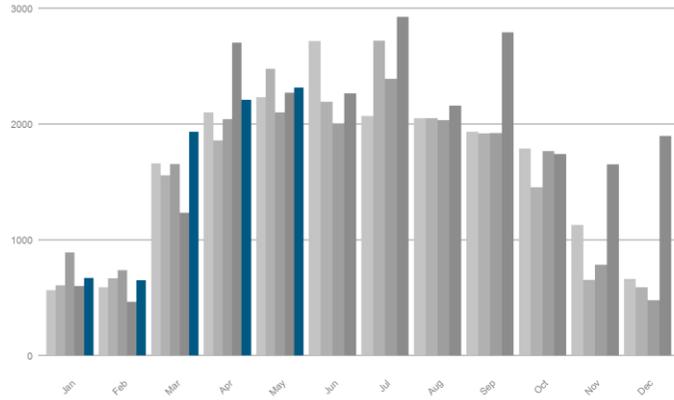
Related Strategy:
Protect and preserve parks and
other green spaces

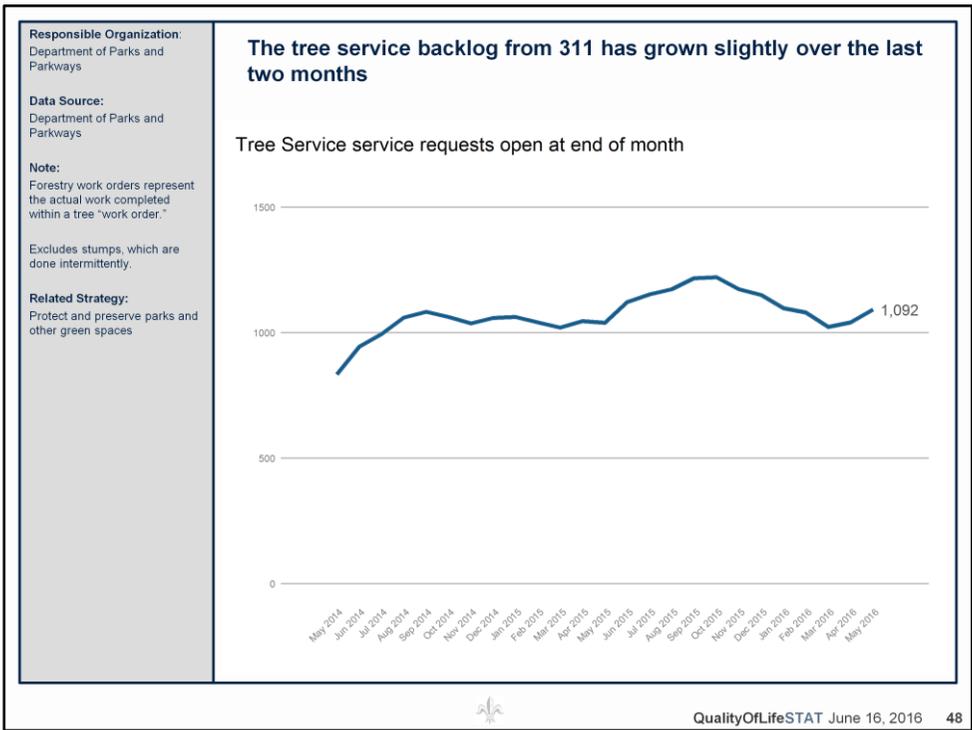
Notes:
This is a seasonal measure, as
peak mowing season begins in
the summer.

Acres mowed during May 2016 exceeded all recent years except 2013

Acres mowed

■ 2012 ■ 2013 ■ 2014 ■ 2015 ■ 2016





The backlog is expected to increase as more calls come in during hurricane season.

Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

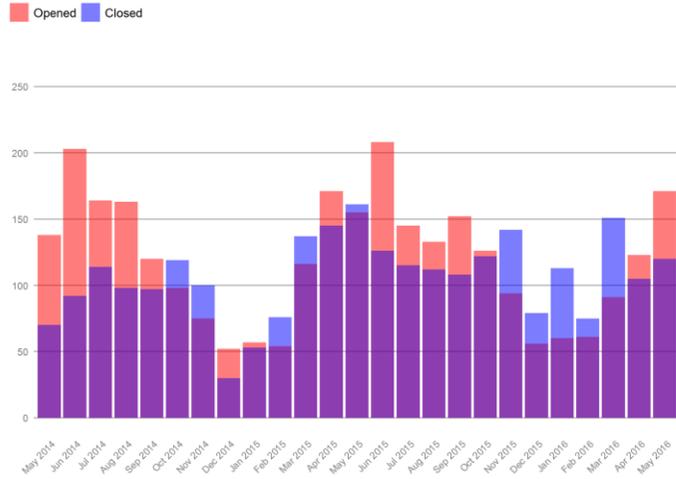
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

Excludes stumps, which are
done intermittently.

Related Strategy:
Protect and preserve parks and
other green spaces

The number of tree complaints in May was the highest since June 2015, with more opened than closed

Tree Service service requests net per month



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

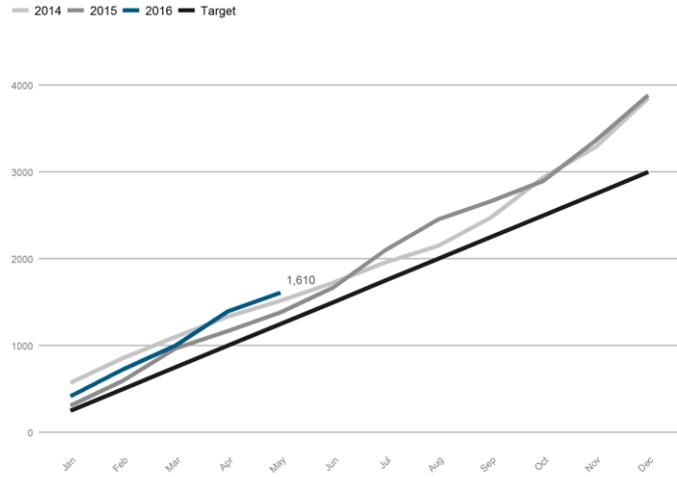
Note:
Forestry work orders represent
the actual work completed
within a tree "work order."

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 current targets and prior-year trends

Cumulative number of tree trims and removals



Responsible Organization:
Department of Sanitation
Department of Parks and
Parkways

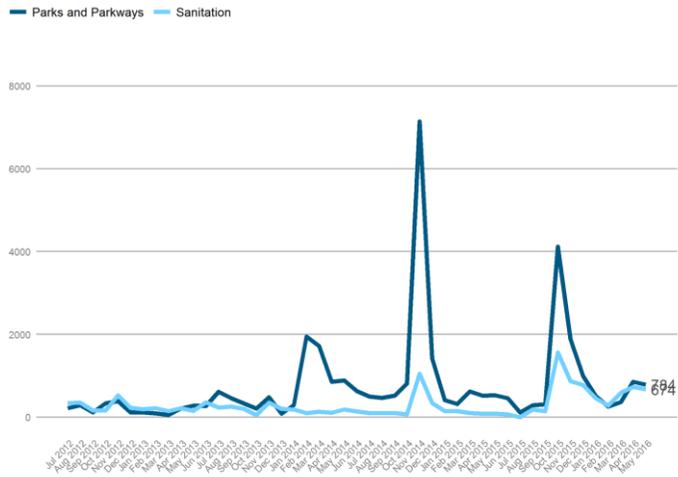
Data Source:
Department of Sanitation
Department of Parks and
Parkways

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

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

Sign removals dipped slightly in May (for both departments)

Bandit signs removed



Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Acres mowed	7,775	7,917*	19,000
Tree trims and removals	1,610	1,250	3,000



* Year-to-date target has not been adjusted for seasonality.

SANITATION



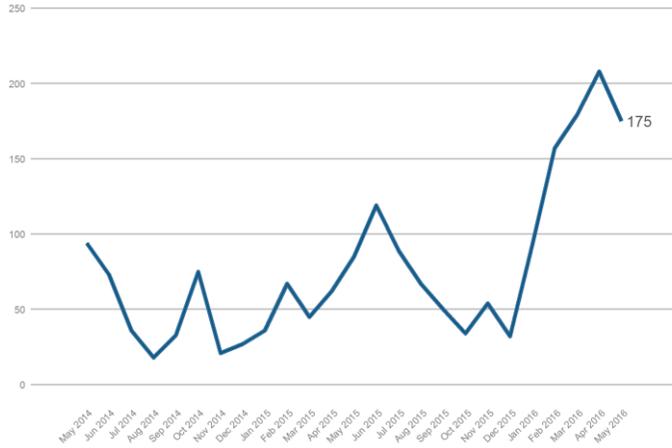
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

The illegal dumping backlog decreased in May

Illegal Dumping Reporting service requests open at end of month



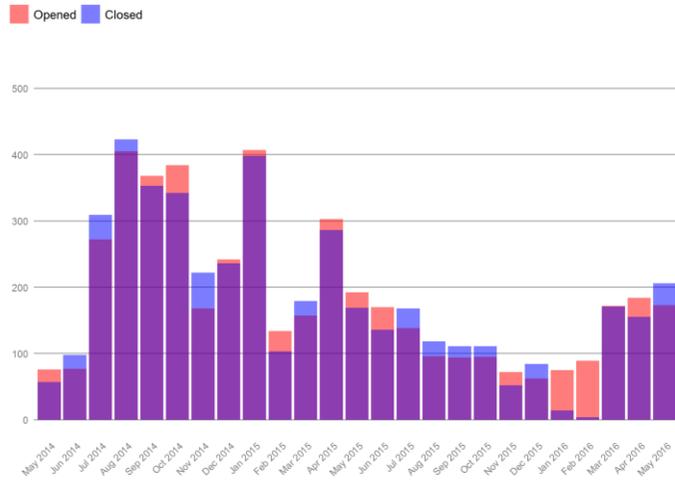
Responsible Organization:
Department of Sanitation

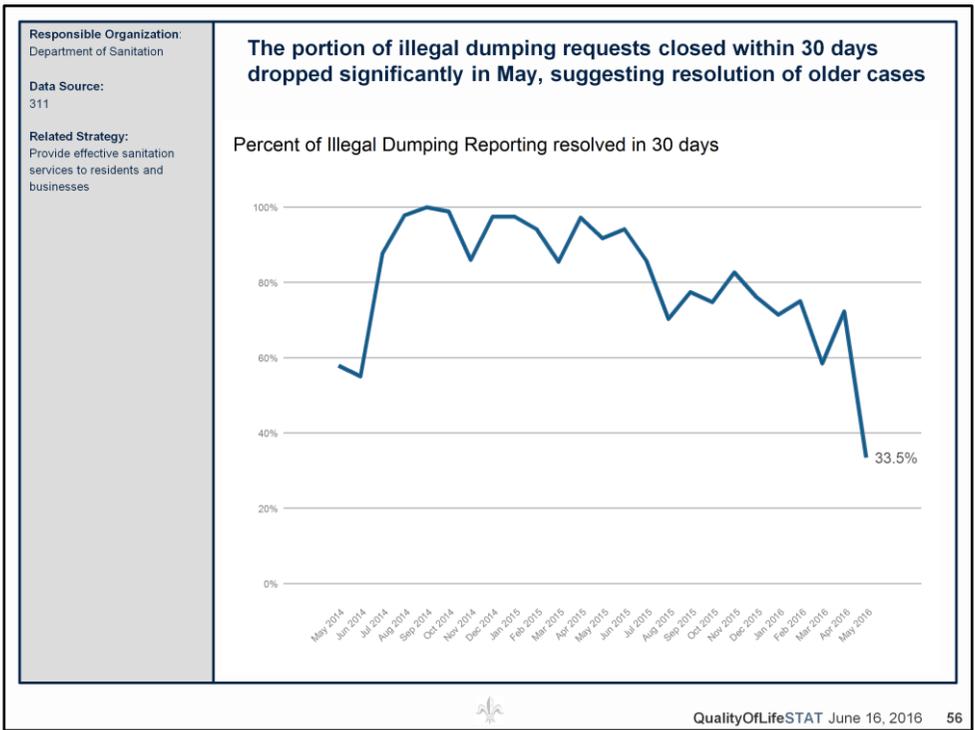
Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

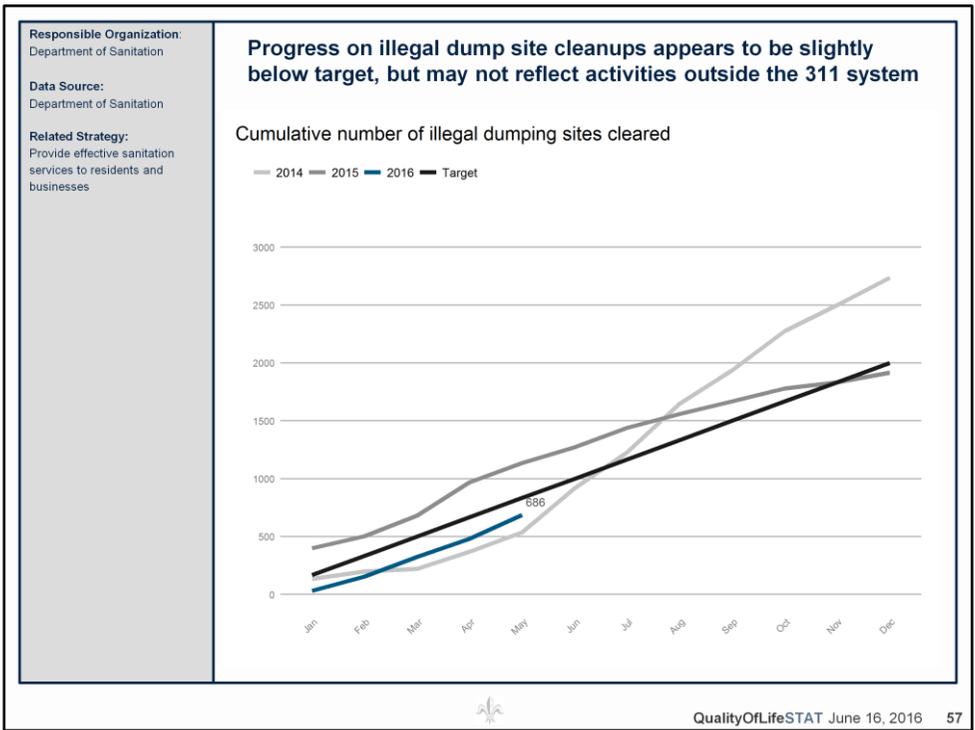
More illegal dumping requests were resolved than opened in May for the first time in 2016

Illegal Dumping Reporting service requests net per month





Sanitation has dedicated more resources to working through older cases, many of which were initiated during festival season.



Due to staffing limitations, Sanitation is only able to clean illegal dumping sites three days per week.

Responsible Organization:
Department of Sanitation

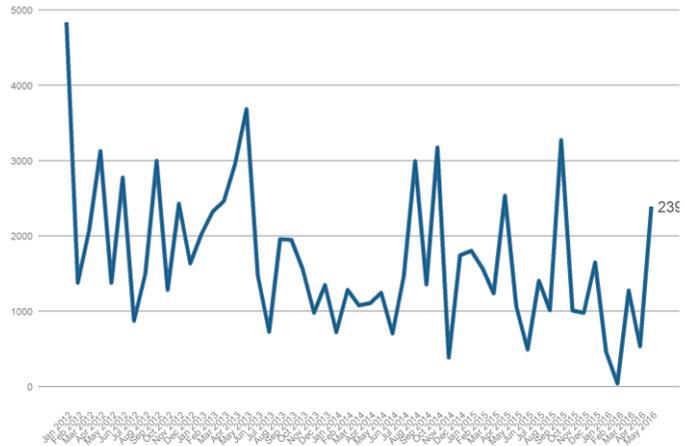
Data Source:
Department of Sanitation

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

The number of tires removed in May was the highest since September 2015

Tires removed



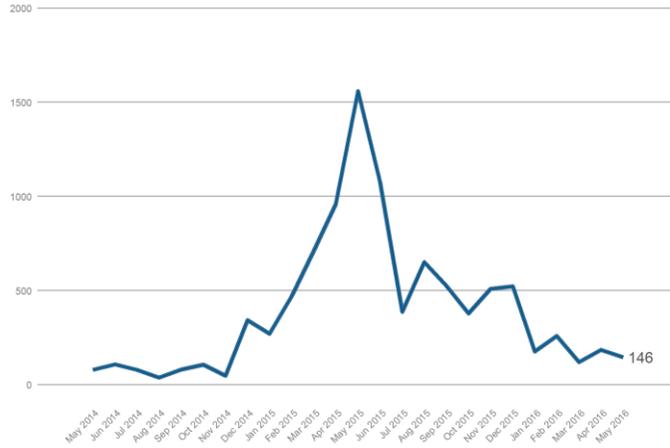
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

With dedicated staff, the number of outstanding requests for recycling carts has continued to fall

Residential Recycling Programs service requests open at end of month



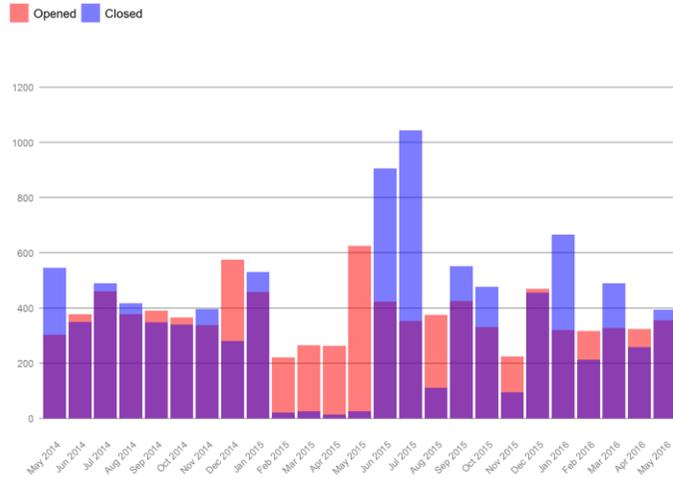
Responsible Organization:
Department of Sanitation

Data Source:
311

Related Strategy:
Provide effective sanitation
services to residents and
businesses

More recycling cart requests were closed than initiated in three of the first five months of 2016

Residential Recycling Programs service requests net per month



Responsible Organization:
Department of Sanitation vendors

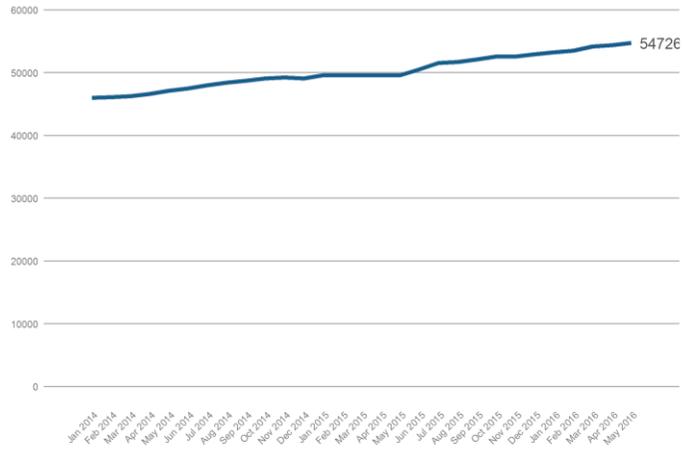
Data Source:
Sanitation Department

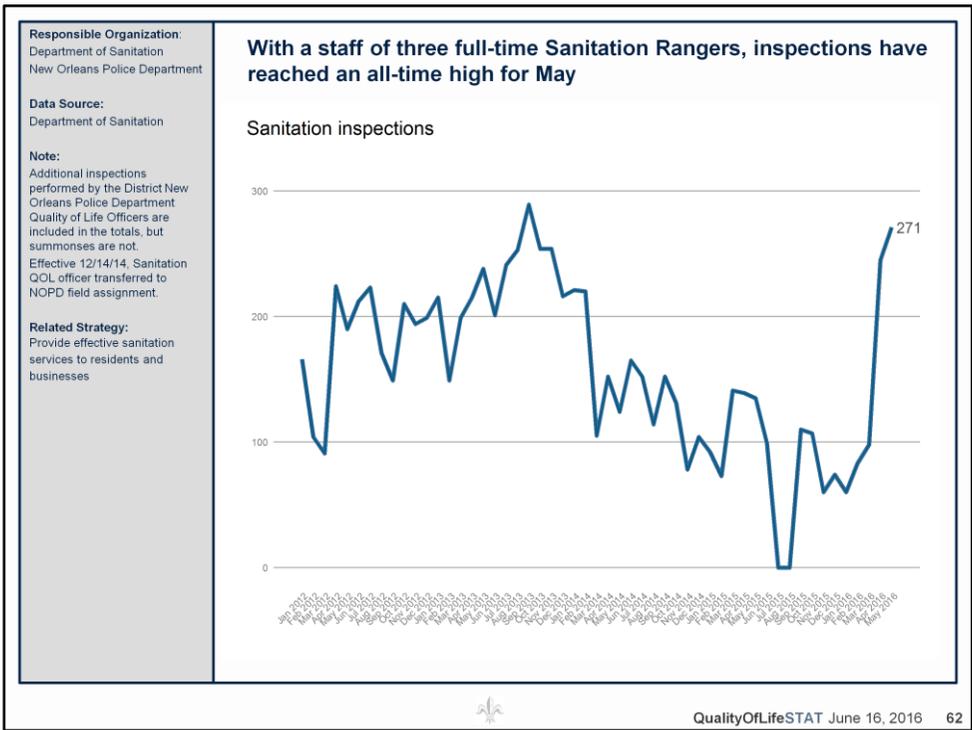
Related Strategy:
Provide effective sanitation services to residents and businesses

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 steadily

Houses registered for recycling





In previous years, the Department had as many as seven rangers.

Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Illegal dumping sites cleared	686	883	2,000
Illegal dumping service requests closed within 30 days (%)	53.5	80	80
Households registered for recycling (%)	40.0	42	42



LAW



Responsible Organization:
Law Department

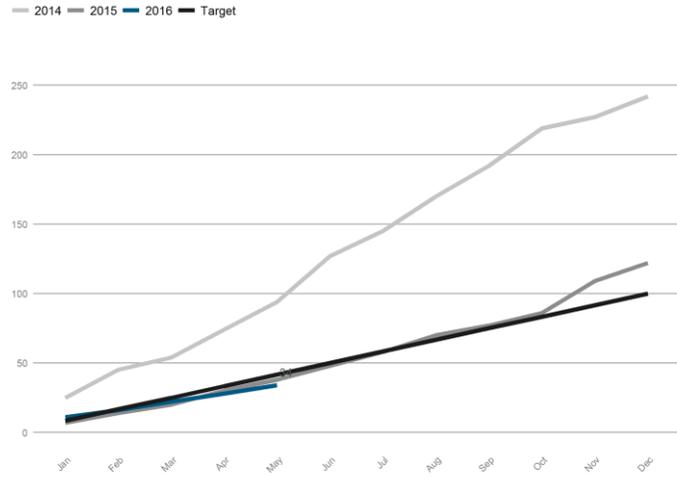
Data Source:
Law Department

Related Strategy:
Effectively and fairly administer justice

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

Current year ABO filings are just below the revised 2016 target

Cumulative number of ABO filings



Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Tax and public nuisance cases filed before ABO board	34	42	100



MOSQUITO AND TERMITE CONTROL



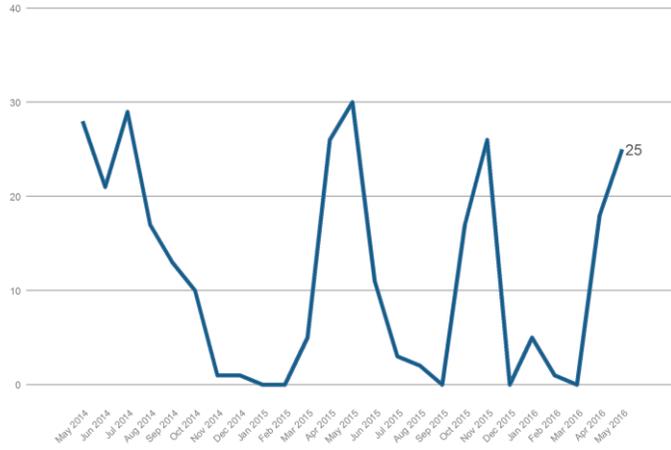
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

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

The backlog of open mosquito requests has grown over the last two months with the onset of warmer weather and heavy rain

Mosquito Control service requests open at end of month



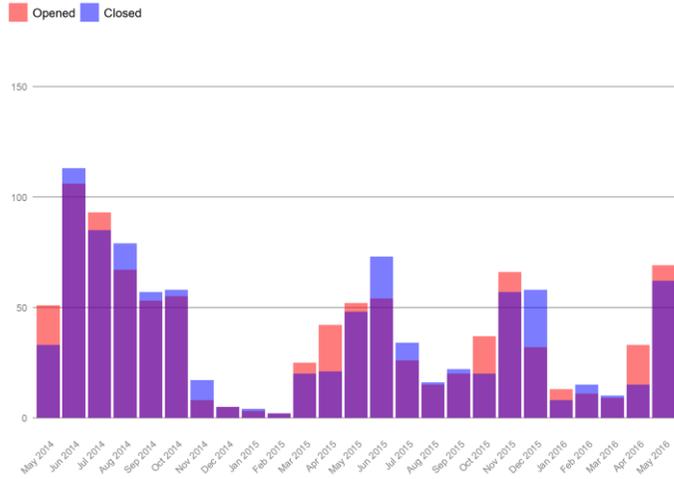
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

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

There were slightly more mosquito service requests opened than closed in May

Mosquito Control service requests net per month



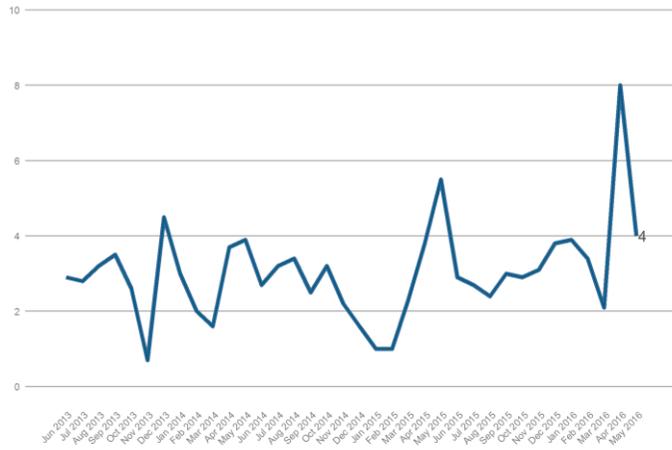
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
MTRCB

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

After a markedly high average number of days to close mosquito requests in April, resolution time was cut in half during May

Average days to close mosquito request



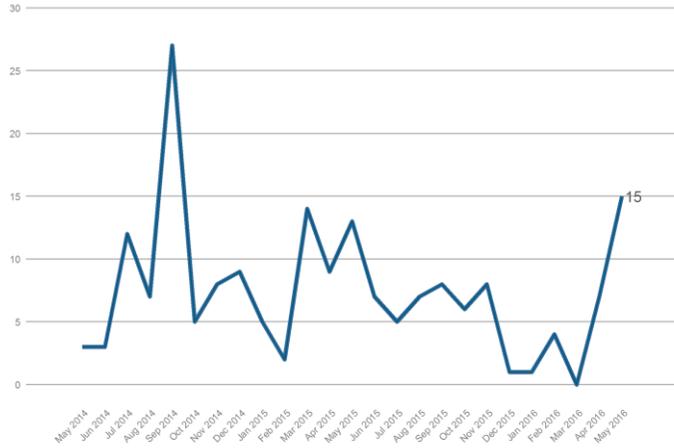
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

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

The backlog of rodent-related 311 calls increased significantly in April and May

Rodent Complaint service requests open at end of month



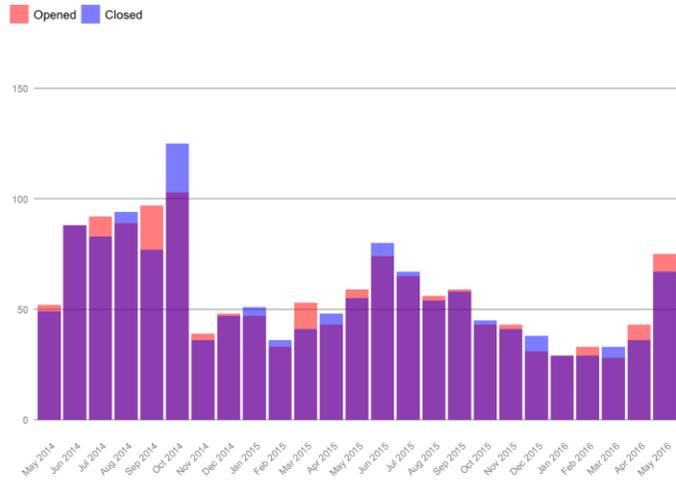
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

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



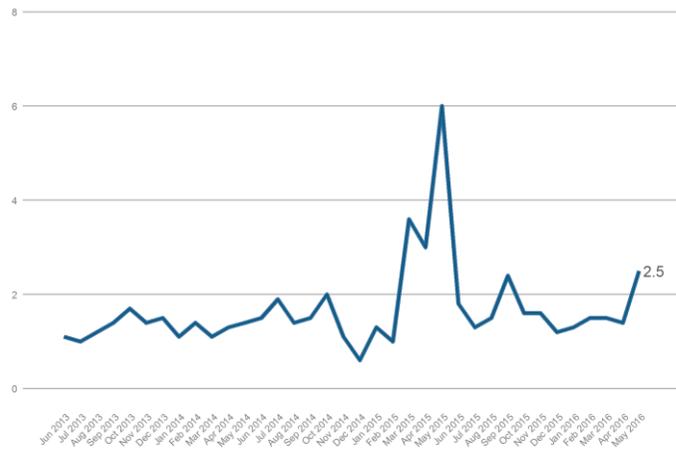
Responsible Organization:
New Orleans Mosquito, Termite,
and Rodent Control Board
(MTRCB)

Data Sources:
311

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

Time to close rodent complaints rose in May but remained below 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	4.3	3	3
Business days to complete rodent service requests	1.6	3	3



SAFETY AND PERMITS

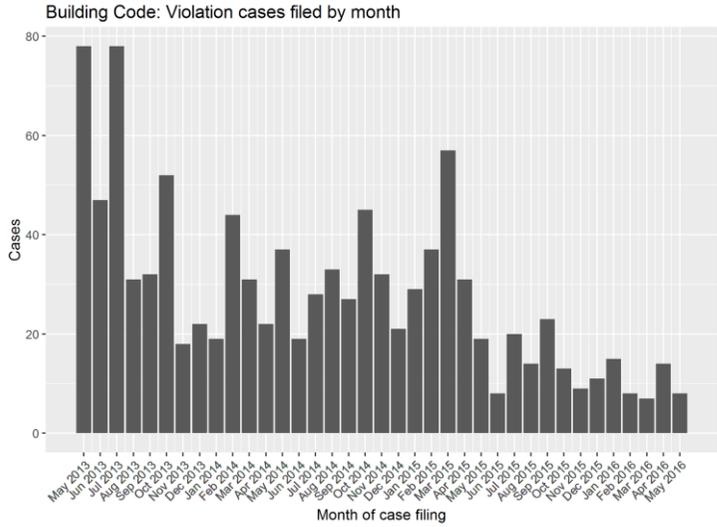


Responsible Organization:
Safety and Permits

Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

New building code violations have trended downward over the past three years



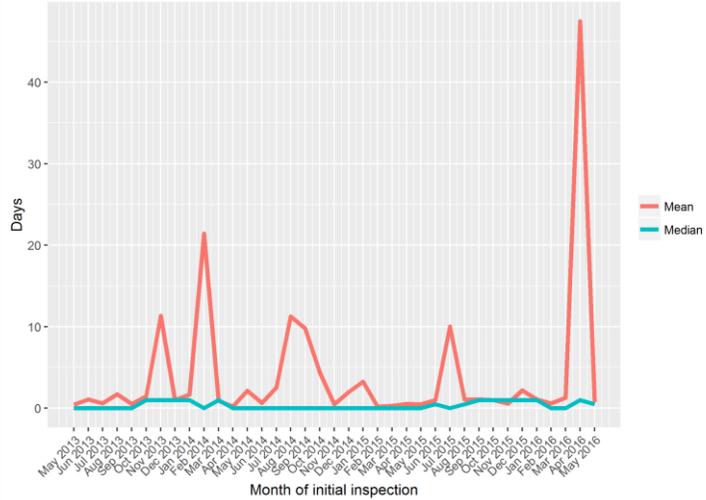
Responsible Organization:
Safety and Permits

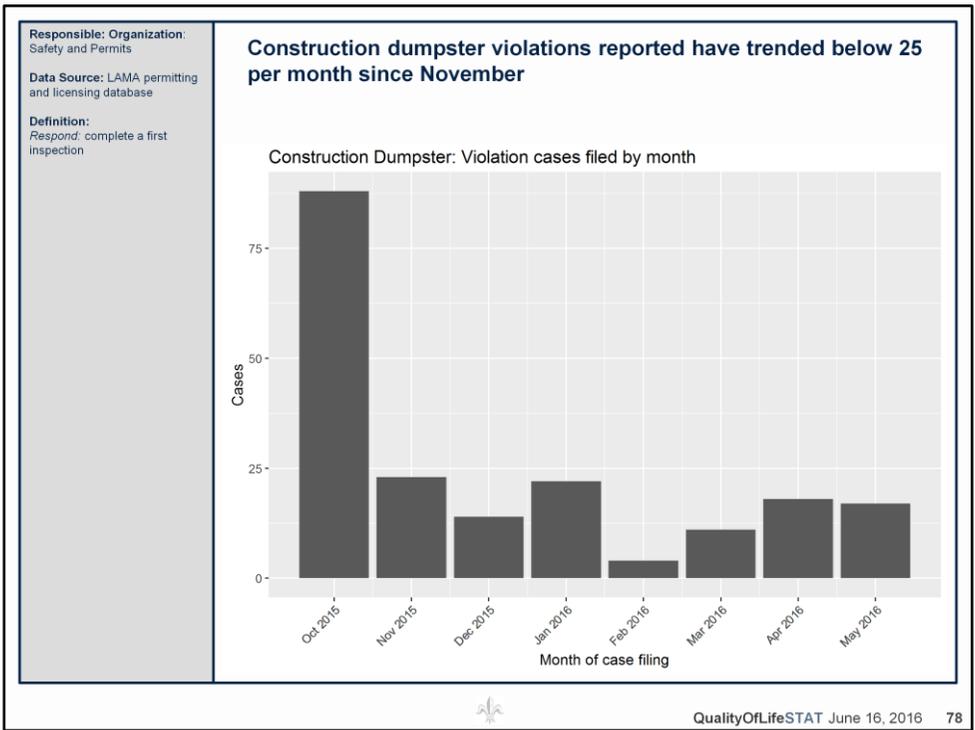
Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

The vast majority of building code inspections take place in fewer than seven days, with one very large outlier in April

Building Code: Days to initial inspection





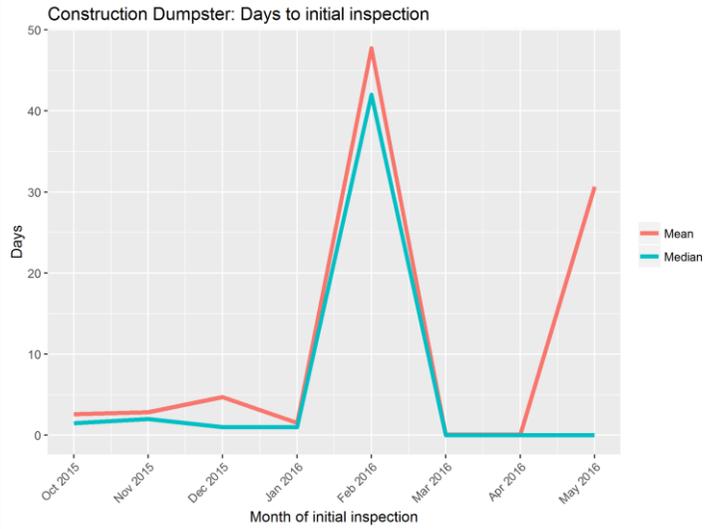
Number of citywide violations is likely understated because dumpster violations may be linked to existing building permit, rather than given a new stand-alone case.

Responsible Organization:
Safety and Permits

Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

February dumpster inspections were skewed by a small number of cases (4) and one outlier of more than 100 days in LAMA

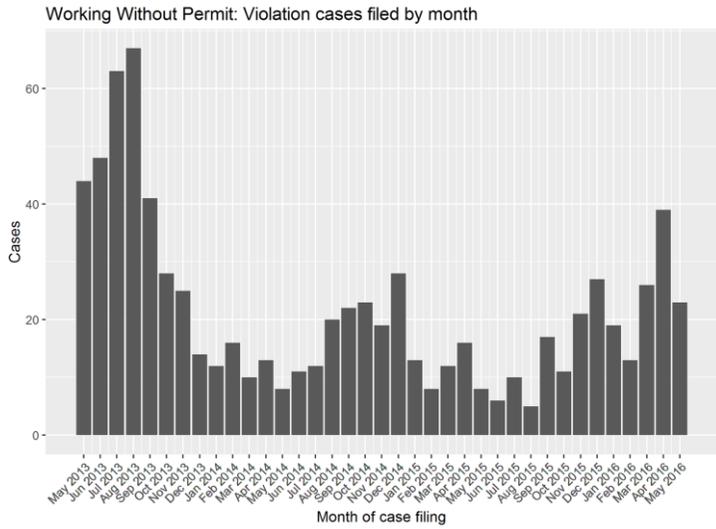


Responsible Organization:
Safety and Permits

Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

Permit violations have remained below 70 complaints per month since 2013, and below 40 per month over the past year

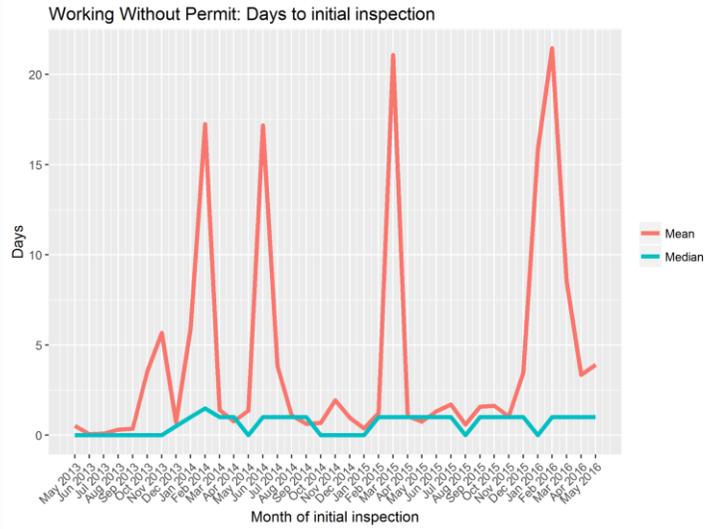


Responsible Organization:
Safety and Permits

Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

89+ percent of no-permit complaints were resolved in less than seven days during each month over the past year – with very large outliers identified during January, February, and March



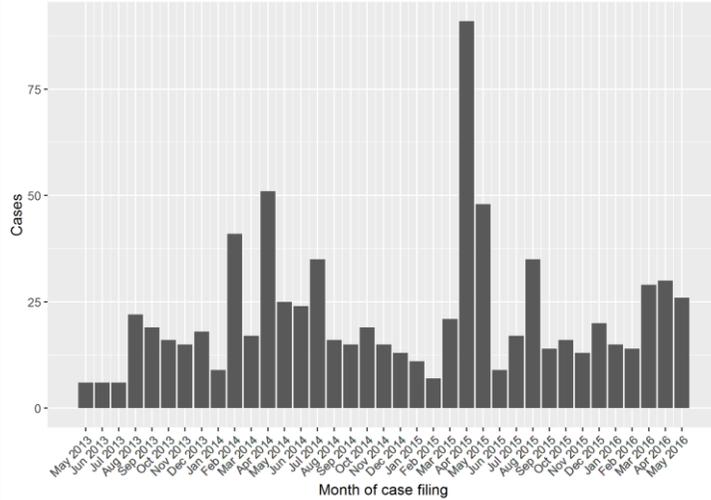
Responsible Organization:
Safety and Permits

Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

Monthly zoning violations have remained below 50 complaints per month since peaking in April 2015

Zoning General: Violation cases filed by month



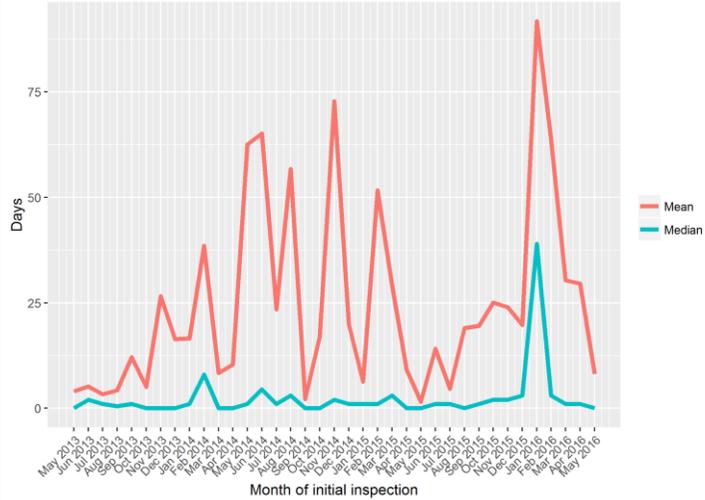
Responsible Organization:
Safety and Permits

Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

There has been only one month over the past two years in which less than 50 percent of cases were inspected in seven days or fewer – but monthly averages are distorted by outliers

Zoning General: Days to initial inspection



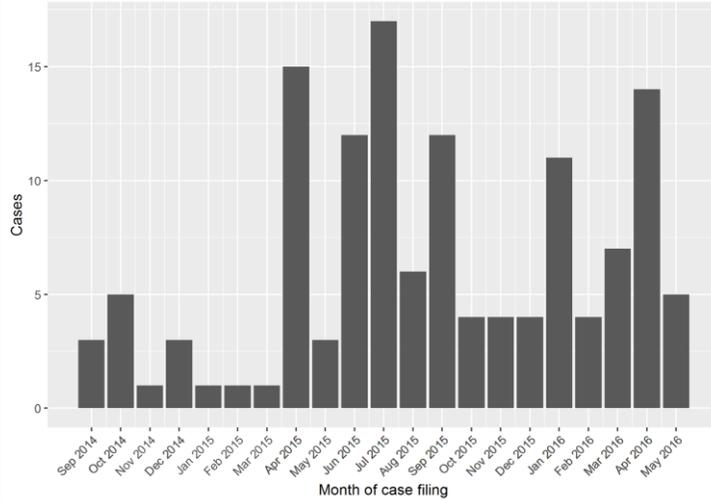
Responsible Organization:
Safety and Permits

Data Source: LAMA permitting
and licensing database

Definition:
Respond: complete a first
inspection

Paving/parking complaints typically make up a smaller portion of complaints

Zoning - Paving/Parking: Violation cases filed by month



Responsible Organization: Safety and Permits

Data Source: LAMA permitting and licensing database

Definition: Respond: complete a first inspection

As with the other complaint types, inspection times for paving/parking violations have been sensitive to outliers

