



CITY OF NEW ORLEANS

QualityofLifeSTAT

April 5, 2012

(Reporting Period: February 2012)

www.nola.gov/opa

Agenda

Part 1: Introduction/General Updates

1. About this STAT
2. Management Level Approach to Issues
3. 3-14 Downman Road Coordinated Enforcement Debrief
4. NOLA311 Updates

Part 2: Data & Management Reports

1. Street Lights
2. Potholes
3. Catch Basins
4. Abandoned Vehicles/Parking
5. Tree Issues
6. Bandit Signs
7. Tire Dumping
8. Illegal Dumping
9. Alcoholic Beverage Outlets



QualityofLifeSTAT

Purpose: To address issues that most affect citizens' quality of life, through regular review of data with Department managers.

Definition: QualityofLifeSTAT is a working meeting where key City staff review data to assess how the City is meeting its goals and to analyze what's working, what's not, and what the City needs to do to improve.

QualityofLifeSTAT focuses on topics that are:

- Citywide,
- Lead to a perception of neglect, and
- Reported frequently to multiple sources (e.g. Council, Community Meetings, NOPD, Dept. Heads, 311, etc.)
- QualityofLifeSTAT is not a meeting that duplicates issues covered in other STAT programs or initiatives, nor does it discuss complaints about specific locations in depth.

Expectations: The public is invited to observe Senior City Leadership's monthly working meeting with key department heads/program managers and to contribute their remarks and suggestions.

How to Report Issues: Index cards are available to the public at the sign-in table, which can be used to submit general remarks/suggestions or to report specific issues. Throughout the meeting, completed cards will be reviewed. General comments may be discussed by the group and specific issues will be assigned to departments.



Coordinated Enforcement Effort

Along Downman Road on March 14th

- Area selected based on community concerns from Pines Village subdivision
- Departments represented included:
 - NOPD
 - Law
 - City Revenue
 - Code Enforcement
 - Safety & Permits
 - Sanitation
 - State of Louisiana ATC
 - State of Louisiana Revenue

Concern Addressed	Number
Administrative Subpoenas/ Summons Issued	12
Illegal Tires Removed	60
Bandit Signs Removed	46
Properties Inspected, with Follow-Up Requested	35
Blighted Lots Referred to Code Enforcement	12



NOLA311 is Live!

- NOLA311 provides
 - Convenient citizen access to all non-emergency City services & information requests
 - System for departments to track, update, and monitor requests

- Phase 1 rollout includes
 - Public Works
 - Code Enforcement
 - Sanitation
 - City-Assisted Evacuation



NOLA311 is Live!: Next Steps

- Before June 1:
 - Web-based & Mobile self-service tools to report complaints & view status of requests
 - Automated case creation & closure notification
- Later this year:
 - Additional departments fully integrated
 - Integration with One-Stop Permitting Shop
 - Knowledge Base, including key information about City government, available on www.nola.gov



NOLA311 February Call Volumes

Issue

Citizens calling the city with a concern have a hard time reaching the correct department, and also encounter difficulty in following up on their requests once submitted

Status

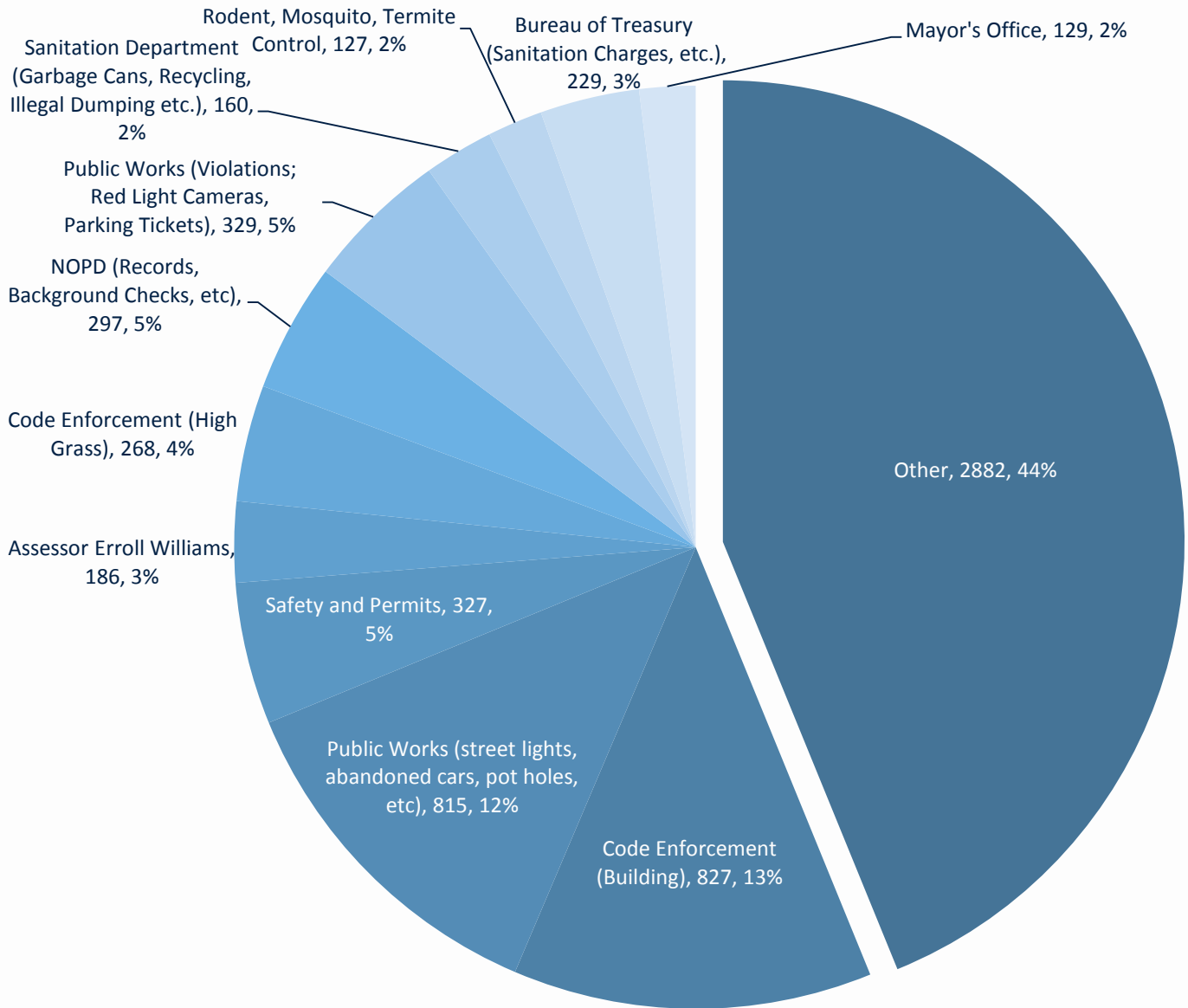
Phase 1 now live, includes:

DPW
EOC – CAEP
Code Enforcement
Sanitation

Phased rollout of additional features & City departments scheduled through remainder of year

Critical Parties

ITI, OPA
All Departments



Part 2: Data & Management Reports

Department of Public Works

1. Street Lights
2. Potholes
3. Catch Basins
4. Abandoned Vehicles/Parking

Parks & Parkways

1. Tree Issues
2. Bandit Signs (with Sanitation)

Sanitation

1. Tire Dumping
2. Illegal Dumping
3. Alcoholic Beverage Outlets



Street Light Repairs Return to Previous Levels Following Federal Environmental Review

Issue

Street light outages contribute to perception of lack of safety and create opportunity for crime, as well as unsafe road conditions for pedestrians & drivers

Status

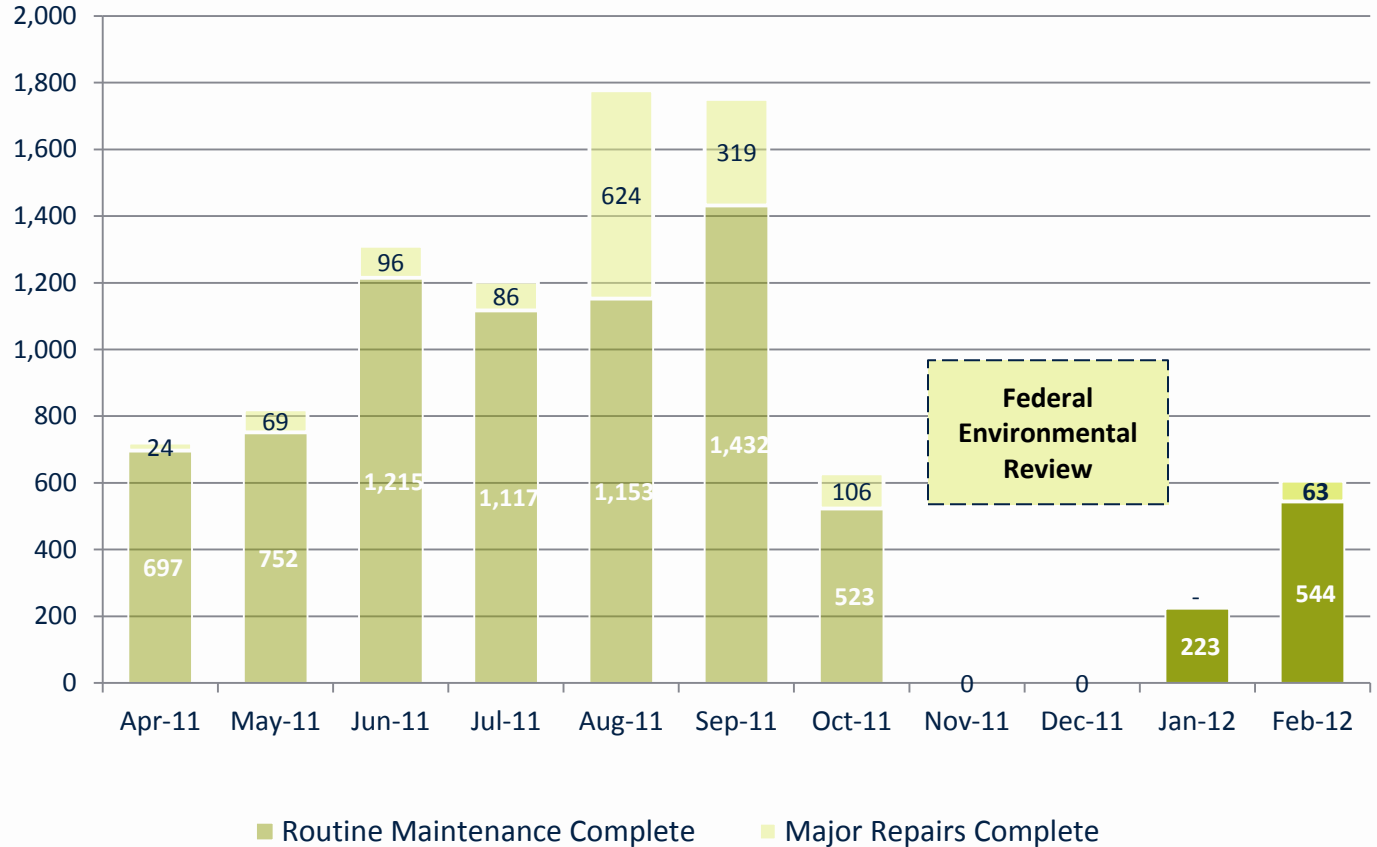
Repairs resumed 1/3/12, following Federal Environmental Review

DPW awaiting approval of plan to address backlog generated during review process

Critical Parties

Department of Public Works
Royal Engineers and All Star Electric

Street Light Repairs Completed, by month and type



Note: Routine Maintenance repairs are those of recurring nature such as bulb replacement. Major repairs are those repairs that include wiring, circuits, poles, and trenching work.



Backlog of 5,131 Street Light Repairs Identified During Federal Environmental Review

Issue

Street light outages contribute to perception of lack of safety and create opportunity for crime, as well as unsafe road conditions for pedestrians & drivers

Status

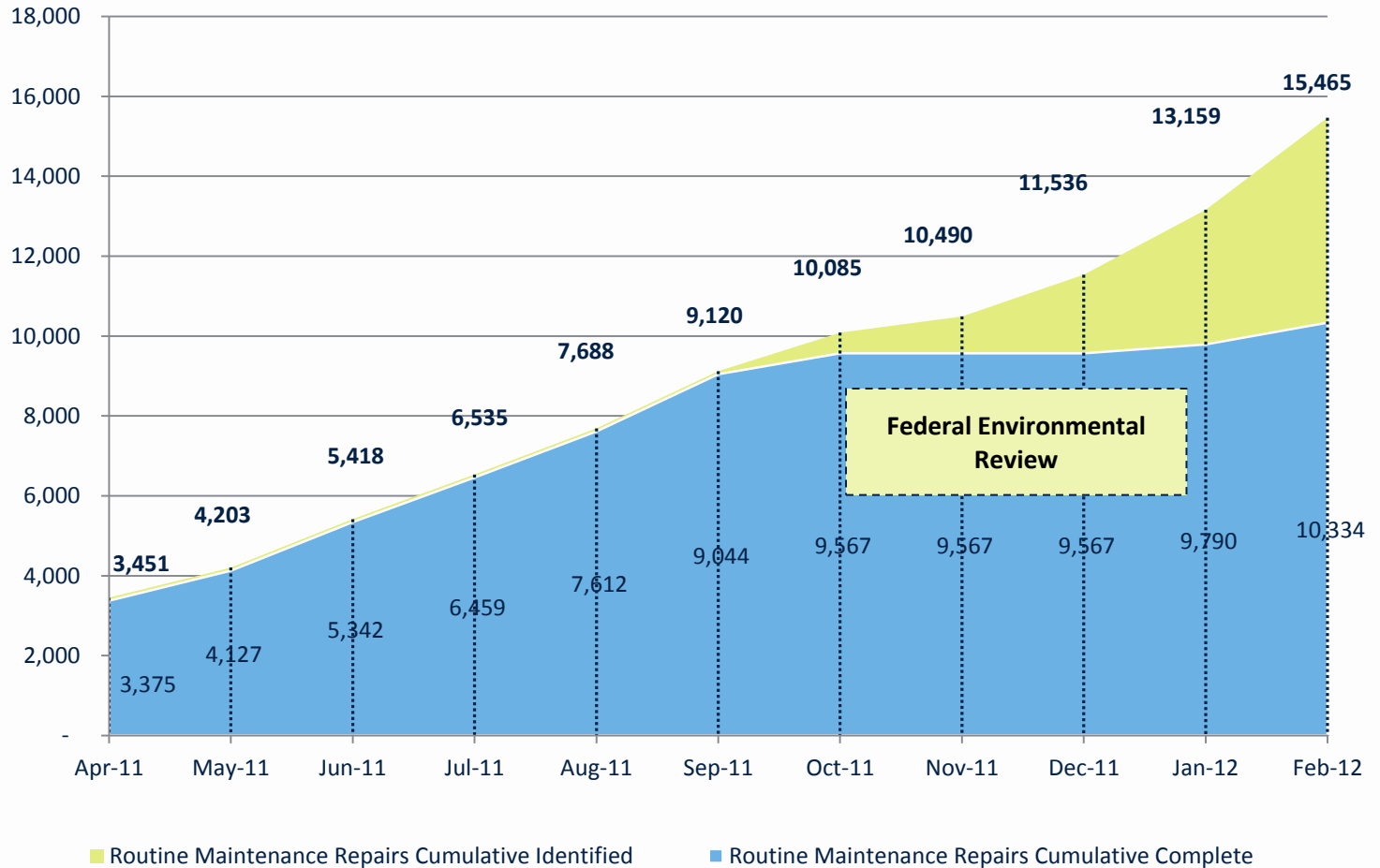
Repairs resumed 1/3/12, following Federal Environmental Review

DPW awaiting approval of plan to address backlog generated during review process

Critical Parties

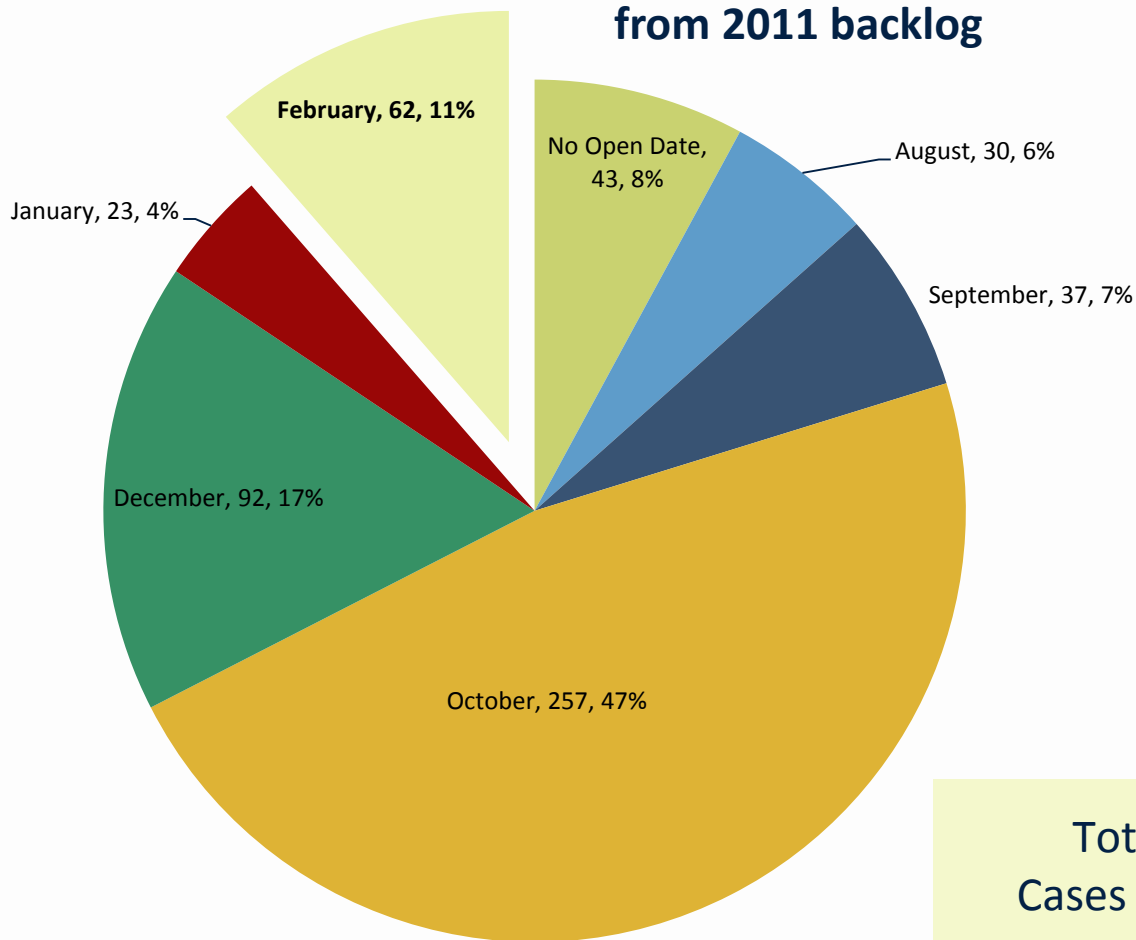
Department of Public Works
Royal Engineers and All Star Electric

Routine Maintenance Repairs, Cumulative Identified v. Completed



Backlog of Street Light Repairs Prioritized by Public Works

85% of Routine Maintenance cases completed in February from 2011 backlog



Total Number of Cases Completed: 544

NOTE: Street light repair identification and maintenance paused from Oct '11 to Jan '12, due to federal environmental review

Issue
Street light outages contribute to perception of lack of safety and create opportunity for crime, as well as unsafe road conditions for pedestrians & drivers

Status
Repairs resumed 1/3/12, following Federal Environmental Review

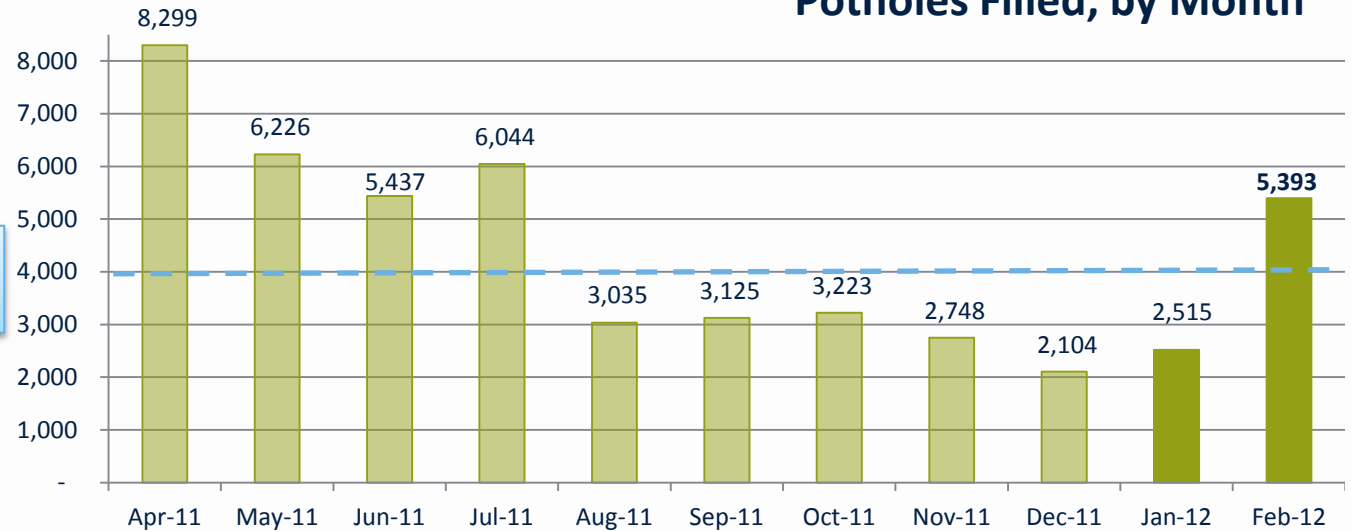
Backlog of 5,131 cases identified during review process

DPW awaiting approval of plan to address backlog

Critical Parties
Department of Public Works
Royal Engineers and All Star Electric

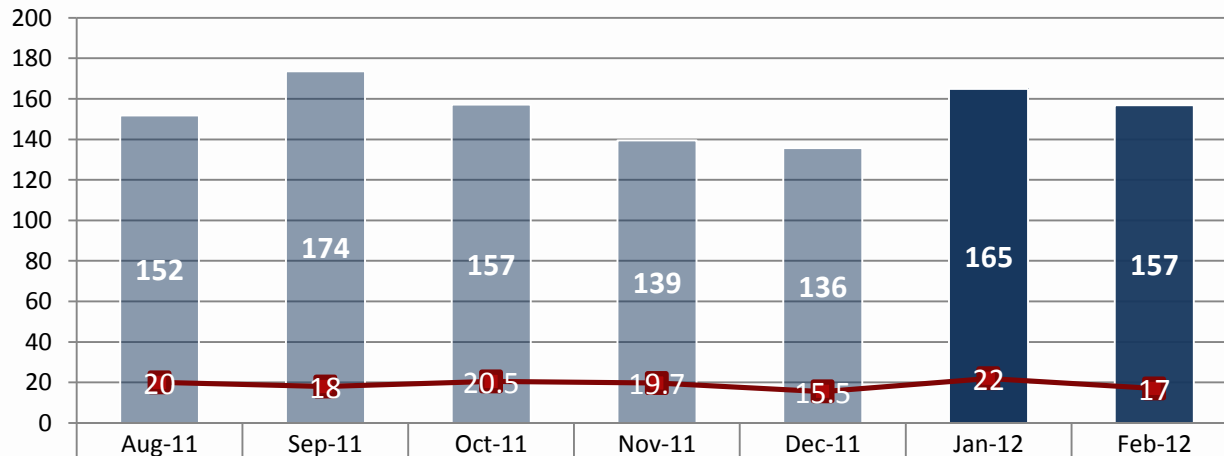
Potholes Filled in February Exceed Monthly Goal

Potholes Filled, by Month



Monthly Goal:
4,167

Average # of Potholes Filled Per Working Day



NOTE:
Number of working days varies by month due to weather

Avg # Filled per Work Day	152	174	157	139	136	165	157
Total # Working Days	20	18	20.5	19.7	15.5	22	17

Issue

Potholes signal neglect in neighborhoods, cause damage to cars, and increase the risk of vehicular accidents

Status

2012 annual goal has been set at 50,000 (monthly goal: 4,167)

Timeliness data on pothole filling will be generated via 311 reporting

Critical Parties

Public Works, ITI

Catch Basin Cleanings Dip Due to Mardi Gras; Rebound Expected In March

Issue

Catch Basins when blocked can cause severe flooding in neighborhoods, damage streets, and cause damage to cars and homes.

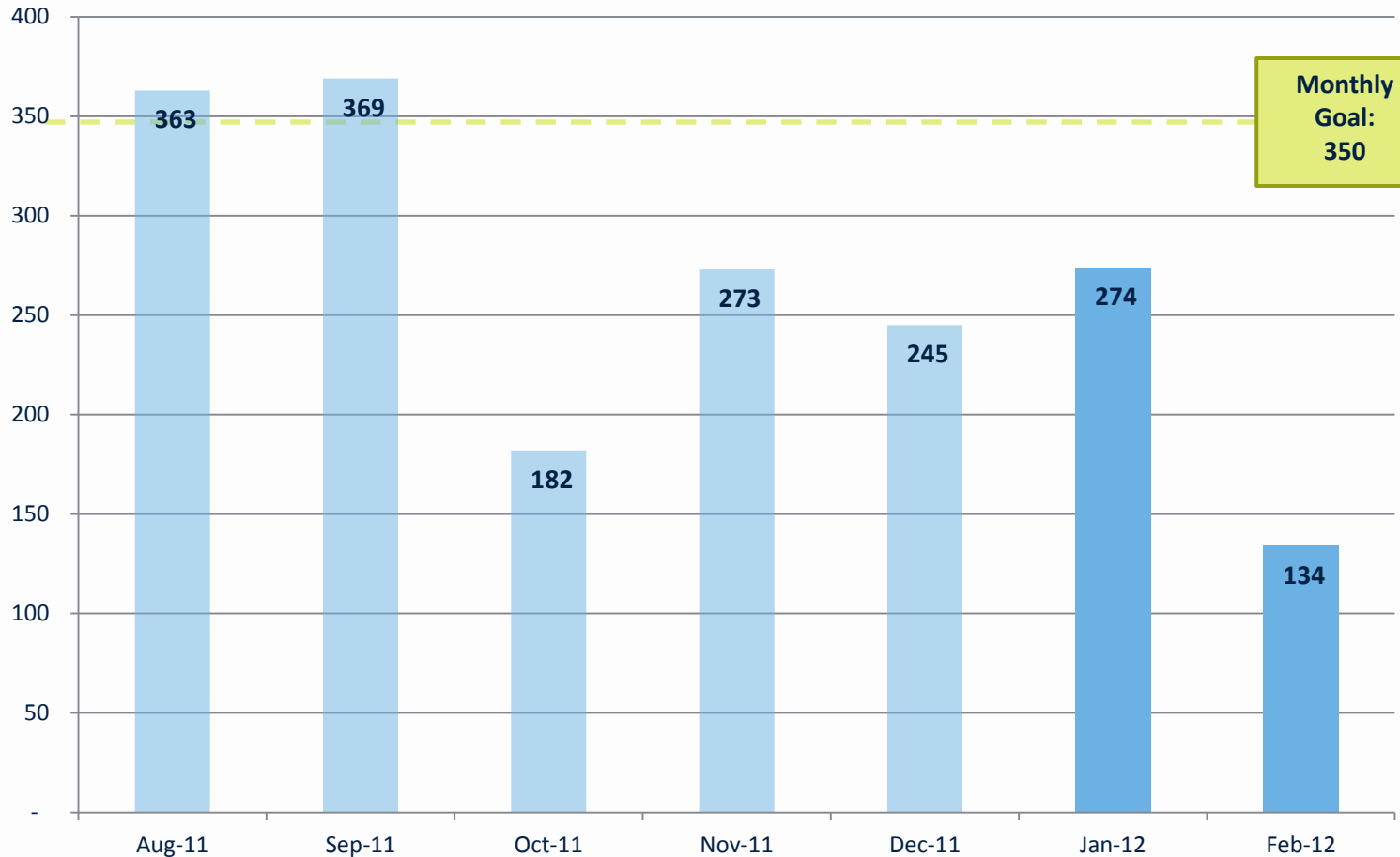
Status

2012 annual goal has been set at 4,200; monthly targets vary due to seasonality

Critical Parties

Department of Public Works, Sewerage and Water Board

Catch Basins Cleaned, by Month



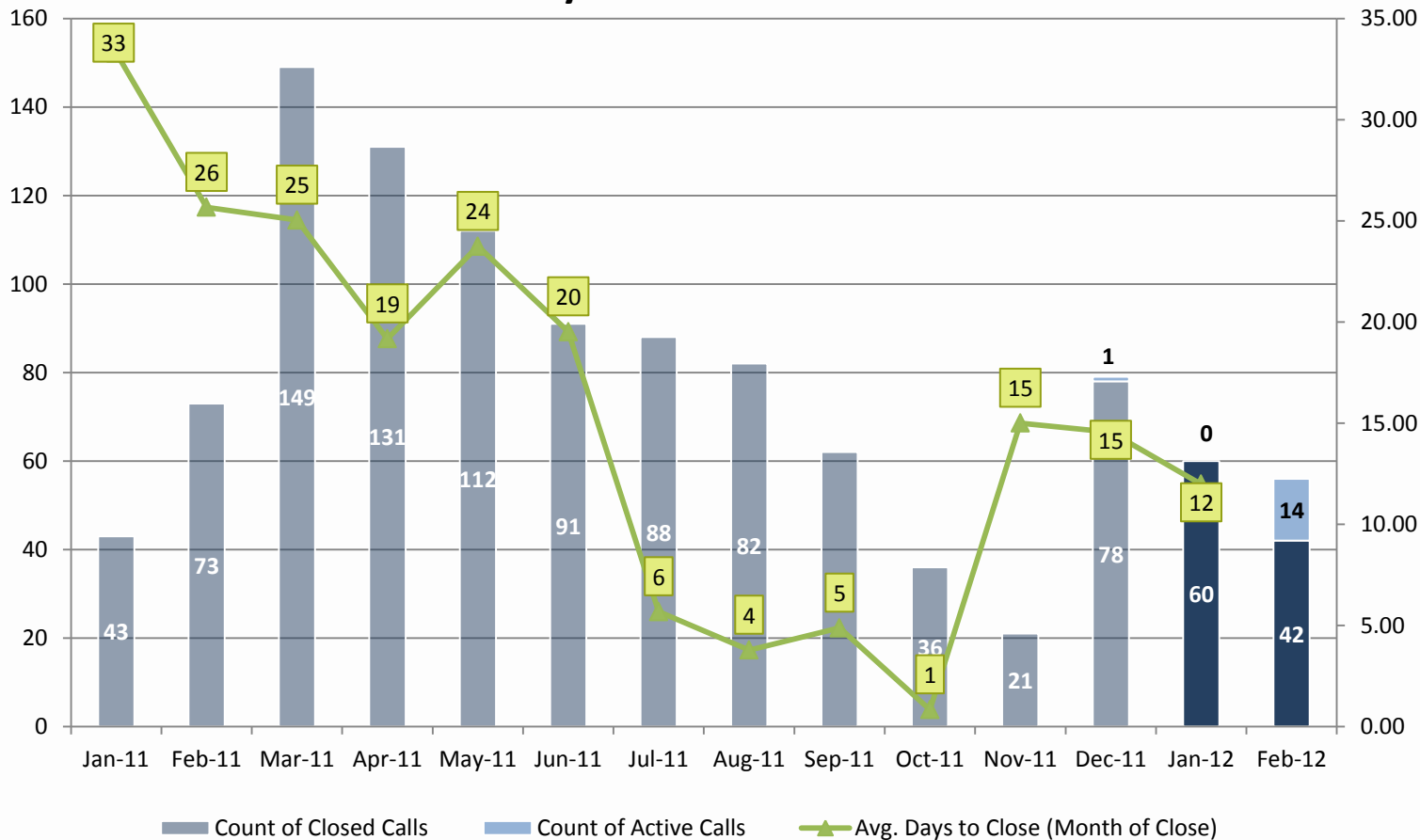
Monthly Goal: 350

Contact Info: Abandoned Cars 658-8290;
General Parking Complaints 658-8100



Abandoned Vehicle Response Time Reduced by Over 50%, Despite Similar Call Volumes

Abandoned Vehicle Call Disposition & Timeliness, by Month of Call



NOTE: A lag occurs in call closure because work orders are given to towing on a rolling basis, but towing returns closed work orders with dispositions monthly. The actual number of closed calls is likely higher than shown here, but is reflected on a one month lag.

Issue

Abandoned vehicles take up parking spaces needed for traffic circulation, contribute to a sense of neglect in neighborhoods, and can become junked harborage for rats and mosquitos

Status

This data tracks only complaints called into 658-8290.

Critical Parties

Public Works

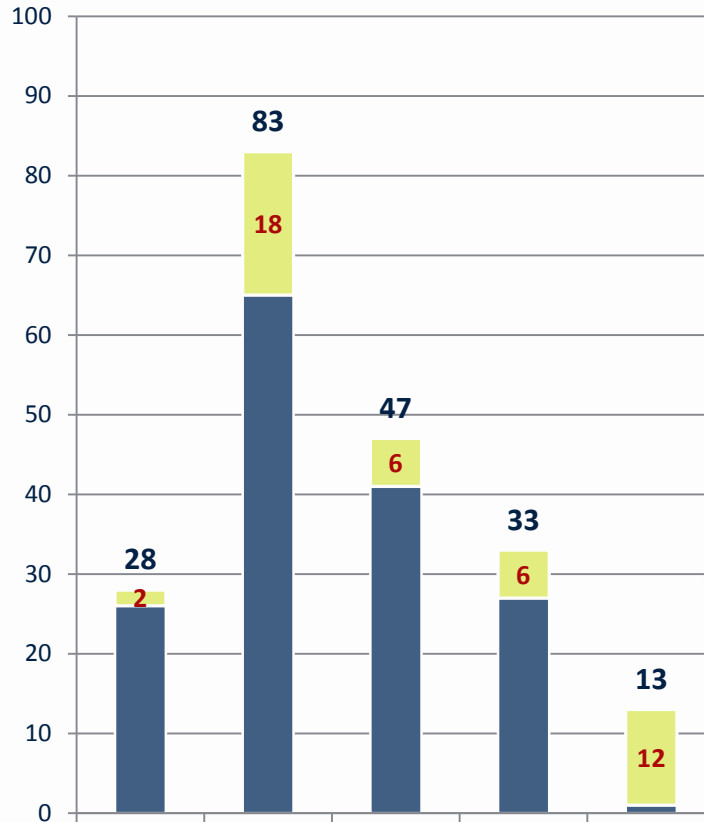
Follow-Up

Parking RFP should help provide better data, and has been released. Interim strategy for tracking all abandoned vehicles may assist in operational improvements.



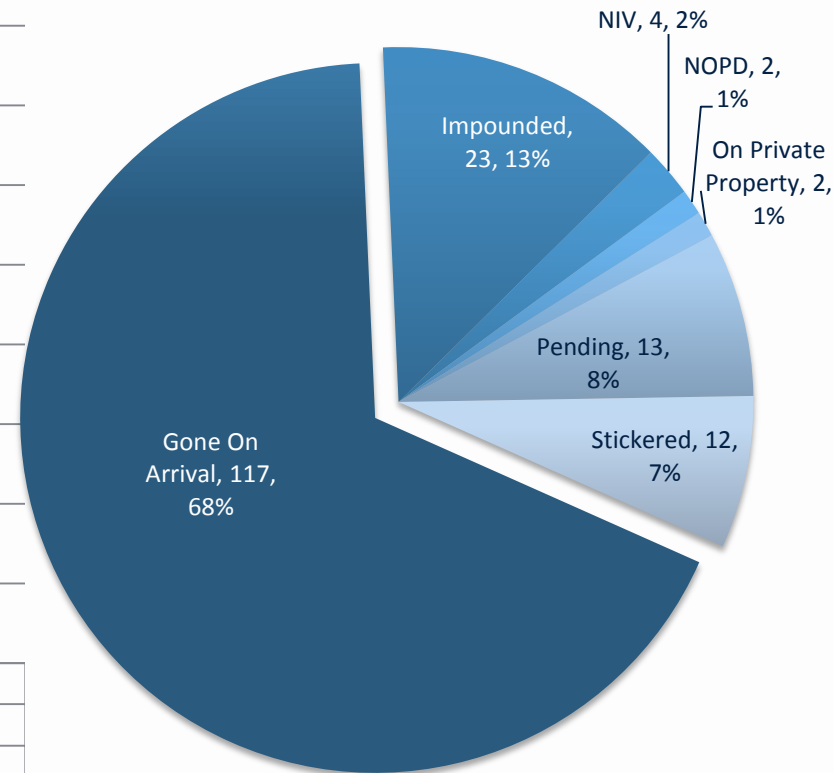
Majority of Abandoned Vehicles Reported are Found Gone on Arrival

Breakdown by Council District



Total	28	83	47	33	13
Active	2	18	6	6	12
Closed	26	65	41	27	1

Status at Resolution as of March 9, 2012



Issue

Abandoned vehicles take up parking spaces needed for traffic circulation, contribute to a sense of neglect in neighborhoods, and can become junked harborage for rats and mosquitos

Status

Parking RFP has been released; finalized selection committee chosen this week

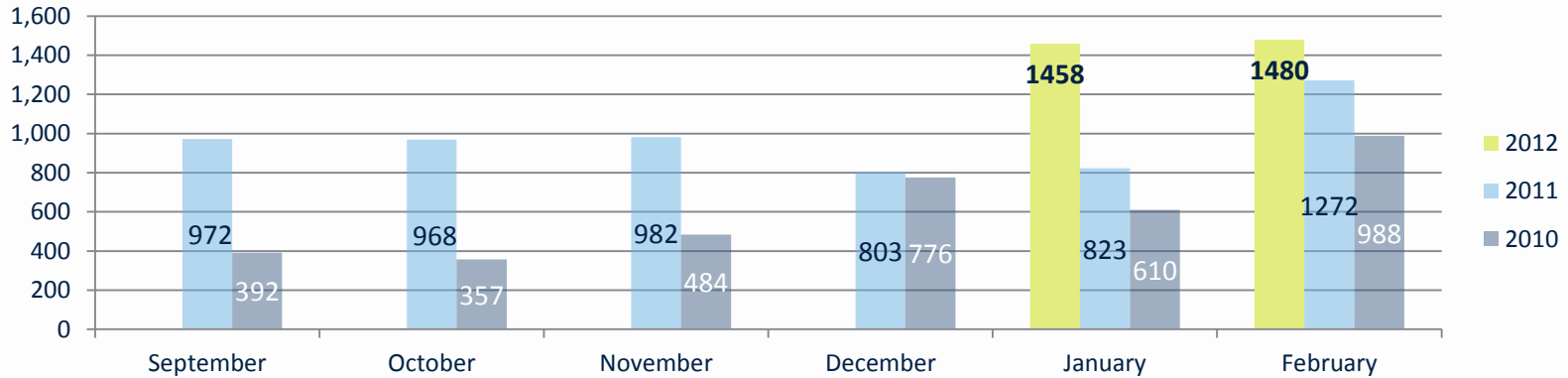
RFP should provide better data to improve outcomes

Critical Parties

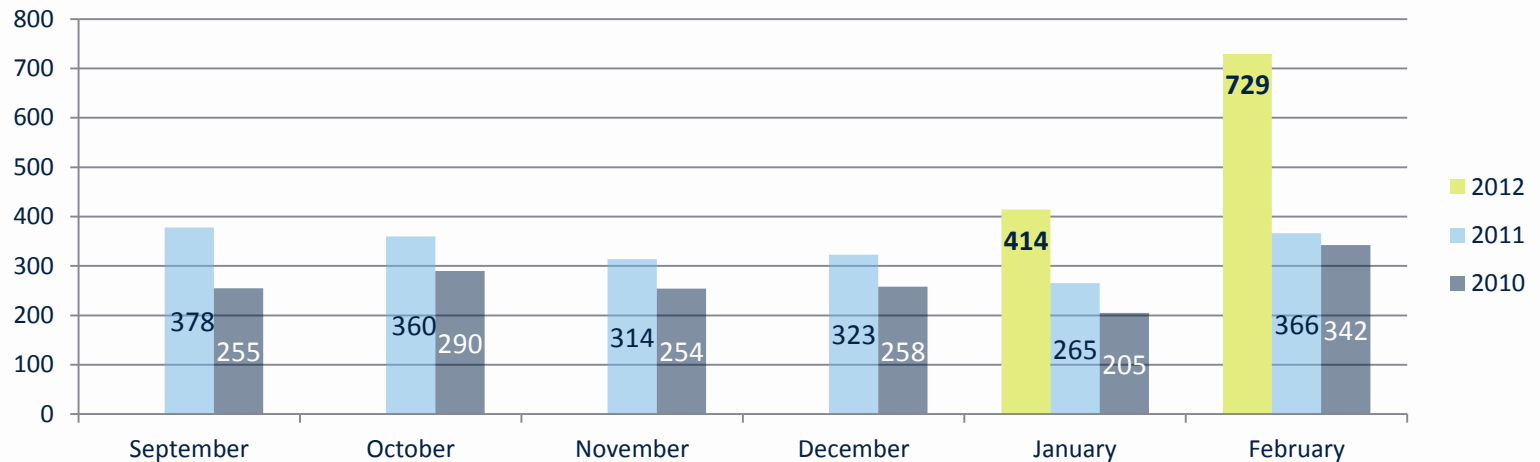
Public Works

Parking: Booting & Towing Activity Reflects Policy Change, Increased Enforcement

Confirmed Tows, by month



Confirmed Boots, by month



Issue

Parking violations prevent proper parking circulation and can block sidewalks, driveways, and intersections

Status

Ongoing monitoring continues

Critical Parties

Department of Public Works, NOPD

Parking: Citation Issuance Reflects Special Events; In Line With Expectations

Issue

Parking violations prevent proper parking circulation and can block sidewalks, driveways, and intersections

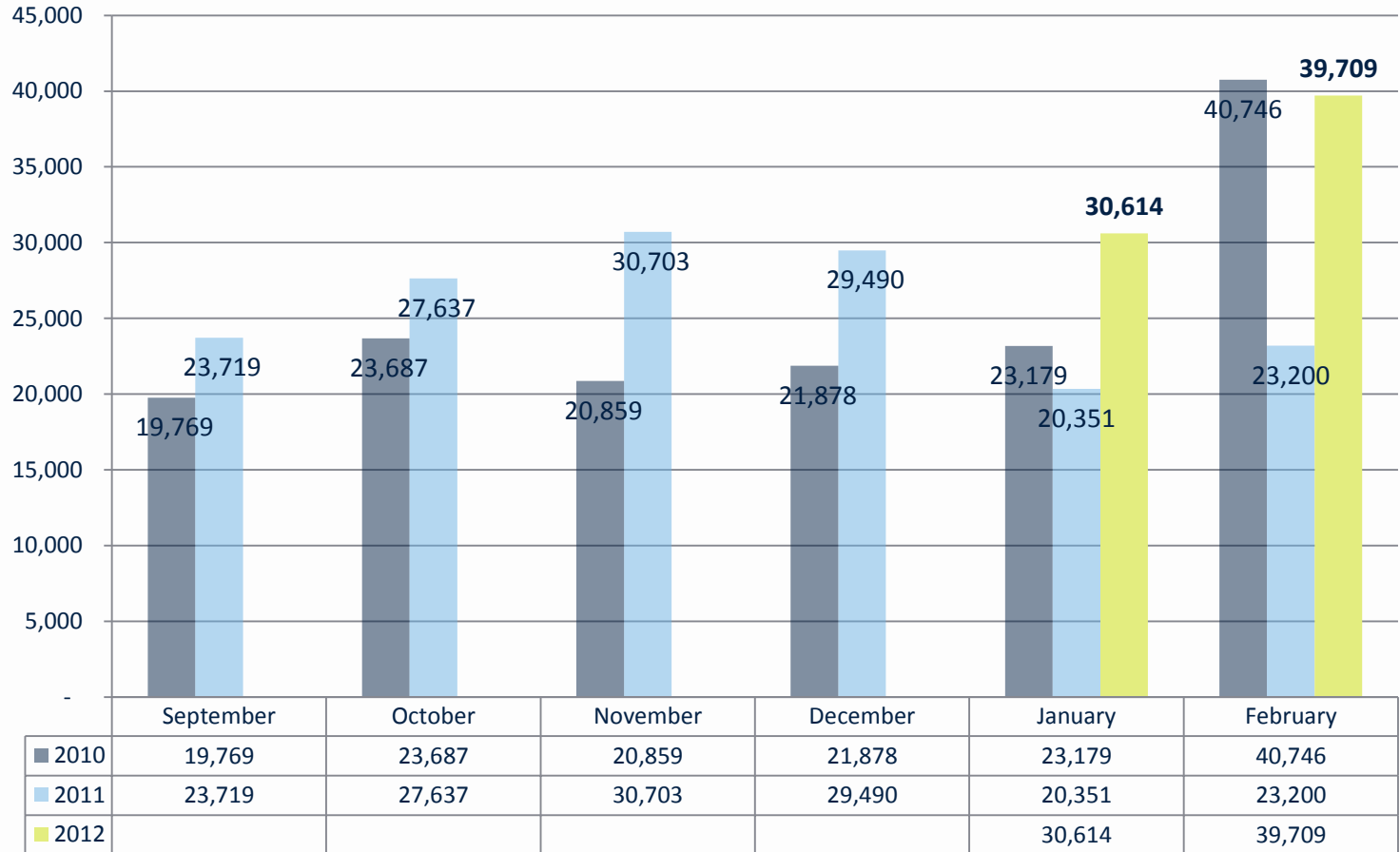
Status

Ongoing monitoring

Critical Parties

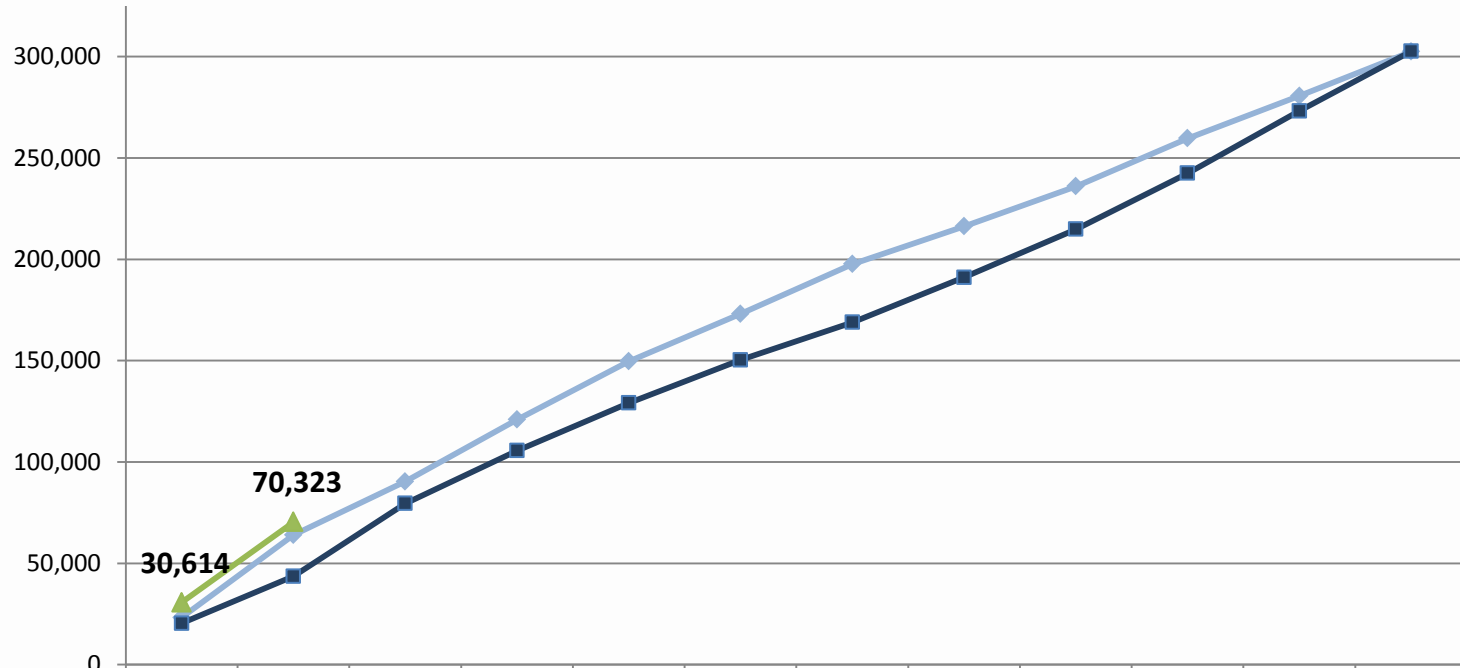
Department of Public Works, NOPD

Citations Issued Increase by 33% in January 2012 vs. 2011



Parking: Cumulative Enforcement Activity Remains In Line With Previous Years

YTD Cumulative Issuance by month, 3 Year Trend



	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
2010 Cumulative	23,179	63,925	90,291	120,847	149,631	173,053	197,600	216,267	236,036	259,723	280,582	302,460
2011 Cumulative	20,351	43,551	79,494	105,574	129,083	150,367	168,877	191,104	214,823	242,460	273,163	302,653
2012 Cumulative	30,614	70,323										

Issue

Parking violations prevent proper parking circulation and can block sidewalks, driveways, and intersections

Status

Ongoing monitoring

Critical Parties

Department of Public Works, NOPD



Tree Work Orders Being Addressed After Focus on Mardi Gras Preparation Efforts

Work Order, by Type and Response Time (Non-Emergency)

Issue

Tree trimming and removal prevents damage to public and private buildings

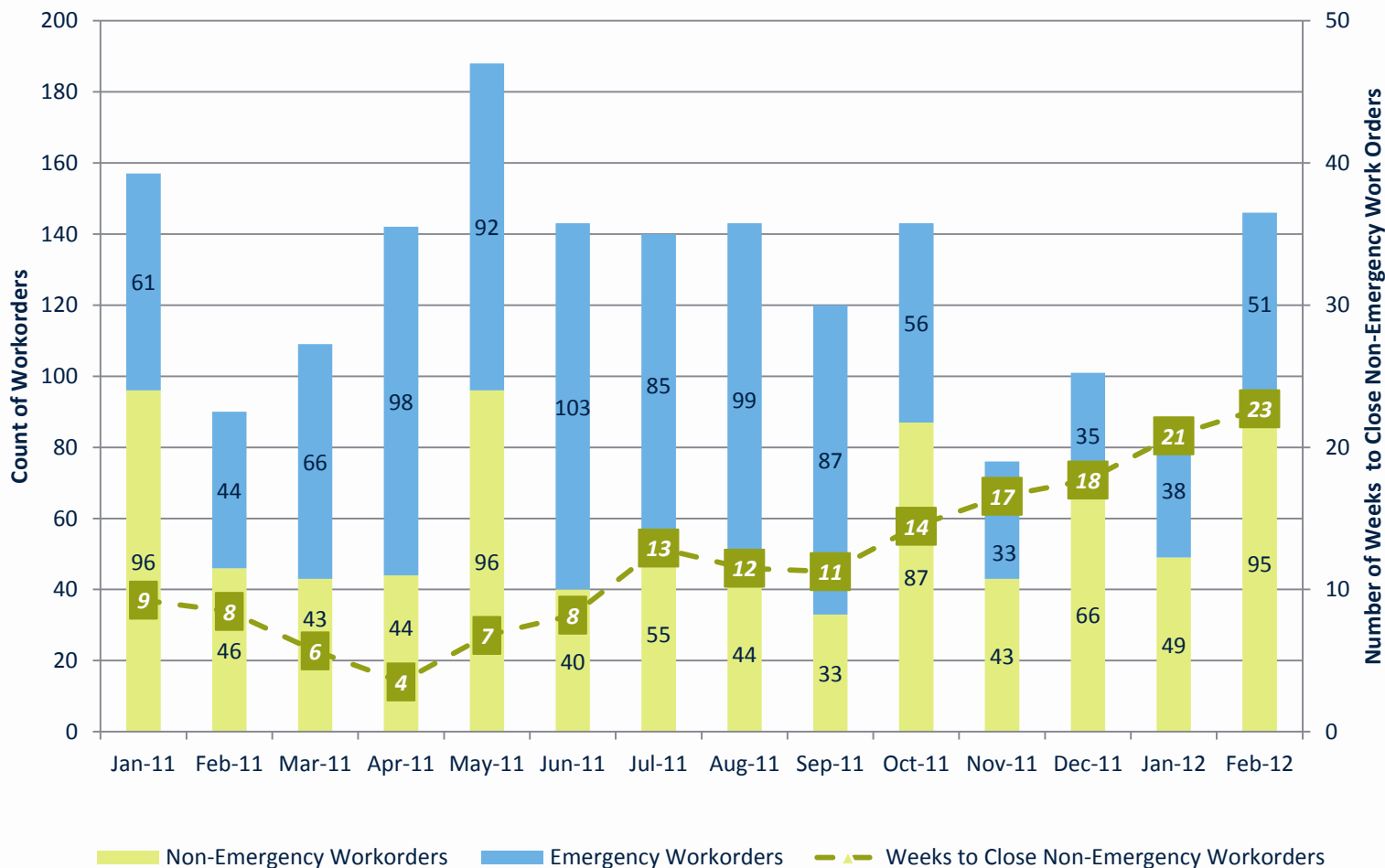
Status

GIS mapping and optimization of work patterns in process

ITI will work with Parkways to design 311 protocol for implementation during 2nd half of 2012

Critical Parties

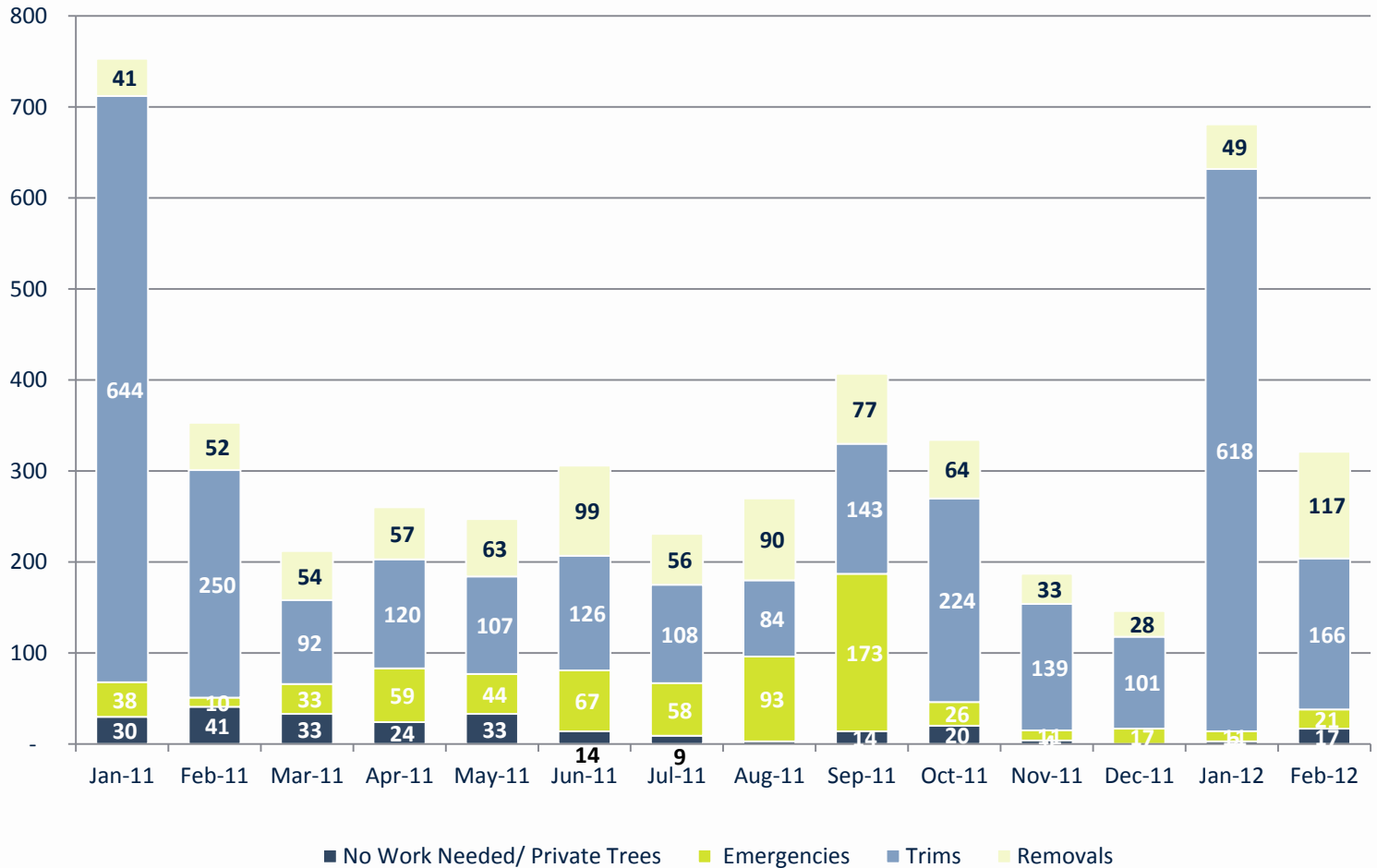
Parks and Parkways
ITI
OPA



NOTE: Tropical Storm Lee (September 2011) generated significant backlog of work orders

Forestry Activity Returns to Normal Levels after Mardi Gras Preparation Efforts

Work Orders as of February 2012



Issue

Tree trimming and removal prevents damage to public and private buildings

Status

Ongoing

ITI will work with Parkways to design 311 protocol for implementation during 2nd half of 2012

Critical Parties

Parks and Parkways

Contact Info: Non-Emergency 658-3200; Emergency 911



Bandit Sign Removal & Enforcement Efforts Continue to Achieve Results

Issue

Bandit Signs signal neglect in neighborhoods, create visual clutter, and are private use of public space for advertising

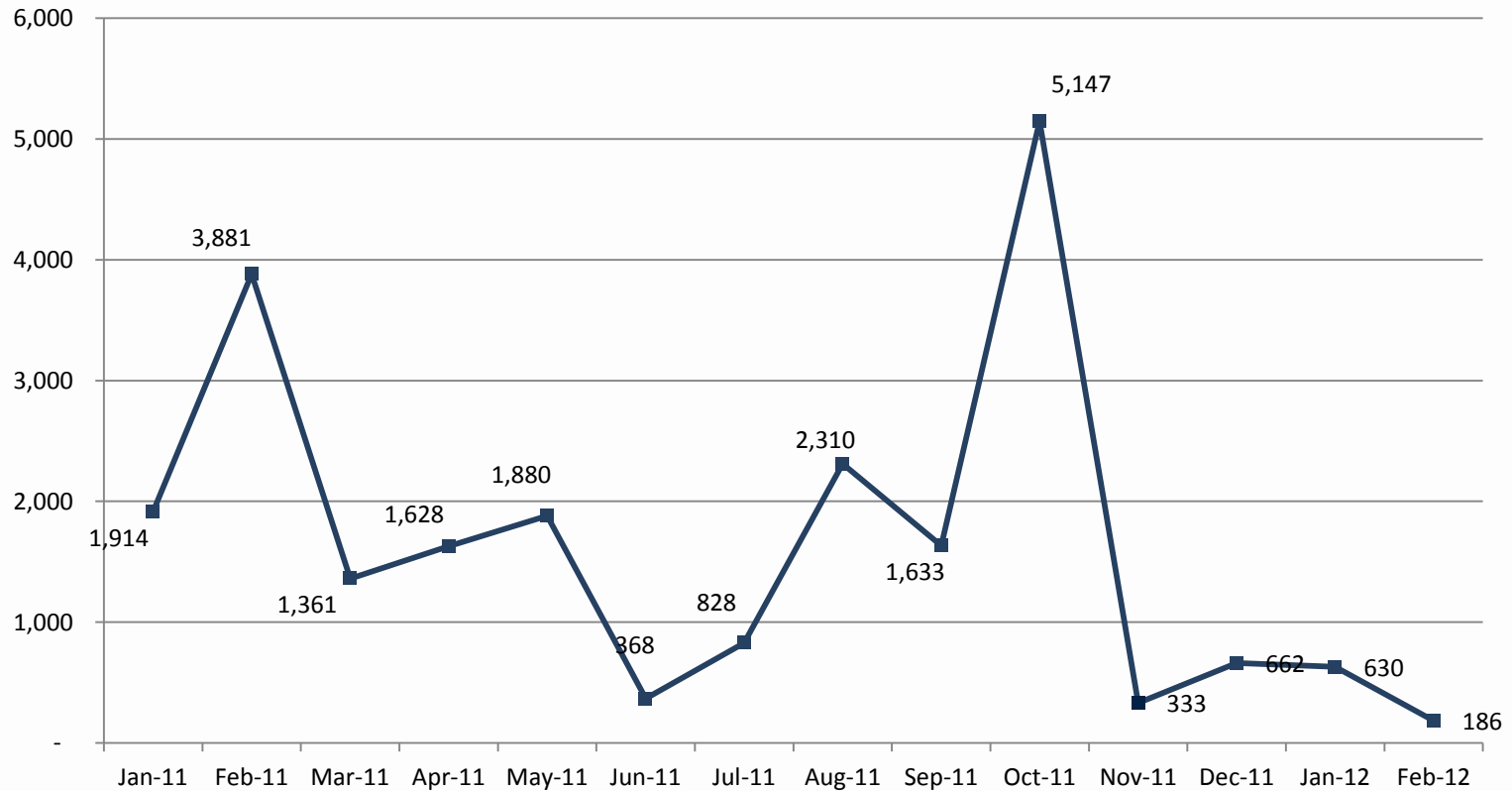
Status

Monitoring efforts continue
Review need for continued monthly reporting of data

Critical Parties

Sanitation, Parks and Parkways

Bandit Signs Removed



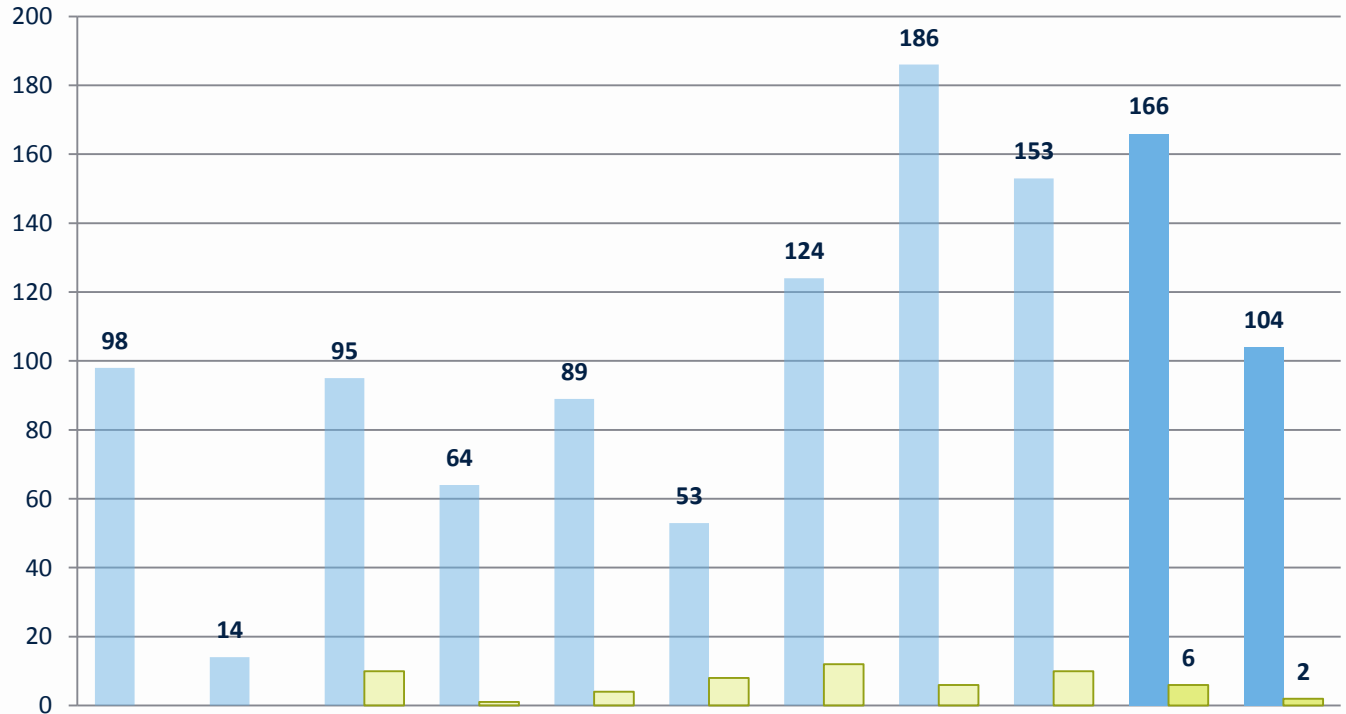
Note: Approximately 4,300 of the signs removed in October were related to the October 22nd elections

Source: Department of Parks and Parkways and Department of Sanitation Monthly Illegal Sign Spreadsheet, Parkways Working Sign List, Department of Sanitation Monthly Reports 3/9/12



Sanitation Ranger & Quality of Life Officer Continue Code Enforcement Efforts to Address **Litter and Tire Dumping**

Sanitation Enforcement Activity, by month



	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12
Inspections	98	14	95	64	89	53	124	186	153	166	104
NOPD Summons	0	0	10	1	4	8	12	6	10	6	2

Issue

Illegal dumping sites are a risk to public health and contribute to a sense of neighborhood neglect

Status

Sanitation is working on call classification so that variations based on types of calls can be detected.

Critical Parties

Sanitation, NOPD

Follow-Up

- Should a target be set?



Sanitation Focuses on Mardi Gras Clean-Up Efforts

Issue

Dumping sites are a risk to public health and contribute to a sense of neighborhood neglect

Status

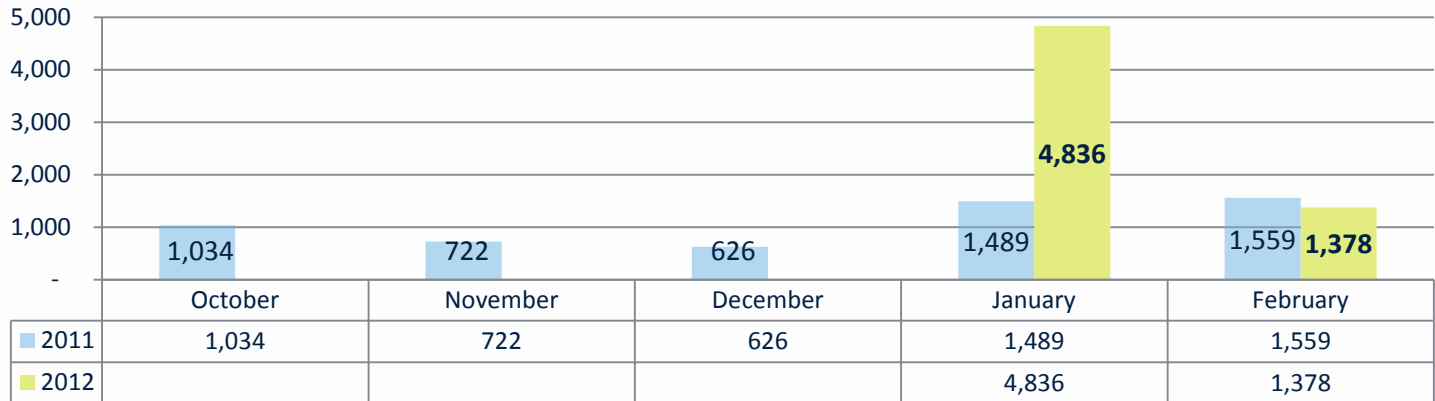
Included in initial 311 rollout

Work Order intake system with mapping needed

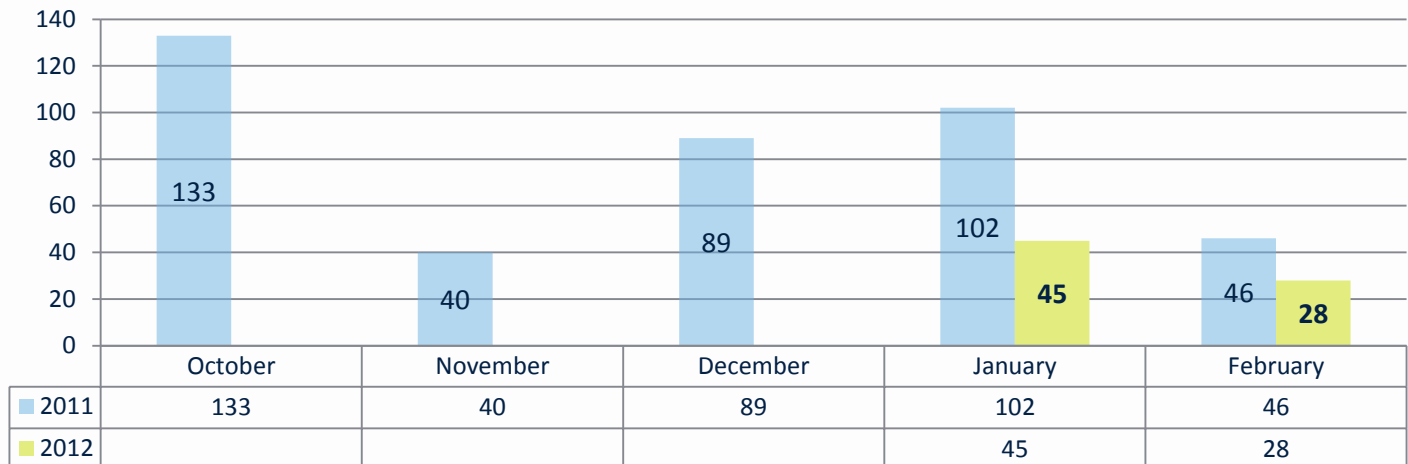
Critical Parties

Sanitation

Tires Removed, by month



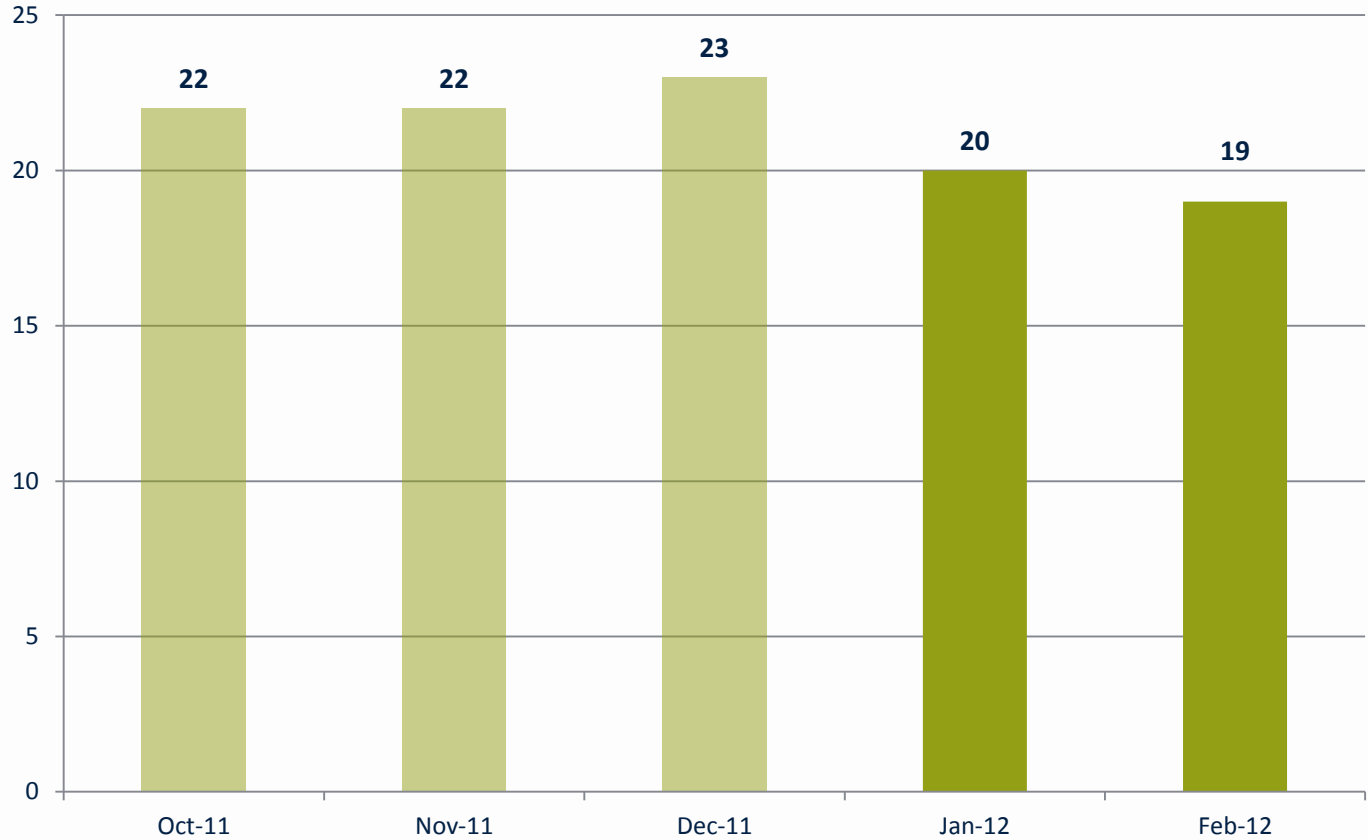
Illegal Dumping Sites Cleared, by month



Alcohol Beverage Outlet Enforcement Efforts

Retain Momentum

ABO Tax & Nuisance Cases Prosecuted, by month



Issue

Alcoholic Beverage Outlets operating in violation of their regulations can become sites of violent incidents and create noise, litter, and parking violations that interfere with neighbors' quality of life

Status

Ongoing enforcement efforts

311: routing and tracking of nuisance cases?

Exploring strategies for ABCB to hear additional nuisance cases each month

Critical Parties

Law, NOPD, Safety and Permits

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?

