



CITY OF NEW ORLEANS

# QualityofLifeSTAT

January 3<sup>rd</sup>, 2013

(Reporting Period: November, 2013)

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

# Agenda

## **Part 1:** Introduction/General Updates

- 8:00-8:05 About this STAT
- 8:05-8:15 Quality of Life Officers Update

## **Part 2:** Data & Management Reports

- 8:15-8:25 311
- 8:25-8:35 Abandoned Vehicles
- 8:35-8:45 Street Lights
- 8:45-8:55 Potholes
- 8:55-9:05 Catch Basins
- 9:05-9:15 Sewerage & Water Board
- 9:15-9:25 Trees and Grass
- 9:25-9:35 Bandit Signs
- 9:35-9:45 Illegal Dumping
- 9:45-9:55 Alcoholic Beverage Outlets
- 9:55-10:00 Inspections



# 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.



# Part 2: Data & Management Reports

## Information Technology & Innovation

1. 311

## Department of Public Works

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

## Sewerage & Water Board

## Parks & Parkways

1. Trees
2. Grass

## Sanitation

1. Bandit Signs
2. Illegal Dumping

## Law

1. Alcoholic Beverage Outlets



# NOLA 311 Update

- Launched on March 26, 2012
  - On boarded departments: Sanitation, Code Enforcement, Public Works, and City-Assisted Evacuation
  - Customer service survey implemented
  - Automation of vendor updates for DPW
  - Continued operational enhancements for 311 and on boarded departments
- By the end of 2013
  - Standard process for vendor updates to service requests
  - Call recording solution (Enterprise)
  - Publish public knowledge base
  - Additional departments on boarded



# NOLA 311 Calls

## 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

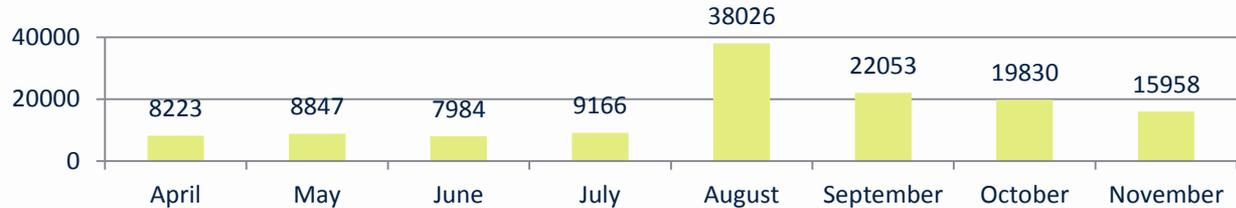
Phase 1 includes:  
**DPW**  
**EOC – CAE**  
**Code Enforcement**  
**Sanitation**

Phased rollout of additional features and City departments scheduled throughout 2013

## Critical Parties

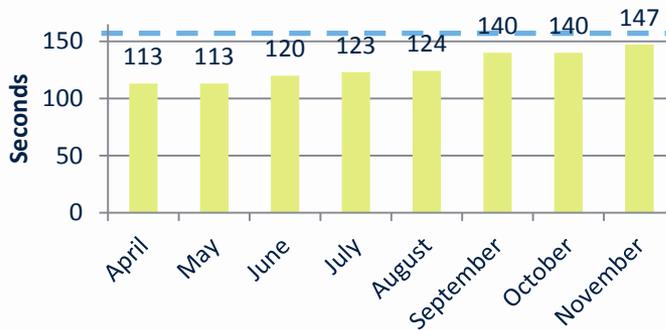
311, OPA  
 All Departments

## Total Calls



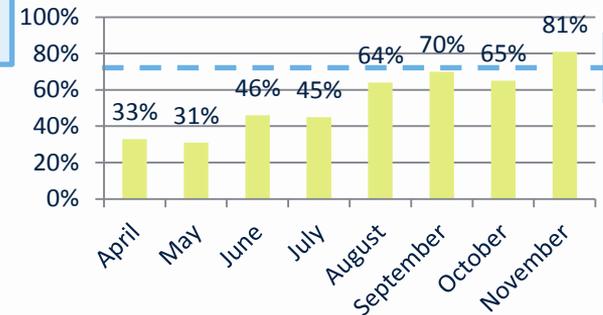
Avg. Calls Per Day	April	May	June	July	August	September	October	November
	392	402	380	436	1653	1002	862	798

## Avg. Call Length (sec)



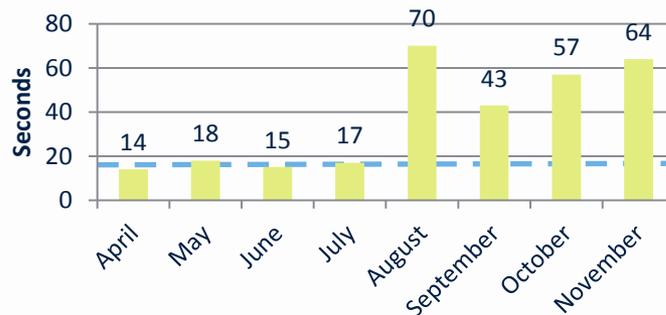
Target: 160

## First Call Resolution



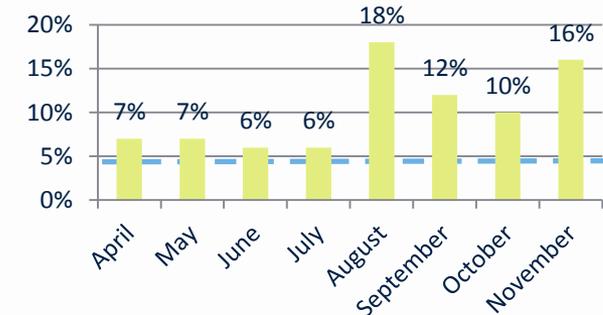
Target: 70%

## Avg. Hold Time (sec)



Target: 15

## Abandonment Rate



Target: 5%

\*First call resolution includes information requests and undocumented calls. Excludes service requests and department referrals.



# NOLA 311 Service Requests and Referrals Decrease

## 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

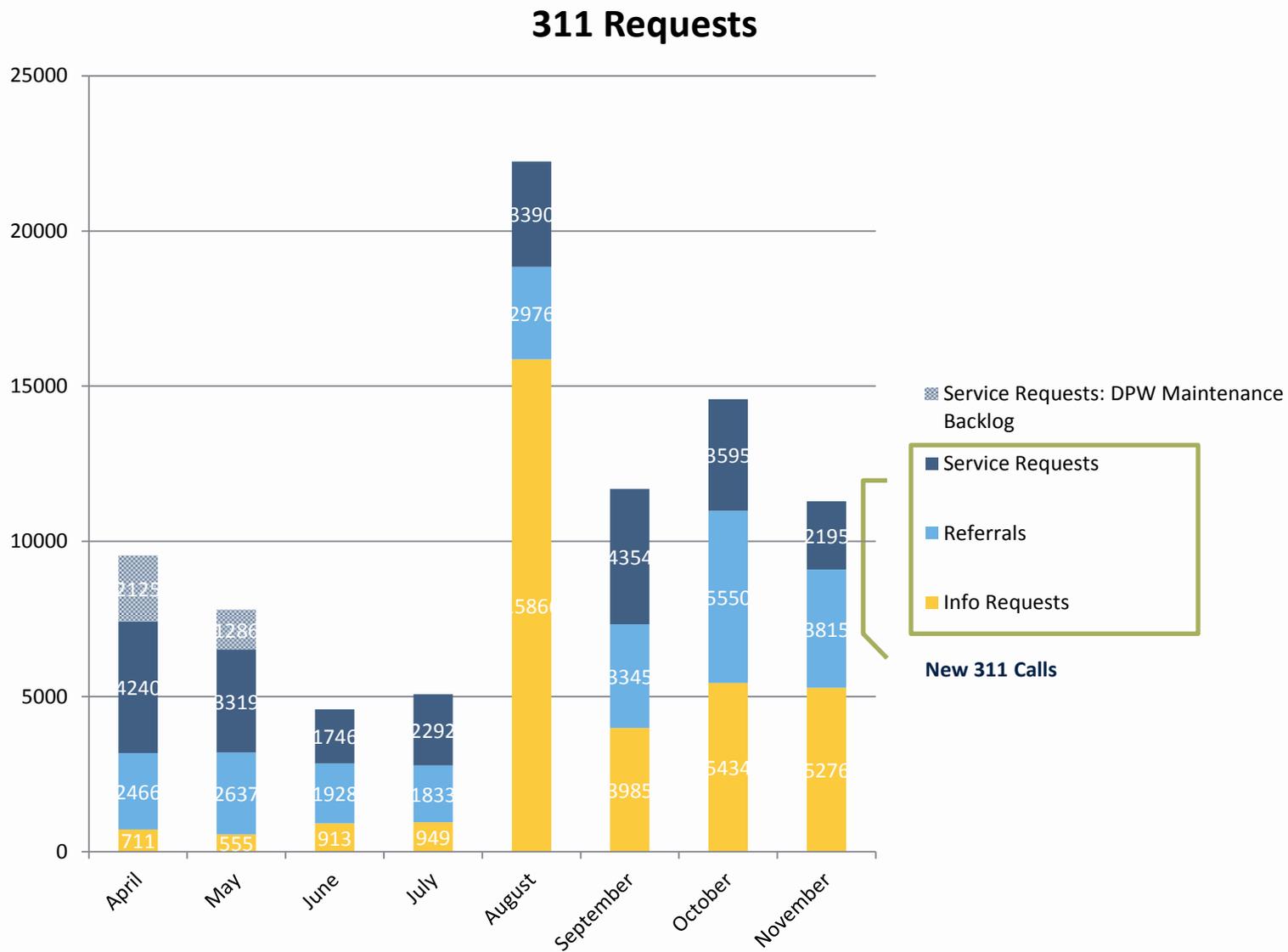
## Status

Phase 1 includes:  
**DPW**  
**EOC – CAE**  
**Code Enforcement**  
**Sanitation**

Phased rollout of additional features and City departments scheduled throughout 2013

## Critical Parties

311, OPA  
 All Departments



# NOLA 311 Top Service / Information / Referral Requests

## Requests

### 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 includes:  
**DPW**  
**EOC – CAE**  
**Code Enforcement**  
**Sanitation**

Phased rollout of additional features and City departments scheduled throughout 2013

### Critical Parties

311, OPA  
 All Departments

Rank	Service Requests	Requests	Prior Month (Oct-12) Rank
1	Streetlight	725	1
2	Code Enforcement General Request	312	2
3	Trash/Garbage Pickup	216	3
4	Abandoned Vehicle	178	--
5	Pothole/Roadway Surface Repair	153	5

Rank	Information Requests	Requests	Prior Month (Oct-12) Rank
1	Sanitation Service Fees	372	1
2	Traffic Court	153	2
3	Assessor	130	5
4	Municipal Police	100	--
5	Birth Certificates	97	4

Rank	Department Referrals	Referrals	Prior Month (Oct-12) Rank
1	Finance – Treasury	501	1
2	Safety & Permits	384	4
3	Public Works	313	3
4	Finance - Revenue	296	--
5	Code Enforcement	265	5



# NOLA 311 Service Request Summaries:

## 3/26/12 – 12/31/12

### 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

Reviewing with departments the appropriate messaging to citizens on status and progress towards completion of open cases.

### Critical Parties

311, OPA  
All Departments

PUBLIC WORKS					
Service Request Type	New	Closed	Open	% Open 12/31	% Open 11/30
Pothole/Roadway Surface Repair	3564	1559	2005	56%	59%
Street Flooding/Drainage	2963	1261	1702	57%	57%
Sidewalk Repair	647	193	454	70%	72%
Road Shoulder Repair	183	49	134	73%	73%
Manhole Cover Maintenance	144	47	97	67%	68%
Street Light	5780	1806	3974	69%	71%
Traffic Sign	483	175	308	64%	66%
Traffic Signal	501	198	303	60%	64%
Street Name Sign	210	27	183	87%	88%
Road Surface Marking	33	6	27	82%	79%
Abandoned Vehicle Reporting/Removal	1608	1353	255	16%	15%

Note: 3411 DPW backlog cases entered into 311 system during April/May 2012

PARKS & PARKWAYS					
Service Request Type	New	Closed	Open	% Open 12/31	% Open 11/30
Tree Maintenance *	1204	1203	1	<1%	<1%

\* Denotes Isaac service request

Note: Service Requests represent only department work orders submitted via 311.



# NOLA 311 Service Request Summaries:

## 3/26/12 – 12/31/12

### 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

Reviewing with departments the appropriate messaging to citizens on status and progress towards completion of open cases.

### Critical Parties

311, OPA  
All Departments

SANITATION					
Service Request Type	New	Closed	Open	% Open 12/31	% Open 11/30
Trash/Garbage Pickup (Vendor)	1794	1042	752	42%	38%
Large Item Pickup (Vendor)	867	670	197	23%	51%
Residential Recycling Programs	1018	926	92	9%	16%
Illegal Dumping Reporting	297	247	50	17%	19%
Dead Animal Pickup (Vendor)	103	65	38	37%	35%
<i>Disaster Related Debris Removal *</i>	199	197	2	1%	<1%

MOSQUITO & TERMITE CONTROL					
Service Request Type	New	Closed	Open	% Open 12/31	% Open 11/30
<i>Mosquito Control *</i>	18	18	0	0%	6%

\* Denotes Isaac service request

**Note:** Service Requests represent only department work orders submitted via 311.

- Sanitation vendors have agreed to update status of tickets in Lagan tool in a timely manner. Training being scheduled.
- Continued discussions related to process for starting trash services (carts and billing).



# NOLA 311: 2013 Performance Plan

## Citywide Result Area: Open and Effective Government

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

**Objective:** Exercise effective management and accountability for the City's physical resources

**Key Outcome Measure:** Satisfaction with ITI services

**Strategy:** Manage the City's information and analyze the City's performance data.

### Key Performance Indicators

### 2013 Targets

Call abandonment rate for 311 (ITI)

5%

Average monthly percent of 311 first call resolution (ITI)

70%

Customer satisfaction rating of 311 call center (ITI)

70%

## Action Items

Date	Responsible Parties	Topic	Action Item	Due	Status
10/4/12	K. Furan	311	Coordinate with or integrate Entergy for future hurricanes	Ongoing	No status reported.
8/2/12	M. Torri, J. Soileau	311	Incorporate additional department specific 311 service request data into QualityofLifeSTAT	Ongoing	Incorporated 311 ticket closure data in 11/1/12 QualityofLifeSTAT meeting. Additional data is available from 311 team.
7/12/12	M. Torri, M. Jernigan	311, Potholes	Incorporate FEMA street repair plans into 311 knowledge base	On hold	Once Lagan Maps functionality is available, will coordinate to incorporate data and use it operationally.



# Abandoned Vehicles: Open Requests Decrease

## 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

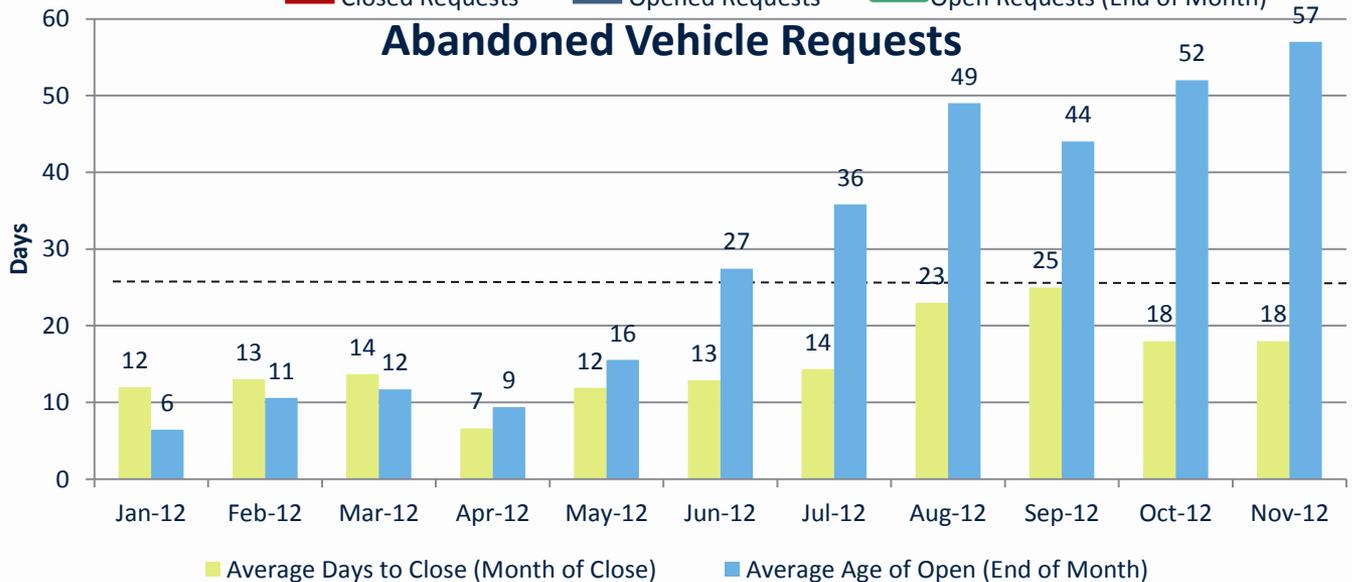
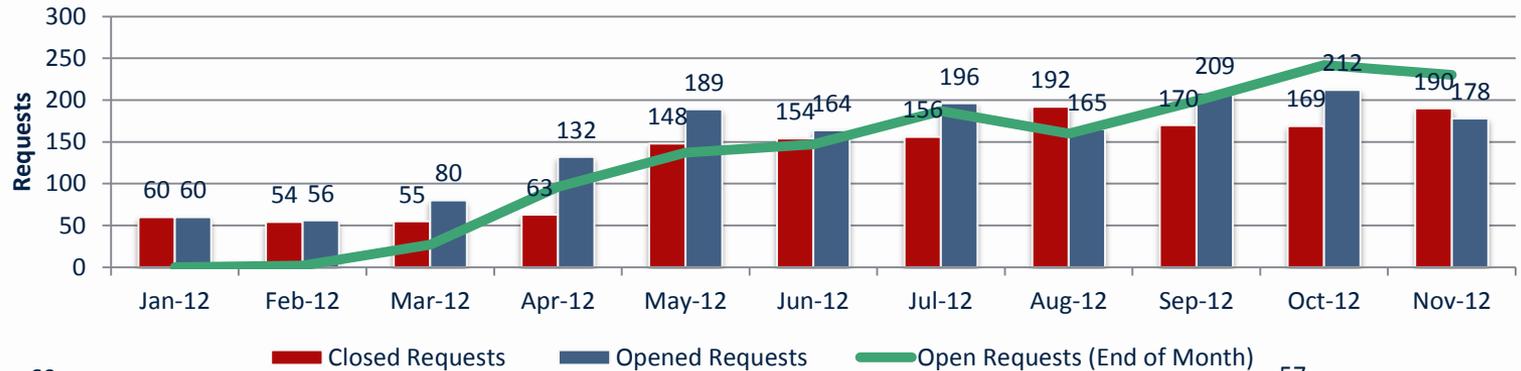
## Status

Transitioned to 311 beginning April 2012

## Critical Parties

Public Works

## Abandoned Vehicle Requests



**2012 Target: 25 Days**

**Notes:** A lag occurs in request 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 requests is likely higher than shown here, but is reflected on a one month lag. DPW does not have information on the status of those active requests that preceded the March 26 launch of NOLA 311. Number of requests opened in August 2012 and closed in July and August 2012 corrected in October 2012.



# Street Lights: Repairs Increase Following Isaac-Related Slow-Down

## Issue

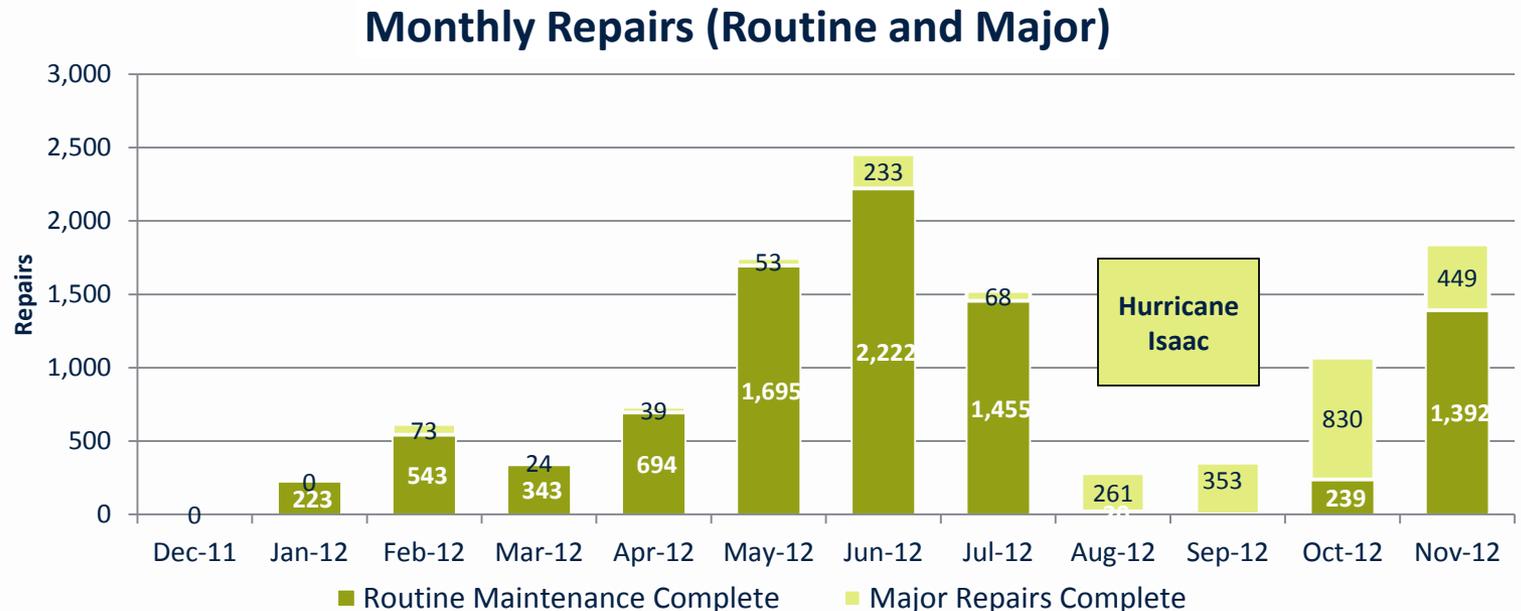
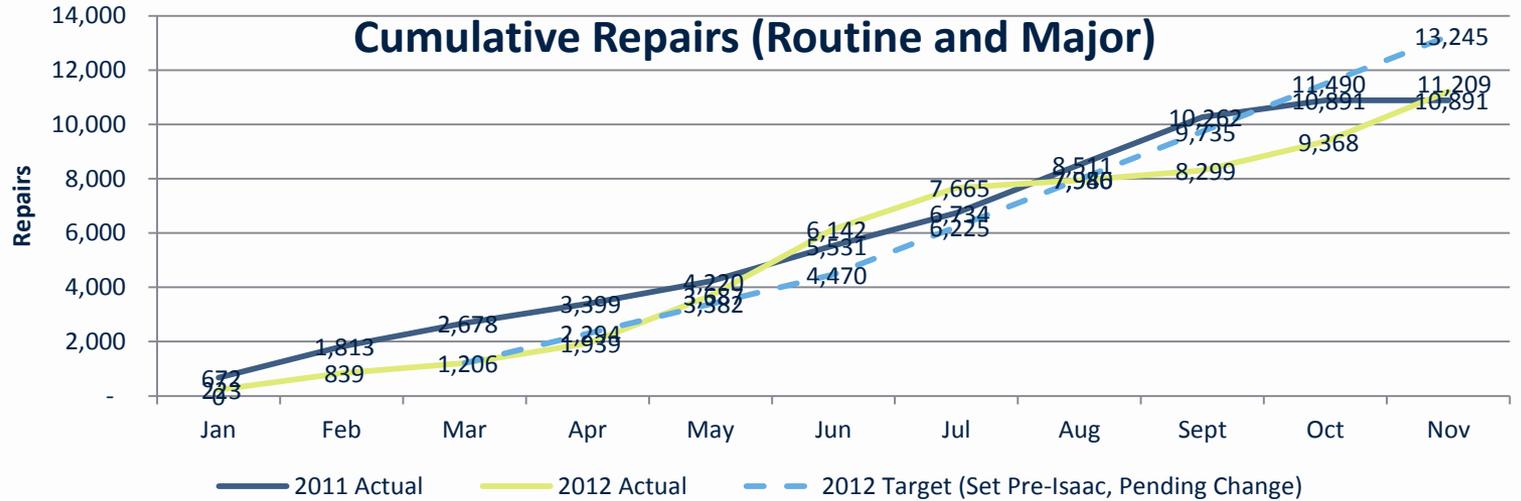
Street light outages contribute to perception of lack of safety and create opportunity for crime, as well as unsafe road conditions for pedestrians and drivers

## Status

City announced plan to repair all streetlights in the City by 2013, and a 2012 target was set prior to Hurricane Isaac.

## Critical Parties

Department of Public Works  
Royal Engineers and All Star Electric

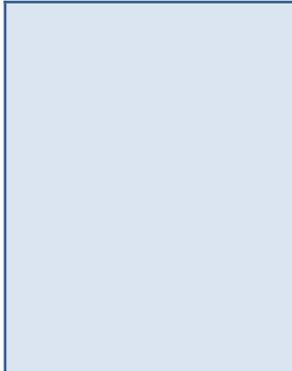


# Street Light Outstanding Repairs Decrease

## Issue

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

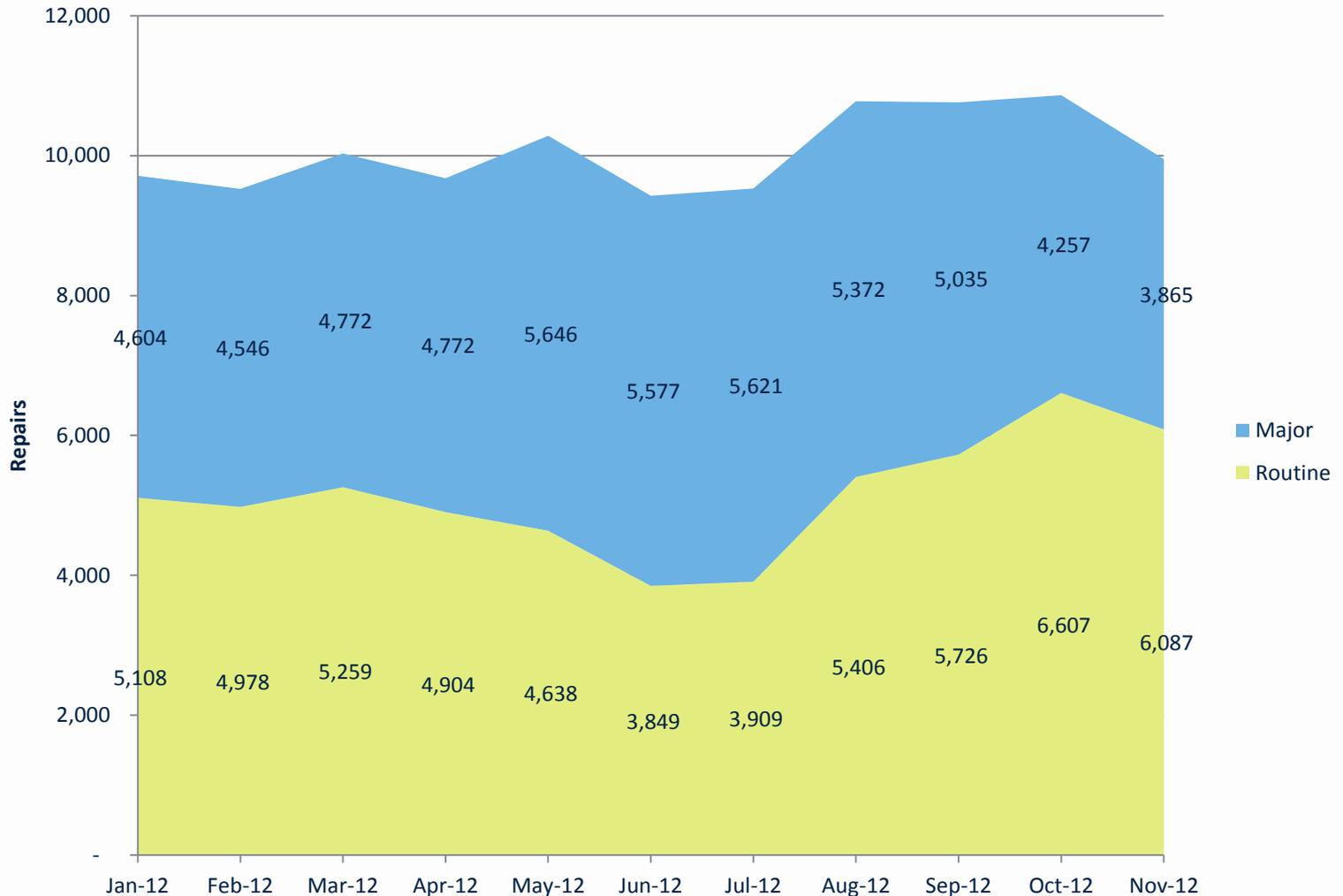
## Status



## Critical Parties

Department of Public Works  
Royal Engineers and All Star Electric

### Cumulative Outstanding Repairs



**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.



# Potholes Filled Significantly Exceed Annual Target

## Issue

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

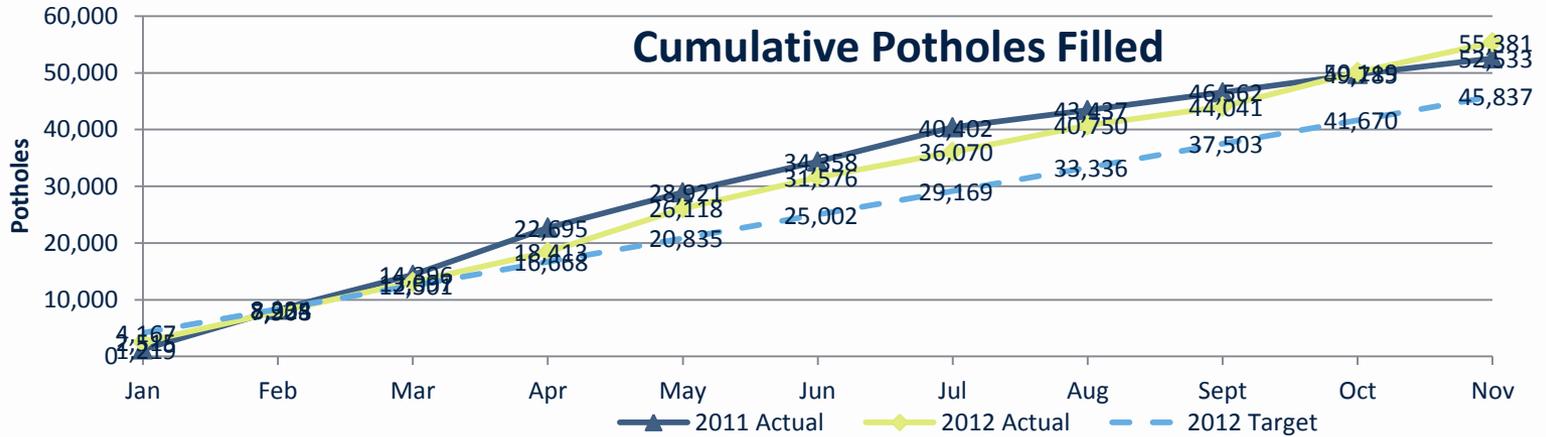
## Status

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

Timeliness data on some pothole filling generated via 311 reporting in 2012

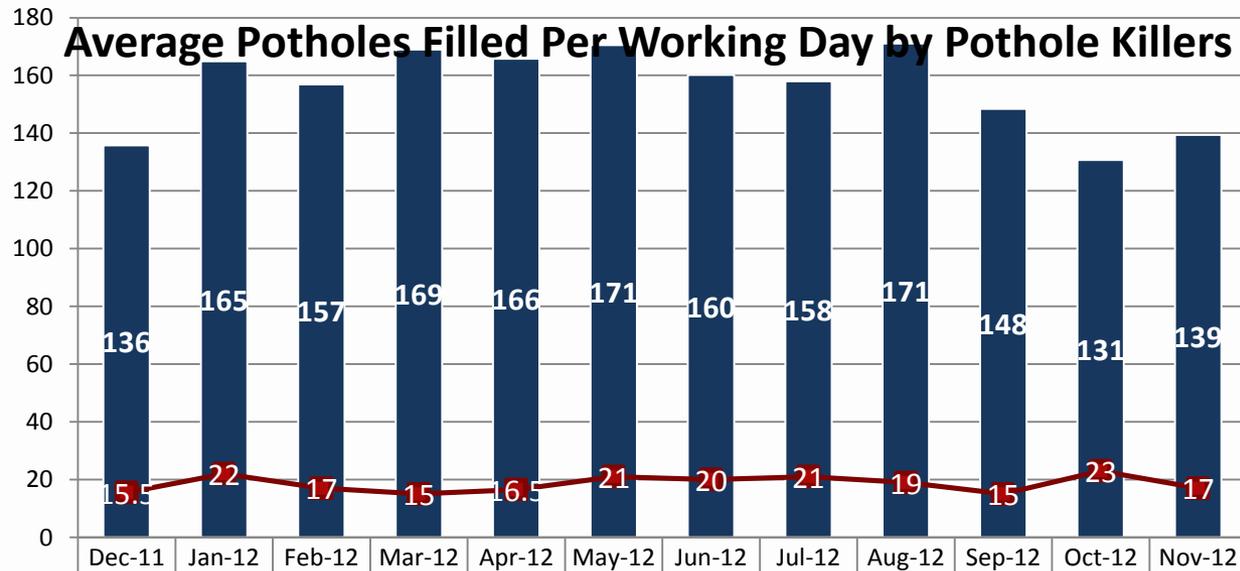
## Critical Parties

Public Works, ITI



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

### Average Potholes Filled Per Working Day by Pothole Killers



■ Avg # Filled per Work Day	136	165	157	169	166	171	160	158	171	148	131	139
■ Total # Working Days	15.5	22	17	15	16.5	21	20	21	19	15	23	17

# Catch Basin Cleanings Significantly Exceed Annual Target

## Issue

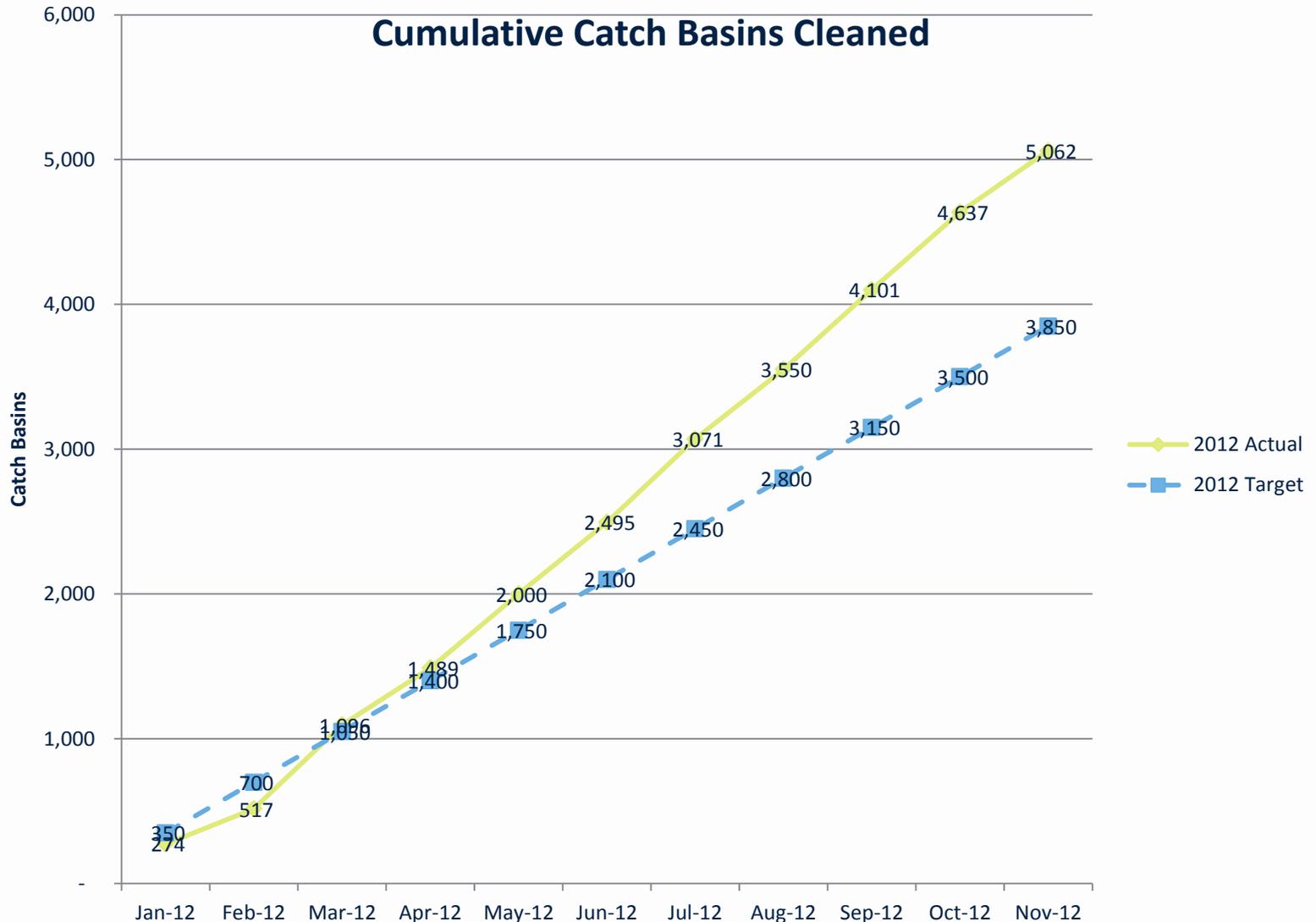
Catch basins when blocked can cause severe flooding in neighborhoods, damage streets, and cause damage to cars and homes.

## Status

2012 annual target has been set at 4,200; monthly results vary due to seasonality

## Critical Parties

Department of Public Works, Sewerage and Water Board



# Public Works: 2013 Performance Plan

## Citywide Result Area: 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.

**Objective:** Maintain and improve public infrastructure

**Key Outcome Measure:** Citizen perceptions of condition of streets (UNO Quality of Life Survey)

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

### Key Performance Indicator

**2013 Target**

Number of potholes filled (DPW)

TBD

**Strategy:** Consistently implement Complete Streets philosophy in streets investments

### Key Performance Indicator

**2013 Target**

Number of streetlight outages restored (DPW)

TBD

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

### Key Performance Indicator

**2013 Target**

Number of catch basins cleaned (DPW)

TBD

**Objective:** Promote Quality Neighborhoods

**Key Outcome Measures:**

- Citizen perceptions of general quality of life (UNO Quality of Life Survey)

### Key Performance Indicator

**2013 Targets**

Average number of calendar days to close 311 abandoned vehicle calls (DPW)

25



# Public Works: Action Items

Date	Responsible Parties	Topic	Action Item	Due	Status
11/1/12	D. Macnamara, J. Soileau, All	Enforcement	Obtain lists of top issues for enforcement from departments, develop enforcement strategy, and provide training to Quality of Life officers	Ongoing	Parks and Parkways and Sanitation provided lists, and DPW is developing a card for officers. OPA, NOPD, and DPW will meet in January to discuss procedures for processing parking tickets, training, and issuance of ticket books to non-Quality of Life officers.
10/4/12	Z. Edmonds, A. Square	Abandoned Vehicles	Contract with additional towing companies for abandoned vehicles	Ongoing	No status reported.
10/4/12	A. Square	Abandoned Vehicles	Map open abandoned vehicle requests for DPW	Ongoing	No status reported.
8/2/12	M. Jernigan, K. Furan	311	Develop accurate communication to citizens re: time to complete requests	Ongoing	DPW recently provided updated scripts re: street lights. 311 team will support updating agent scripts upon receipt.
7/12/12	M. Torri, M. Jernigan	311, Potholes	Incorporate FEMA street repair plans into 311 knowledge base	Ongoing	FEMA street plan info in knowledge base. Overlay on current request data requires further discussion.



**Sewerage and Water Board of New Orleans  
Customer Service Report  
Indicators of Metric Results  
November 2012**

<b>Operations Support</b>	<b>Goal</b>	<b>Goal Met</b>	<b>Within Control Limits</b>	<b>Trend</b>
<b>Billing Accuracy / Reasonable</b>				
	Accuracy of Meters	Green	Green	Green
	Meters Read	Green	Green	Green
	AMR Meters Read	Yellow	Green	Green
	Days in Billing Cycle	Green	Green	Green
	High Bill Complaints	Green	Green	Green
	Adjusted Bills	Green	Green	Yellow
	Average Compared to Cities	Green	Green	Green
	Average Compared to Income	Green	Green	Green
<b>Problem Resolution</b>				
	Customer Contacts	Yellow	Green	Green
	Call Wait Time	Green	Green	Green
	Abandoned Calls	Yellow	Yellow	Yellow
	Low Water Pressure	Yellow	Green	Green
	Water System Leaks	Green	Red	Red
	Sewer System Leaks	Yellow	Green	Green
	Multiple Customer Contacts	Green	Green	Green
	Days from Problem to Resolution	Green	Green	Green
	Backlog of Complaints	Green	Green	Green
<b>Collections Effectiveness</b>				
	Accounts Off for Non-Payment	Yellow	Green	Yellow
	Within 30 Days	Green	Green	Green
	Past Due Between 1 and 90 Days	Green	Green	Green
	Past Due Between 91 and 3 Year	Green	Green	Green
<b>Customer Satisfaction</b>				
	Survey Instrument	Green	Green	Green

**Green = Favorable Variance**

**Yellow = Minimal Variance / No Action Recommended**

**Red = Unfavorable Variance / Action Recommended**



# Sewerage and Water Board of New Orleans

## Meters Read as a Percentage of Total Meters

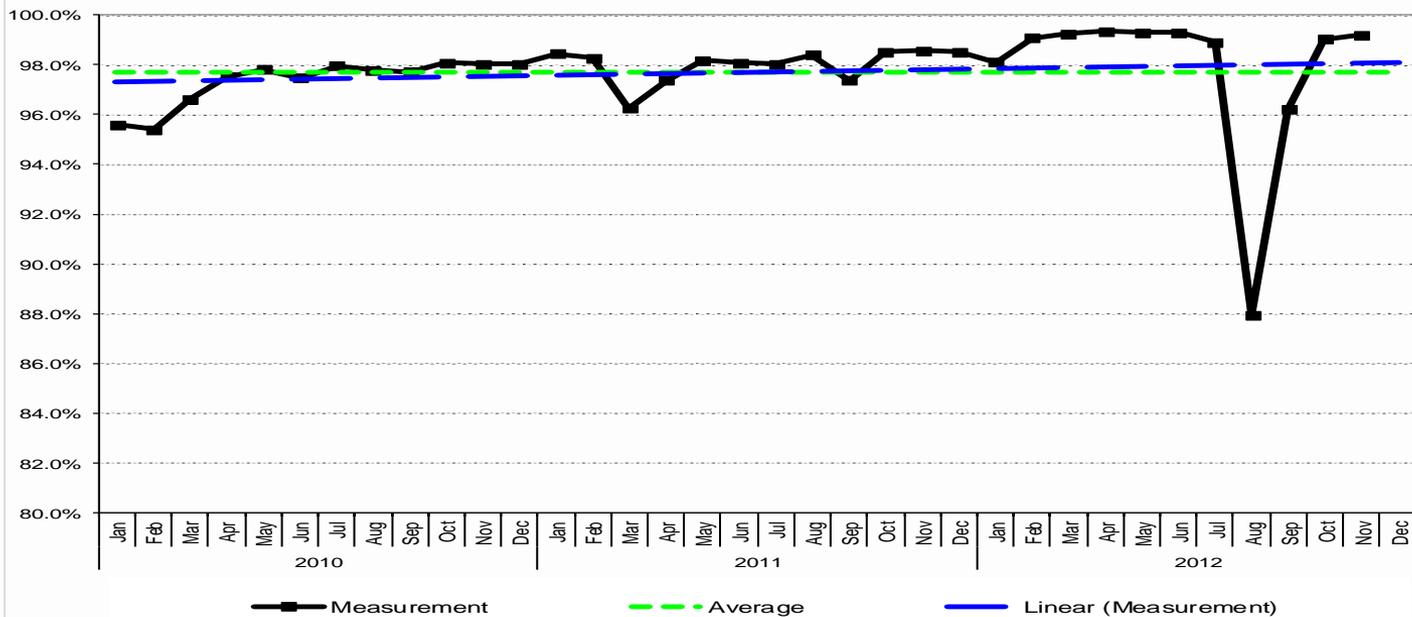
<b>Constituency:</b> Customer Ratepayers	<b>Objective:</b> Provide Accurate Bills	<b>Goal:</b> Read 98% or more of meters each month
<b>Currently Meeting Goal:</b> Yes	<b>Process Operating Within Control Limits:</b> Yes	<b>Trend:</b> Favorable

### 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	Dec
<b>2010</b>	95.6%	95.4%	96.6%	97.5%	97.8%	97.5%	97.9%	97.8%	97.7%	98.1%	98.0%	98.0%
<b>2011</b>	98.4%	98.3%	96.2%	97.4%	98.2%	98.1%	98.0%	98.4%	97.4%	98.5%	98.6%	98.5%
<b>2012</b>	98.1%	99.1%	99.3%	99.3%	99.3%	99.3%	98.9%	87.9%	96.2%	99.0%	99.2%	



# Sewerage and Water Board of New Orleans

## AMR Meters Read as a Percentage of Total AMR Meters

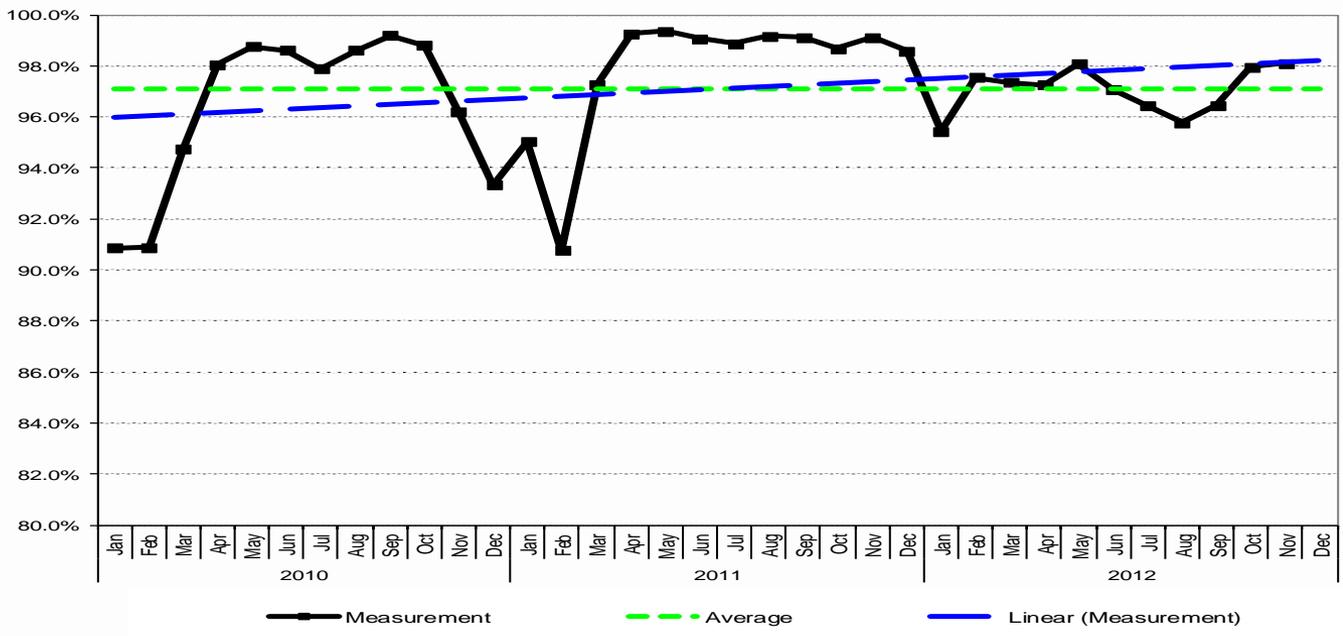
<b>Constituency:</b> Customer Ratepayers	<b>Objective:</b> Provide Accurate Bills	<b>Goal:</b> Read 99.5% or more of AMR meters each month
<b>Currently Meeting Goal:</b> Close	<b>Process Operating Within Control Limits:</b> Yes	<b>Trend:</b> Favorable

### Analysis

Meter reading is a labor-intensive task, requiring 22 meter readers, 6 supervisors, and 1 manager. AMR technology is being piloted to determine if it can improve the accuracy of meter readings, percentage of meters read, and cost per meter reading.

### Plans for Improvement

This is a pilot process being utilized to supplement a permanent process. This process will be targeted for improvement if / when it replaces the permanent process.



**Data Table**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2010</b>	90.9%	90.9%	94.8%	98.0%	98.8%	98.6%	97.9%	98.6%	99.2%	98.8%	96.2%	93.3%
<b>2011</b>	95.0%	90.8%	97.3%	99.3%	99.4%	99.1%	98.9%	99.2%	99.1%	98.7%	99.1%	98.6%
<b>2012</b>	95.4%	97.5%	97.3%	97.2%	98.1%	97.1%	96.4%	95.8%	96.5%	98.0%	98.1%	



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

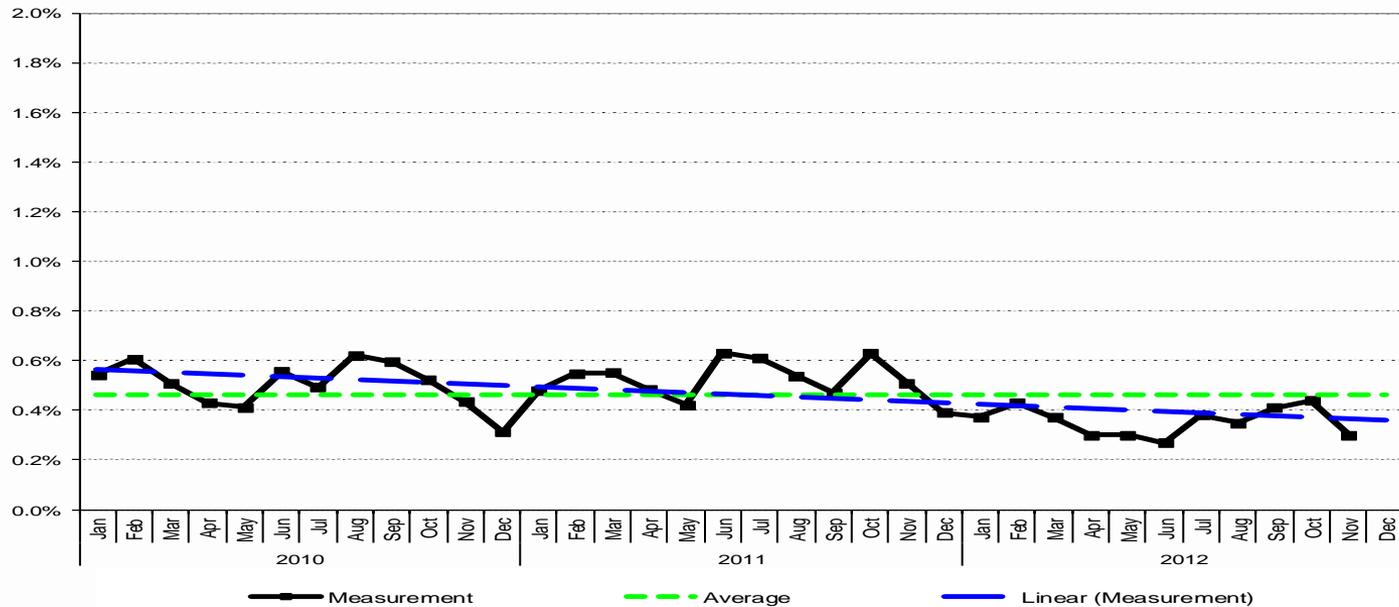
<b>Constituency:</b> Customer Ratepayers	<b>Objective:</b> Provide Accurate Bills	<b>Goal:</b> Reduce percentage over time
<b>Currently Meeting Goal:</b> Yes	<b>Process Operating Within Control Limits:</b> Yes	<b>Trend:</b> Favorable

### 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
<b>2010</b>	0.5%	0.6%	0.5%	0.4%	0.4%	0.6%	0.5%	0.6%	0.6%	0.5%	0.4%	0.3%
<b>2011</b>	0.5%	0.5%	0.6%	0.5%	0.4%	0.6%	0.6%	0.5%	0.5%	0.6%	0.5%	0.4%
<b>2012</b>	0.4%	0.4%	0.4%	0.3%	0.3%	0.3%	0.4%	0.4%	0.4%	0.4%	0.3%	0.3%



# Sewerage and Water Board of New Orleans

## Bills Adjusted as a Percentage of Total Bills Computed

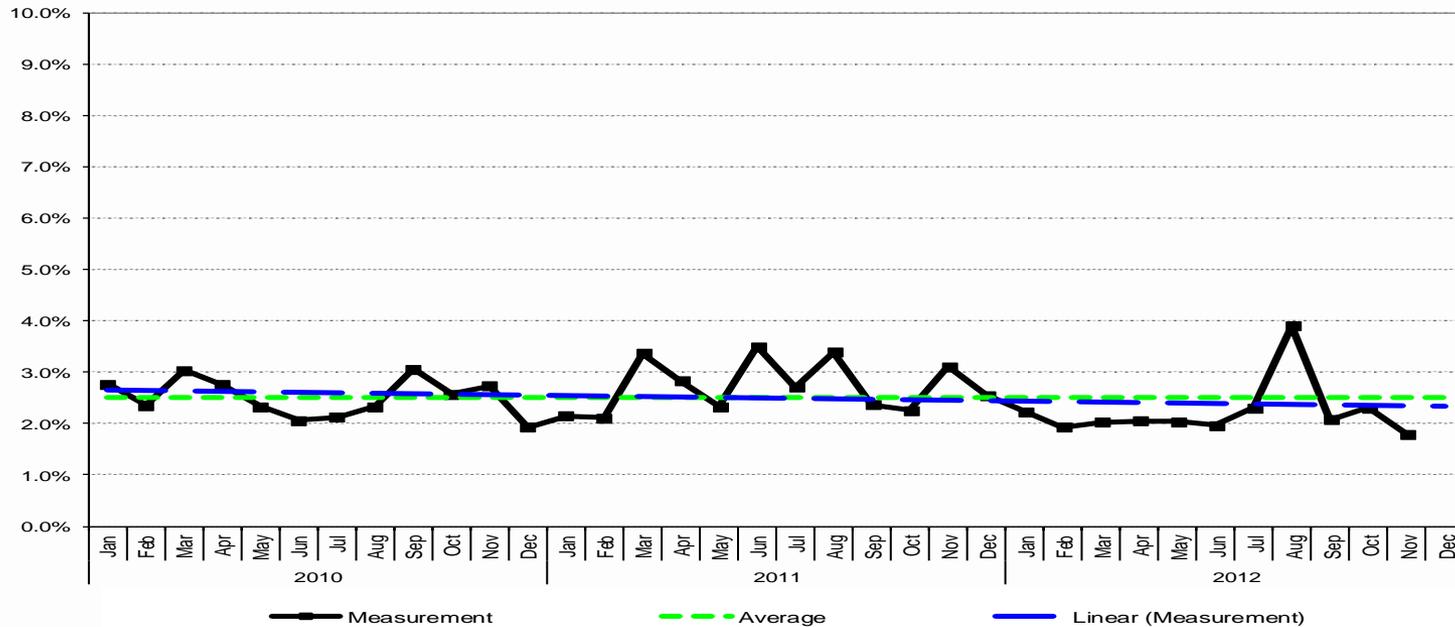
<b>Constituency:</b> Customer Ratepayers		<b>Objective: Provide Accurate Bills</b>	
<b>Currently Meeting Goal:</b> Yes		<b>Process Operating Within Control Limits:</b> Yes	
		<b>Goal: Reduce percentage over time</b>	
		<b>Trend: Level</b>	

### 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	Dec
<b>2010</b>	2.8%	2.4%	3.0%	2.8%	2.3%	2.1%	2.1%	2.3%	3.1%	2.6%	2.7%	1.9%
<b>2011</b>	2.1%	2.1%	3.4%	2.8%	2.3%	3.5%	2.7%	3.4%	2.4%	2.3%	3.1%	2.6%
<b>2012</b>	2.2%	1.9%	2.0%	2.1%	2.0%	2.0%	2.3%	3.9%	2.1%	2.3%	1.8%	



# Sewerage and Water Board of New Orleans

## Total Inbound Customer Contacts

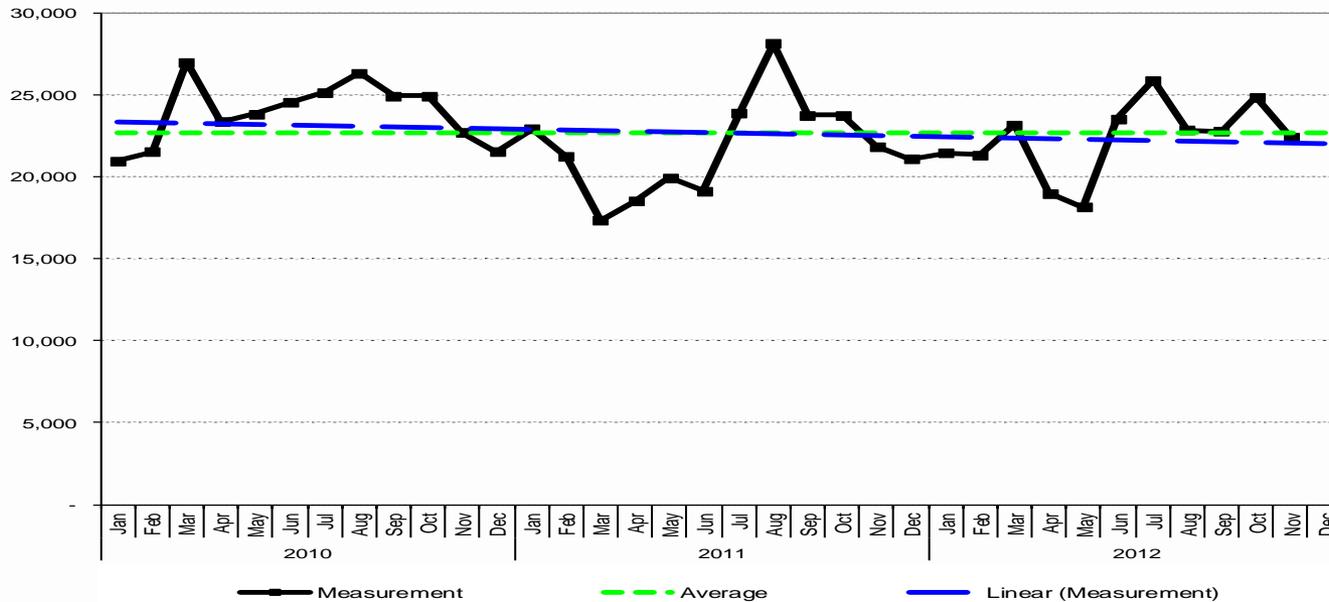
<b>Constituency:</b> Customer Ratepayers	<b>Objective:</b> Provide Timely Information and Respond Promptly to Requests	<b>Goal:</b> Reduce Triggers of Customer Calls
<b>Currently Meeting Goal:</b> Close	<b>Process Operating Within Control Limits:</b> Yes	<b>Trend:</b> Favorable

### Analysis

Customers contact the Sewerage and Water Board to start or end service; to request information about their bill; to report concerns about their water service, sewer connection, street flooding, or solid waste sanitation service; and other matters. The Call Center for emergency repairs is operated continuously, while the Call Center for billing and non-emergency issues is operated from 7 AM to 7 PM. Call volumes can vary significantly month to month.

### Plans for Improvement

Staff is analyzing the events that trigger calls in order to determine methods to reduce the volume. Short term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



	Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2010</b>	20,946	21,501	26,965	23,359	23,811	24,523	25,125	26,322	24,924	24,903	22,680	21,493
<b>2011</b>	22,887	21,210	17,328	18,507	19,943	19,116	23,863	28,102	23,759	23,751	21,839	21,057
<b>2012</b>	21,447	21,313	23,164	18,977	18,149	23,545	25,870	22,818	22,773	24,842	22,438	



# Sewerage and Water Board of New Orleans

## Average Call Wait Time

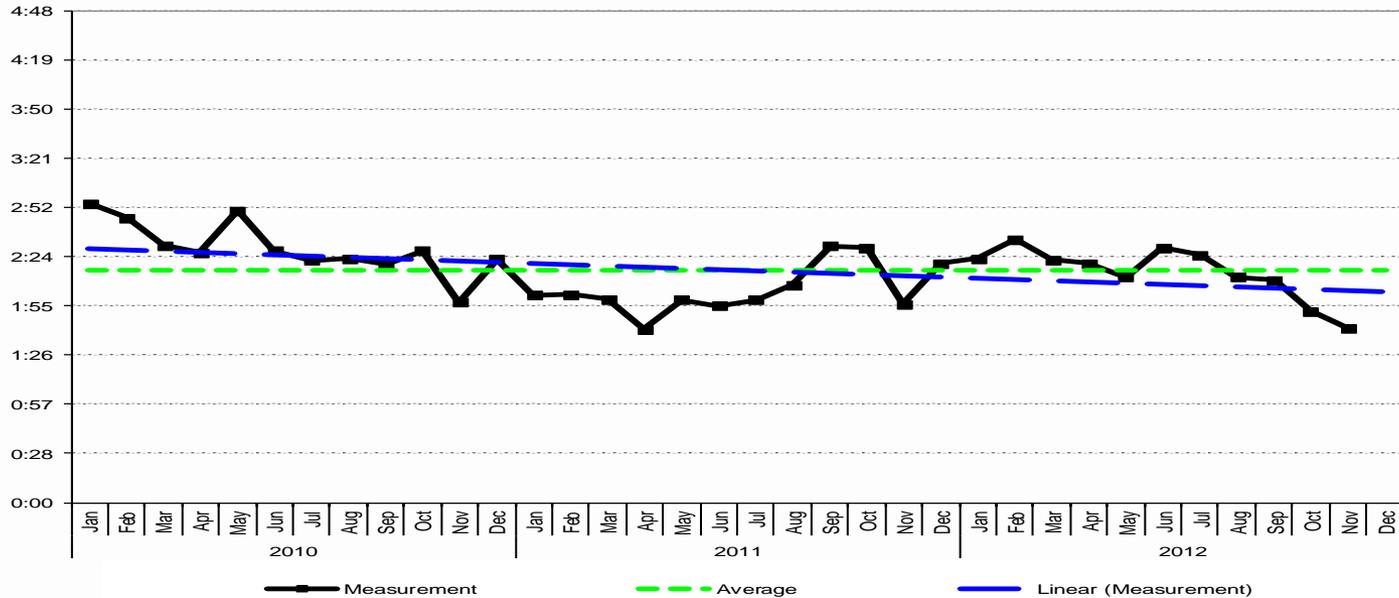
<b>Constituency:</b> Customer Ratepayers	<b>Objective:</b> Provide Accurate Bills	<b>Goal:</b> Reduce percentage over time
<b>Currently Meeting Goal:</b> Yes	<b>Process Operating Within Control Limits:</b> Yes	<b>Trend:</b> Favorable

### Analysis

Customers contact the Sewerage and Water Board to start or end service; to request information about their bill; to report concerns about their water service, sewer connection, street flooding, or solid waste sanitation service; and other matters. The Call Center for emergency repairs is operated continuously, while the Call Center for billing and non-emergency issues is operated from 7 AM to 7 PM. Call volumes can vary significantly month to month.

### Plans for Improvement

Staff is analyzing the events that trigger calls in order to determine methods to reduce the volume. Short term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



**Data Table**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2010</b>	2:55	2:46	2:30	2:26	2:50	2:27	2:21	2:22	2:19	2:27	1:57	2:22
<b>2011</b>	2:01	2:01	1:59	1:41	1:58	1:55	1:58	2:07	2:30	2:29	1:56	2:20
<b>2012</b>	2:22	2:34	2:22	2:20	2:12	2:29	2:25	2:12	2:10	1:52	1:42	



# Sewerage and Water Board of New Orleans

## Calls Abandoned by Customers as a Percentage of Total

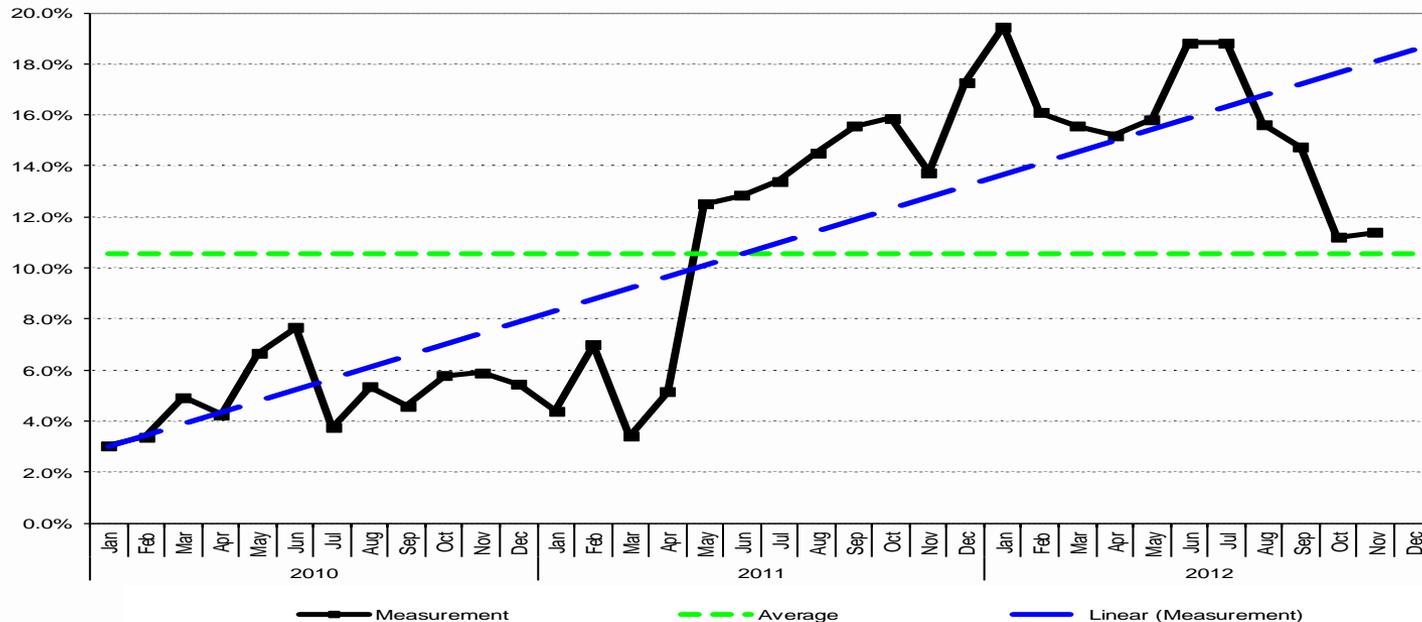
<b>Constituency:</b> Customer Ratepayers		<b>Objective:</b> Provide Timely Information and Respond Promptly to Requests	<b>Goal:</b> Respond to calls with less than 5% abandoned
<b>Currently Meeting Goal:</b> Close		<b>Process Operating Within Control Limits:</b> Close	<b>Trend:</b> Close

### 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.

### Plans for Improvement

In order to resolve the significant increase in abandoned calls, additional employees have been hired and are being trained. Call rollover time has been reduced from 3 minutes to 20 seconds. Medium term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



**Data Table**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2010</b>	3.0%	3.4%	4.9%	4.2%	6.7%	7.7%	3.7%	5.3%	4.6%	5.8%	5.9%	5.4%
<b>2011</b>	4.4%	7.0%	3.4%	5.1%	12.5%	12.8%	13.4%	14.5%	15.6%	15.9%	13.7%	17.3%
<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%	



# Sewerage and Water Board of New Orleans

## Total Service Requests about Low Water Pressure

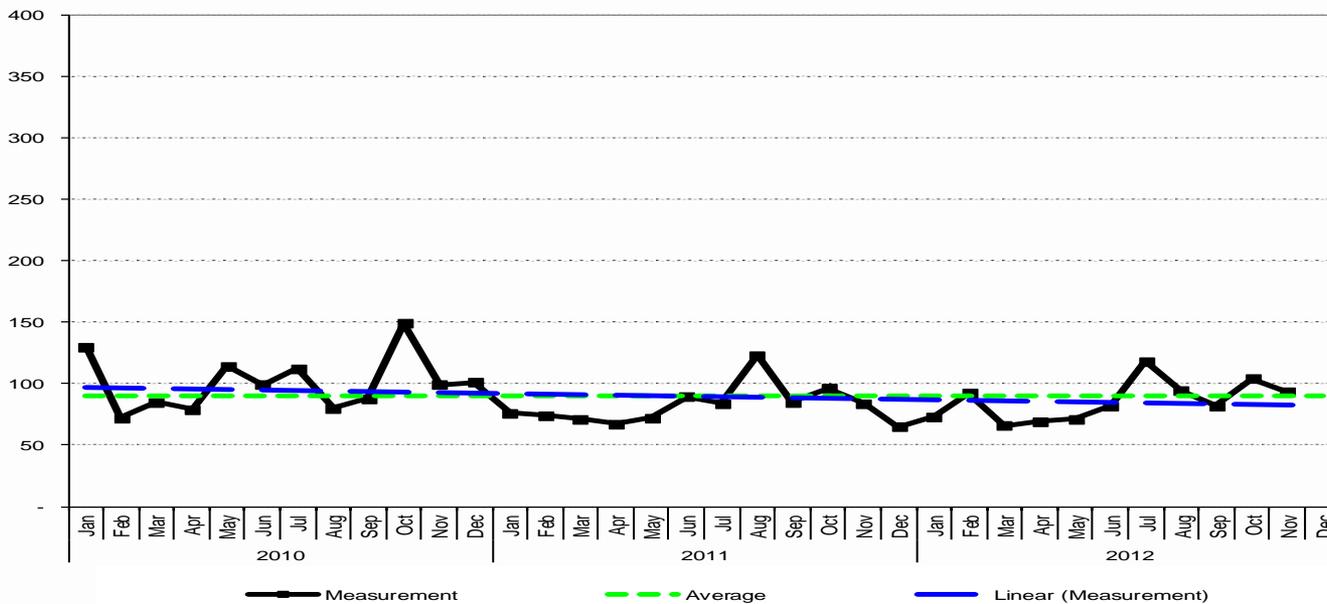
<b>Constituency:</b> Customer Ratepayers	<b>Objective:</b> Provide Timely Information and Respond Promptly to Requests	<b>Goal:</b> Reduce Number of Service Requests
<b>Currently Meeting Goal:</b> Close	<b>Process Operating Within Control Limits:</b> Yes	<b>Trend:</b> Favorable

### 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	Dec
<b>2010</b>	130	72	85	79	114	99	112	80	88	149	99	101
<b>2011</b>	76	74	71	67	72	89	84	123	85	96	84	65
<b>2012</b>	73	92	66	69	71	82	118	94	82	104	93	



# Sewerage and Water Board of New Orleans

## Total Service Requests for Sewer System Leaks

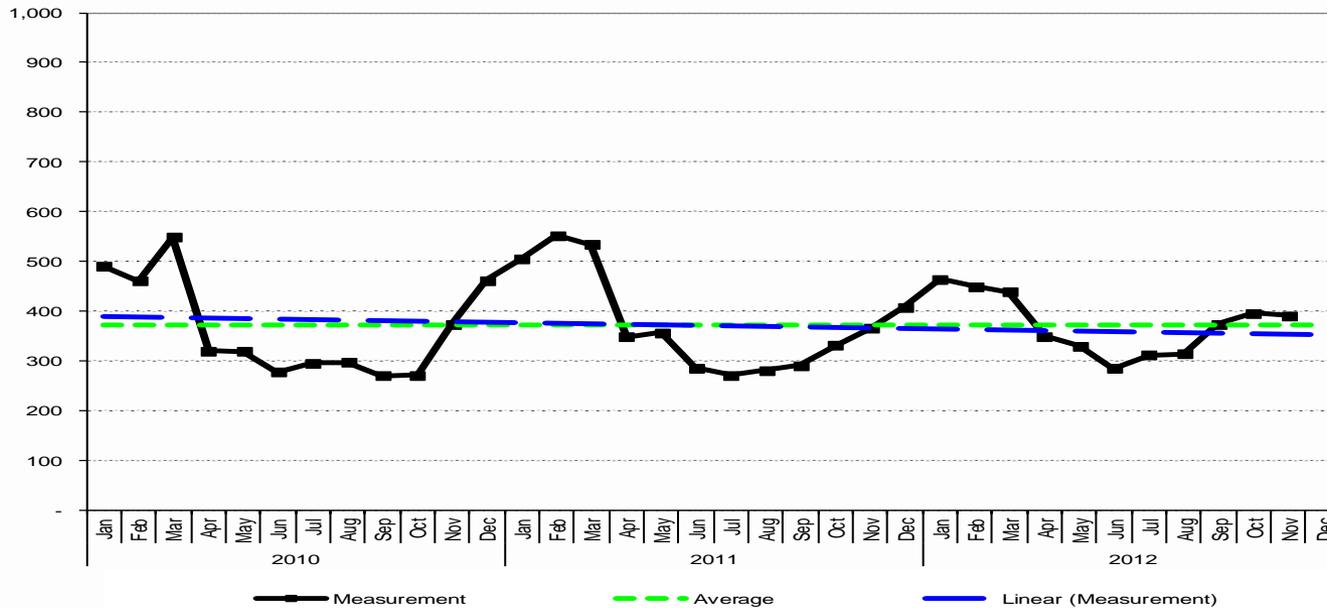
<b>Constituency:</b> Customer Ratepayers	<b>Objective:</b> Provide Timely Information and Respond Promptly to Requests	<b>Goal:</b> Reduce Number of Service Requests
<b>Currently Meeting Goal:</b> Close	<b>Process Operating Within Control Limits:</b> Yes	<b>Trend:</b> Favorable

### 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	Dec
<b>2010</b>	490	460	548	320	318	277	295	296	270	271	374	462
<b>2011</b>	505	552	534	348	356	286	271	280	290	331	365	408
<b>2012</b>	464	449	438	349	329	284	311	313	374	396	391	



# Sewerage and Water Board of New Orleans

## Total Service Requests for Water System Leaks

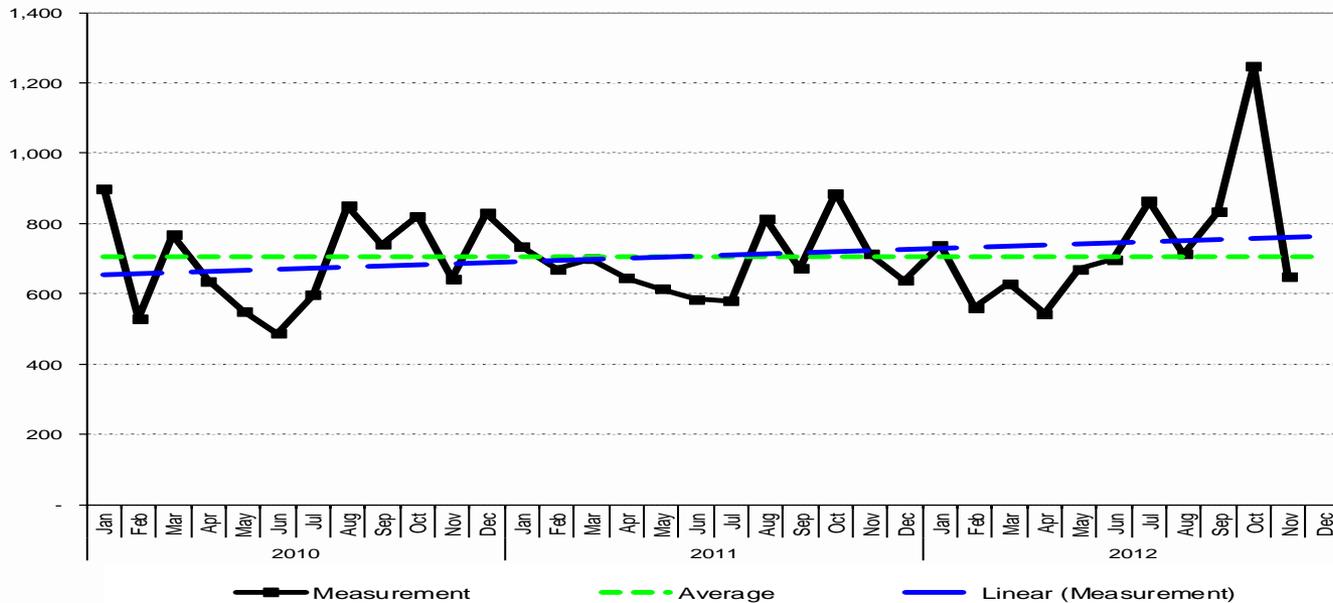
<b>Constituency:</b> Customer Ratepayers	<b>Objective:</b> Provide Timely Information and Respond Promptly to Requests	<b>Goal:</b> Reduce Number of Service Requests
<b>Currently Meeting Goal:</b> Yes	<b>Process Operating Within Control Limits:</b> No	<b>Trend:</b> <span style="color: red;">Unfavorable</span>

### 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	Dec
<b>2010</b>	897	529	767	636	551	487	596	850	741	820	642	830
<b>2011</b>	733	670	700	645	614	584	580	814	672	886	712	638
<b>2012</b>	739	560	629	543	670	697	863	713	833	1,246	648	



# Sewerage and Water Board of New Orleans

## Total Accounts Turned Off for Non-Payment

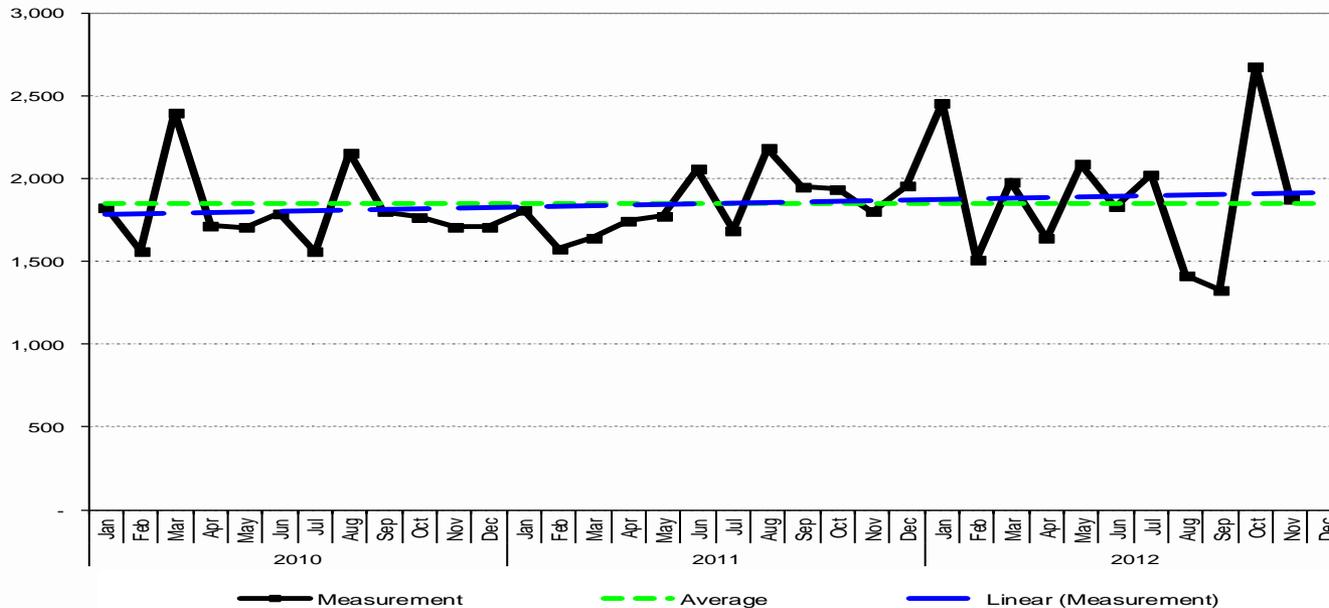
<b>Constituency:</b> Customer Ratepayers	<b>Objective:</b> Ensure Collection of Payments for Services Provided	<b>Goal:</b> None Established
<b>Currently Meeting Goal:</b> Not Applicable	<b>Process Operating Within Control Limits:</b> Yes	<b>Trend:</b> Level

### Analysis

Customers accounts are turned-off for non-payment for balances more than \$50 and over sixty days past due. Although the number of accounts turn-off for non-payment varies widely from month to month, the overall trend is level and no seasonal pattern is apparent.

### 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	Dec
<b>2010</b>	1,823	1,561	2,396	1,715	1,703	1,788	1,558	2,154	1,798	1,767	1,708	1,708
<b>2011</b>	1,807	1,576	1,641	1,744	1,773	2,056	1,687	2,180	1,951	1,933	1,800	1,952
<b>2012</b>	2,456	1,511	1,980	1,638	2,085	1,829	2,024	1,413	1,327	2,676	1,877	



# Tree Work Orders

Time to Close Non-Emergency Work Orders Increases Due to Focus on Mardi Gras Parade Route Trimming

## Issue

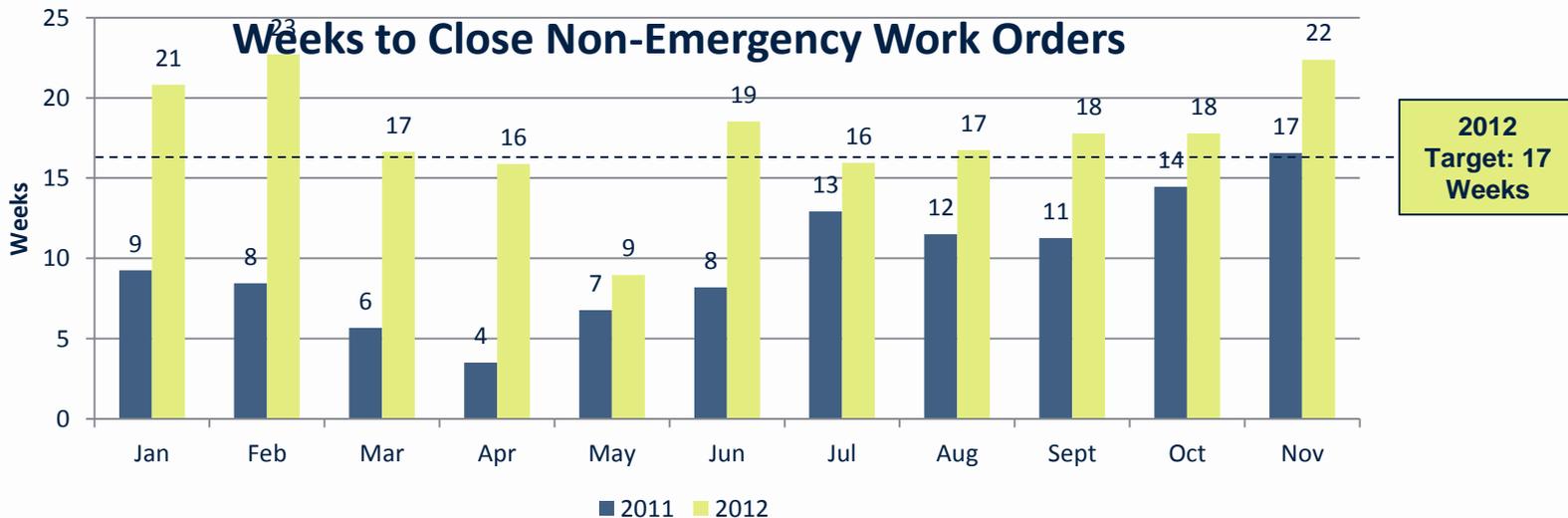
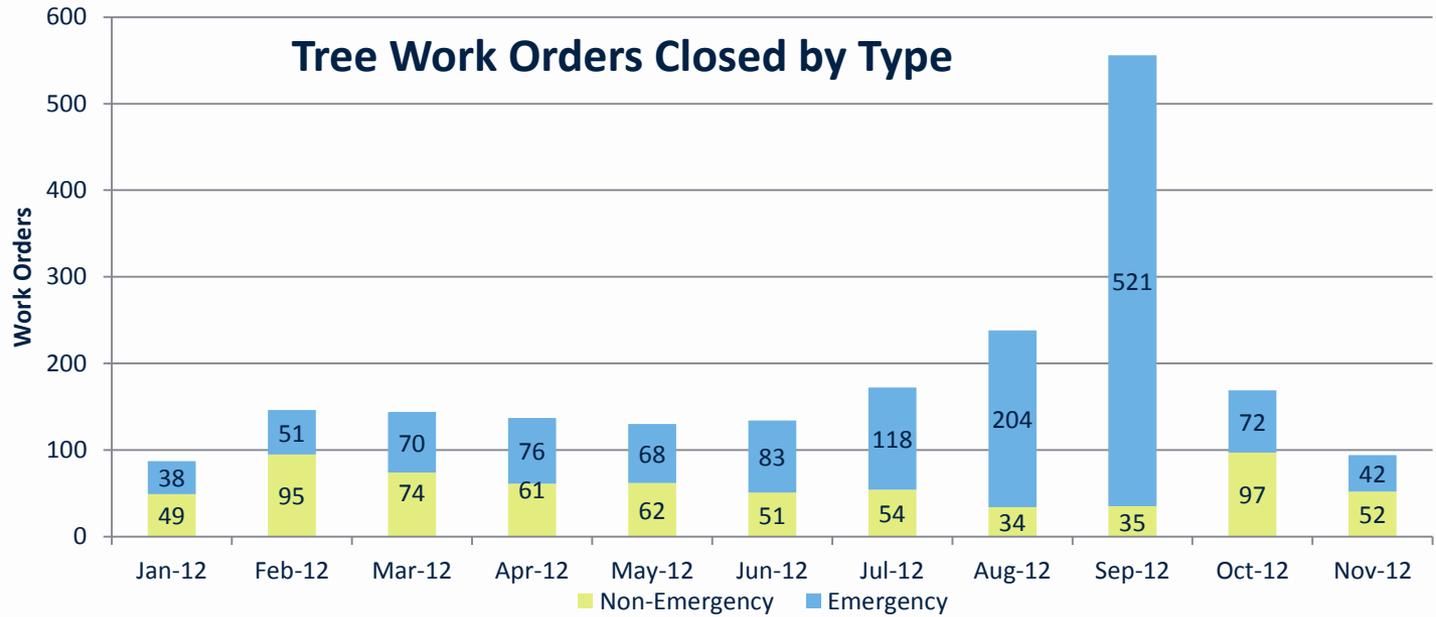
Tree trimming and removal prevents damage to public and private buildings

## Status

Ongoing

## Critical Parties

Parks and Parkways  
ITI  
OPA



# Forestry Activity

### Issue

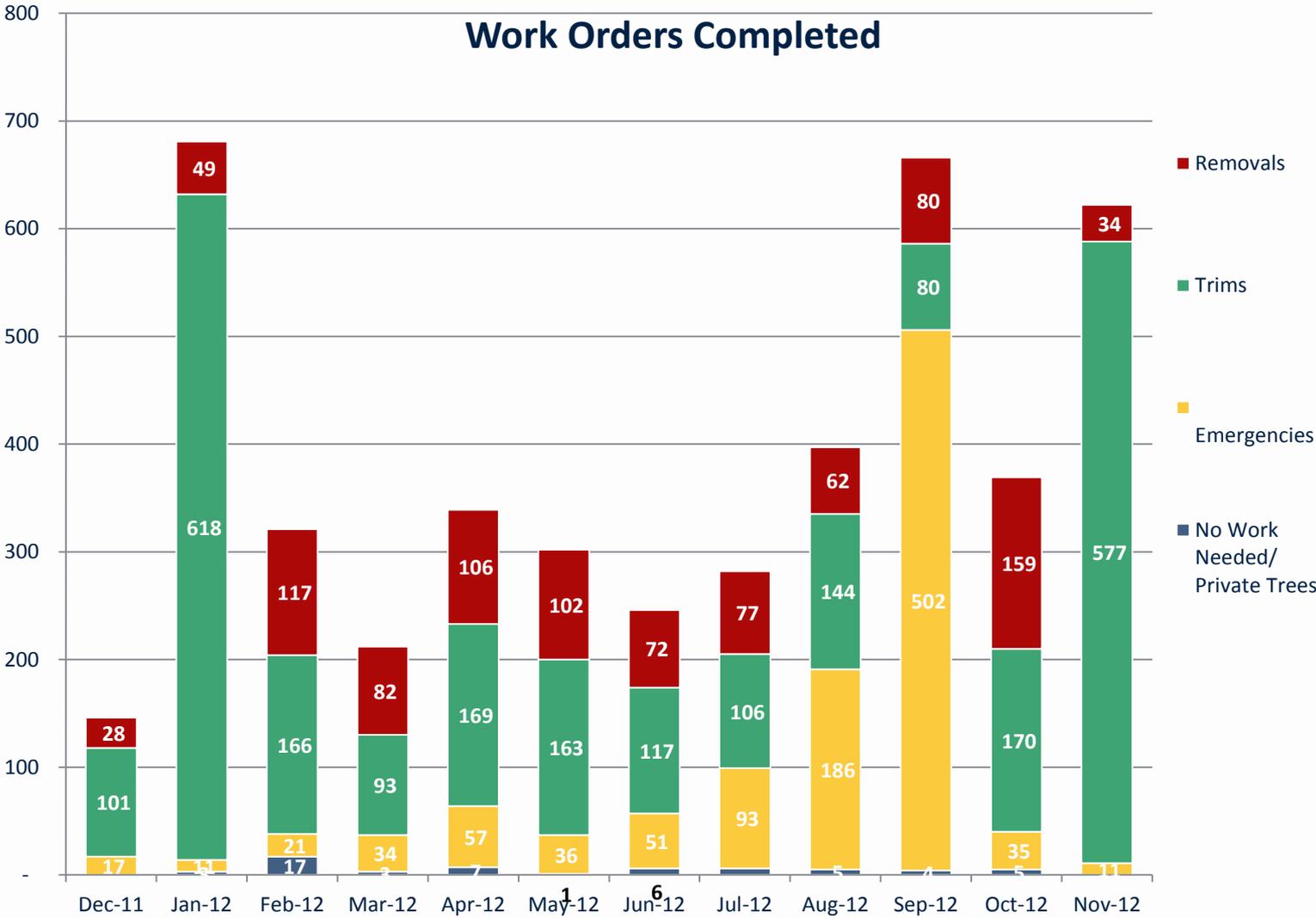
Tree trimming and removal prevents damage to public and private buildings

### Status

Ongoing  
 ITI will work with Parkways to design 311 protocol for implementation during 2<sup>nd</sup> half of 2012

### Critical Parties

Parks and Parkways



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



Source: Department of Parks and Parkways Database Export

# Acres Mowed Significantly Exceed Annual Target

**Issue**

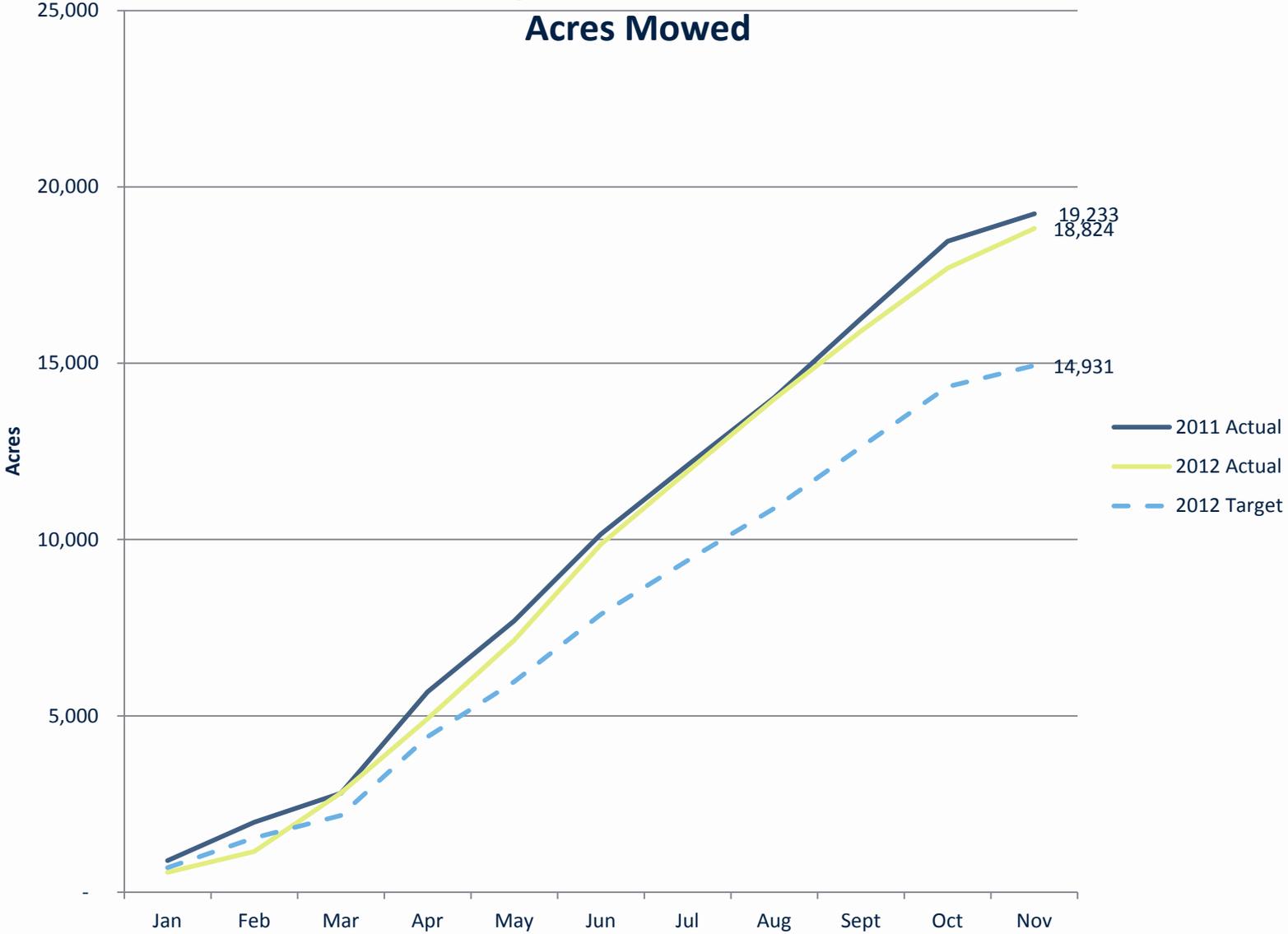
Proper mowing results in healthy and attractive green spaces.

**Status**

Ongoing

**Critical Parties**

Parks and Parkways



Source: Department of Parks and Parkways, December 18, 2012

# Bandit Signs on Public Right-of-Ways

## Remain Below 2011 Levels

### Issue

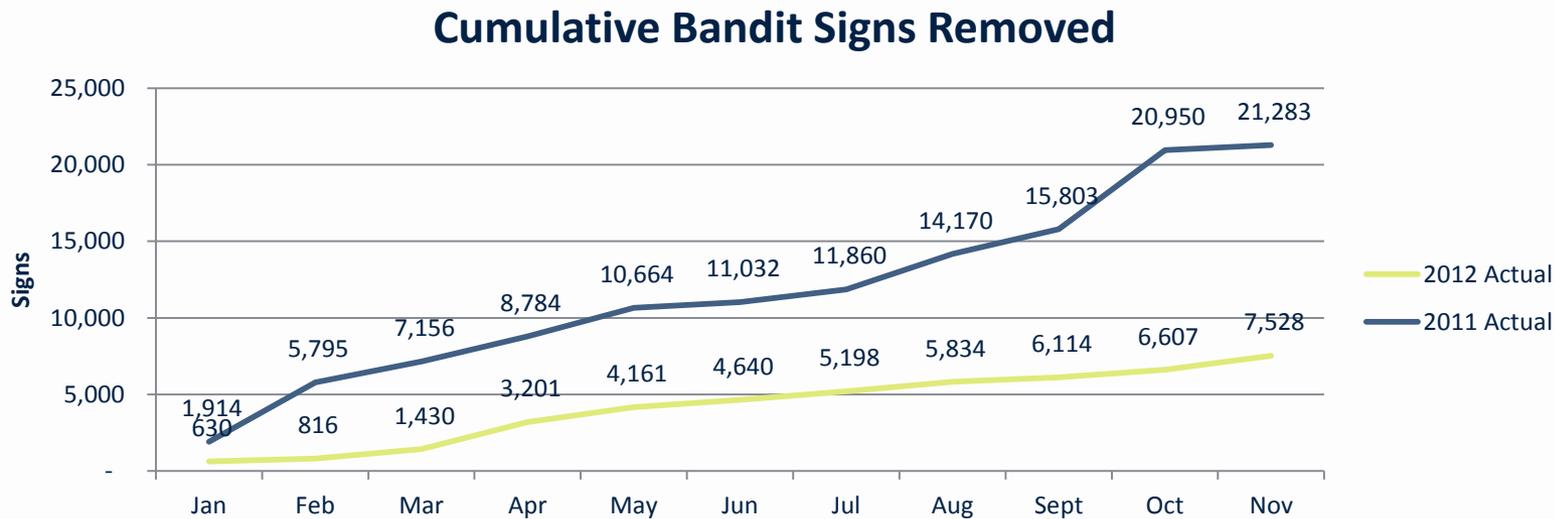
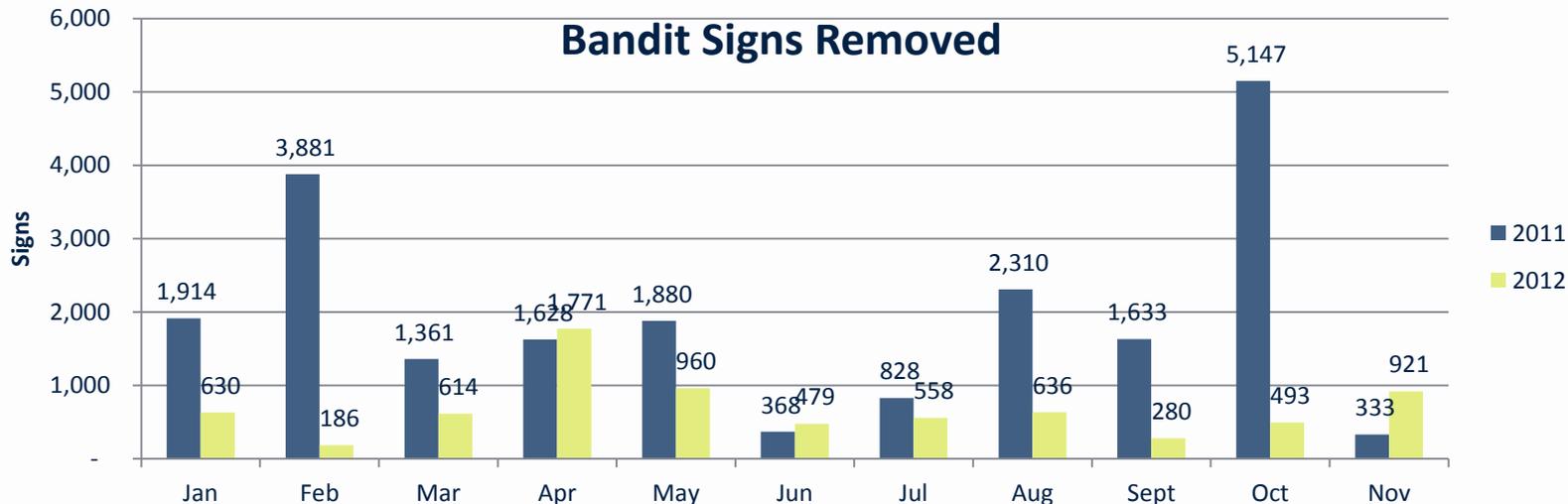
Bandit Signs signal neglect in neighborhoods, create visual clutter, and are private use of public space for advertising

### Status

Monitoring efforts continue  
Letters have been sent to repeat offenders

### Critical Parties

Sanitation, Parks and Parkways



**Source:** Department of Parks and Parkways Illegal Sign Spreadsheet and Working Sign List, November 2012, and Department of Sanitation Monthly Report, November 2012



# Green Spaces: 2013 Performance Plan

## Citywide Result Area: 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.

**Objective:** Promote Quality Neighborhoods

### **Key Outcome Measures:**

- Citizen perceptions of general quality of life (UNO Quality of Life Survey)
- Citizen perceptions of parks and recreation (UNO Quality of Life Survey)
- ParkScore (based on acreage, service and investment, and access) (Trust for Public Land)

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

### **Key Performance Indicators**

### **2013 Targets**

Total number of acres mowed (*Parks & Parkways*)

15,000

Percent of major corridor acres mowed on a 1-3 week cycle during peak growing season (*Parks & Parkways*)

75%

Average number of weeks to complete non-emergency tree service calls (*Parks & Parkways*)

17



# Sanitation Ranger and Quality of Life

## ABOs, Litter, and Tire Dumping

### Issue

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

### Status

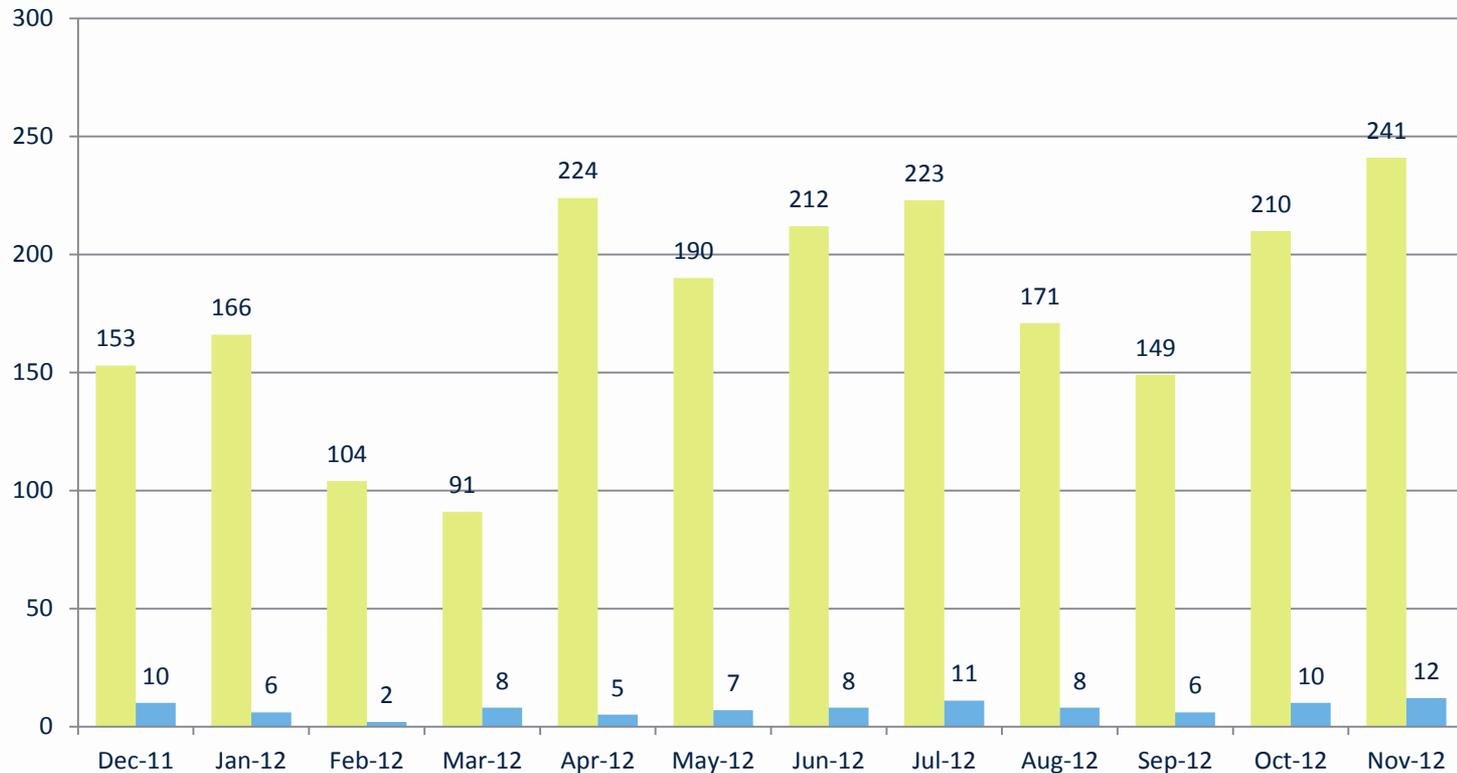
Sanitation is integrating this workflow with 311

### Critical Parties

Sanitation, NOPD

### Follow-Up

### Sanitation Enforcement Activity



	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12
Inspections	153	166	104	91	224	190	212	223	171	149	210	241
NOPD Summons	10	6	2	8	5	7	8	11	8	6	10	12

**Note:** Additional inspections performed and summons issued by the NOPD Quality of Life officers were included in the totals beginning in November 2012.



# Sanitation Tires and Illegal Dumping Sites

## Issue

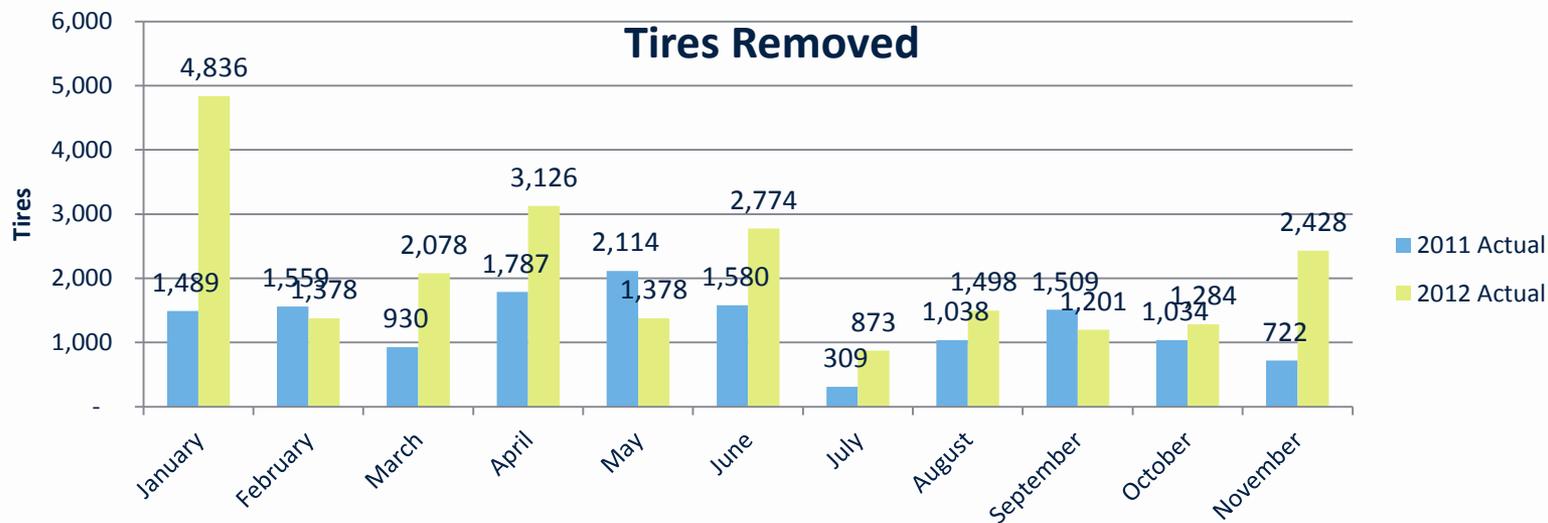
Dumping sites are a risk to public health and contribute to a sense of neighborhood neglect

## Status

Included in initial 311 rollout  
 Work Order intake system with mapping needed  
 Sanitation and Law are researching alternative methods of addressing these ongoing challenges

## Critical Parties

Sanitation  
 Law



# Sanitation: 2013 Performance Plan

## Citywide Result Area: 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.

**Objective:** Promote Quality Neighborhoods

### **Key Outcome Measures:**

- Citizen perceptions of general quality of life (UNO Quality of Life Survey)
- Citizen perceptions of trash pickup (UNO Quality of Life Survey)

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

### **Key Performance Indicators**

### **2013 Targets**

Number of illegal dumping sites cleared (*Sanitation*)

900

Average days to close illegal dumping 311 cases (*Sanitation*)

est. baseline

Average days to close missed trash pick-up 311 cases (*Sanitation*)

est. baseline



# Sanitation: Action Items

Date	Responsible Parties	Topic	Action Item	Due	Status
11/1/12	D. Macnamara	Enforcement (overgrown lots, trash, signs, and graffiti)	Research feasibility of changing citations to utilize cameras and electronic processing.	Ongoing	D. Macnamara coordinating with M. Sherman.
10/4/12	C. Sylvain-Lear	Signs	Develop a plan for PSAs for businesses.	Ongoing	Letter sent to candidates for office on 10/11/12. Draft letter sent to Safety and Permits (S&P) for additional references on 10/29/12. S&P to provide code references.
7/12/12	E. Williams, C. Sylvain-Lear	Bandit Signs	Pursue civil actions against repeat bandit sign offenders	Ongoing	While Law believes that actions in Civil District Court may be brought in the form of injunctions, this may not be the best use of City resources. The City may wish to consider other avenues prior to filing suit. Law is exploring various options and needs further policy direction.
7/12/12	C. Sylvain-Lear	Tire Dumping	Explore federal grants to address tire dumping	Ongoing	Calls and on-line search initiated. Applied for a Keep America Beautiful and Keep Louisiana Beautiful grants for surveillance cameras and other items related to inspections, education, and increased enforcement. To date, unsuccessful in obtaining a grant.
7/12/12	E. Williams, C. Sylvain-Lear	Tire Dumping	Consider increasing barriers to entry for tire shops via changes in occupational license requirements	Ongoing	Law and Sanitation met to discuss on 1/2/13. Sanitation will coordinate with Safety and Permits.



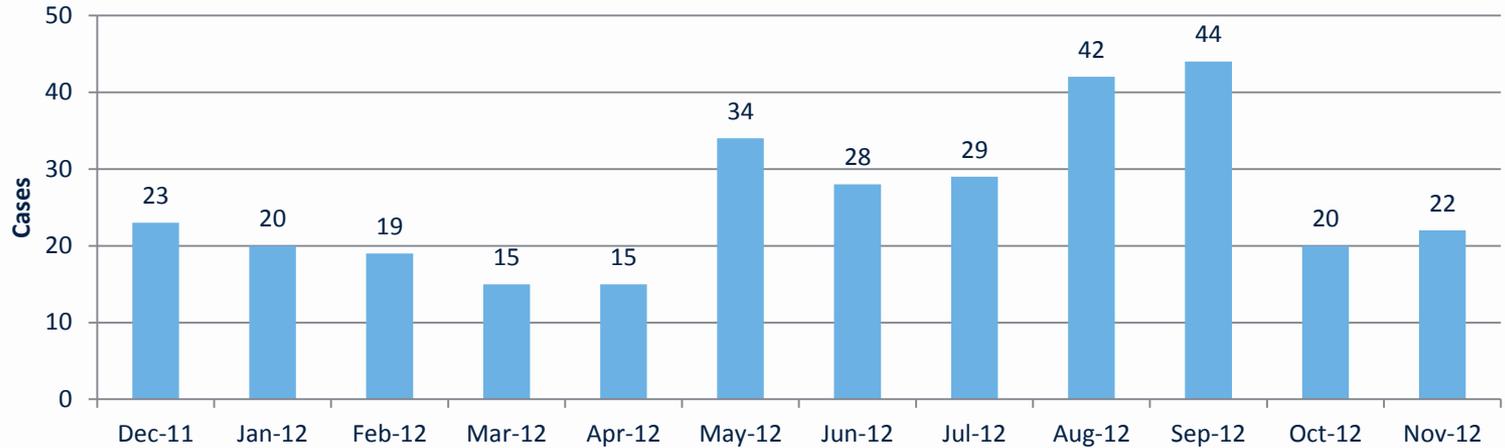
# Sanitation: Action Items

Date	Responsible Parties	Topic	Action Item	Due	Status
7/12/12	E. Williams, C. Sylvain-Lear	Enforcement	Draft ordinance allowing officers to issue tickets for sanitation issues	Ongoing	Law believes that drafting of an ordinance is feasible. Research on the legislation is being conducted by Assistant City Attorney Claire McDonald. In addition to the authority to issue citations by Sanitation Rangers, Law is currently exploring these and other enforcement issues under Chapter 6.
6/7/12	D. Macnamara	Tire Dumping	Coordinate training on occupational licenses for Quality of Life officers, in conjunction with code enforcement training	Ongoing	Training sessions are ongoing. Unfortunately, subject areas are broad. The training has been done on a platoon level. With 24 platoons, a means of addressing more officers at once needs to be explored.
4/5/12	L. Diaz	Garbage	Reach out to neighborhood orgs and volunteer groups to encourage pre-notification to Sanitation of clean-up needs	Ongoing	Pre-notifications have increased as a result of disseminating information to orgs, but some are still after the fact.
3/1/12	D. Macnamara, C. Sylvain-Lear	Tire Dumping	Continue to research feasibility of city or state legislation to mandate tagging of recycled tires at point of removal from vehicle, to assist in identifying sources of illegal dumping.	Complete	New legislation does not appear feasible. Increased enforcement on the local level will address this problem.



# Alcohol Beverage Outlet (ABO) Cases Prosecuted Significantly Exceed Annual Target

## ABO Tax and Nuisance Cases Prosecuted



## Cumulative ABO Tax and Nuisance Cases Prosecuted



### 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



# ABO Cases: 2013 Performance Plan

## Citywide Result Area: Public Safety

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

**Objective:** Ensure safe and secure neighborhoods, and reduce the murder rate

### Key Outcome Measures:

- Homicide rate
- Violent crime rate
- Property crime rate
- Felony recidivism rates
- Fatal traffic accidents per 1,000 population

**Strategy:** Effectively and fairly administer justice

### Key Performance Indicators

### 2013 Targets

Number of tax and public nuisance cases filed before the ABO Board (*Law*)

200

Percent of ABO tax cases resolved within 60 days (*Law*)

93%

## Action Items

Date	Responsible Parties	Topic	Action Item	Due	Status
11/1/12	D. Macnamara, D. Gibliant, J. Soileau	ABOs	Compile data on crimes, such as disturbing the peace, to use to prioritize ABO prosecutions	Ongoing	ITI provided police accident and disturbance reports to DPW and Law on 12/10



# Inspections: 2013 Performance Plan

## Citywide Result Area: Economic Development

**Goal:** Spur the growth of a diverse, inclusive economy that creates good-paying jobs provides equal access to economic prosperity.

**Objective:** Promote business growth and job creation

**Key Outcome Measure:** Value of residential and commercial construction

**Strategy:** Foster a business-friendly regulatory environment, including streamlining the permitting process

### Key Performance Indicator

**2013 Target**

Average number of days to respond to an inspection request (*Safety and Permits*)

3

## Action Items

Date	Responsible Parties	Topic	Action Item	Due	Status
11/1/12	J. Soileau, J. Munster	Safety and Permits Inspections	Incorporate inspection timeliness measure into QualityofLifeSTAT	3/7/12	Safety and Permits inspections data will be entered into LAMA system for tracking beginning in January.

## Other Priority Safety and Permits Initiatives

- Formalize building permit procedures, specifically relating to creating a written policy for foundation releases
- Teaching customers how they can better and more effectively interact with the Department
- Enable online submission of applications and construction drawings
- Revise and update the Department's Employee Policy and Procedure handbook



# 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?

