



CITY OF NEW ORLEANS

QualityofLifeSTAT

March 7th, 2013

(Reporting Period: January, 2013)

www.nola.gov/opa

Agenda

8:00-8:05 Introduction and Announcements

8:05-8:30 Open and Effective Government

8:30-9:30 Sustainable Communities

9:30-10:00 Public Safety



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 topics that are Citywide, 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 discuss complaints about specific locations in depth.

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.



City Strategic Framework

Mission

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

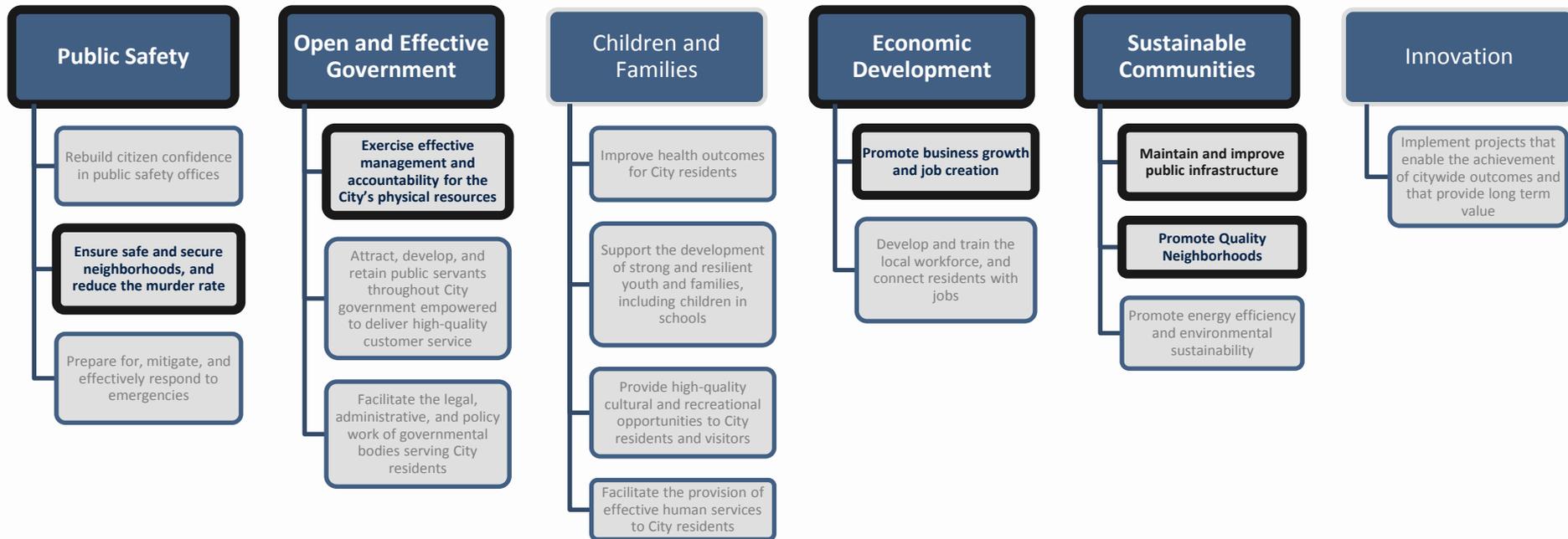
Values

Integrity, Excellence, Transparency, Teamwork, Responsiveness, Innovation, Diversity and Inclusion

Vision

New Orleans is a model city. We are a unified city. We are a creative city.

Result Area Goals and Objectives



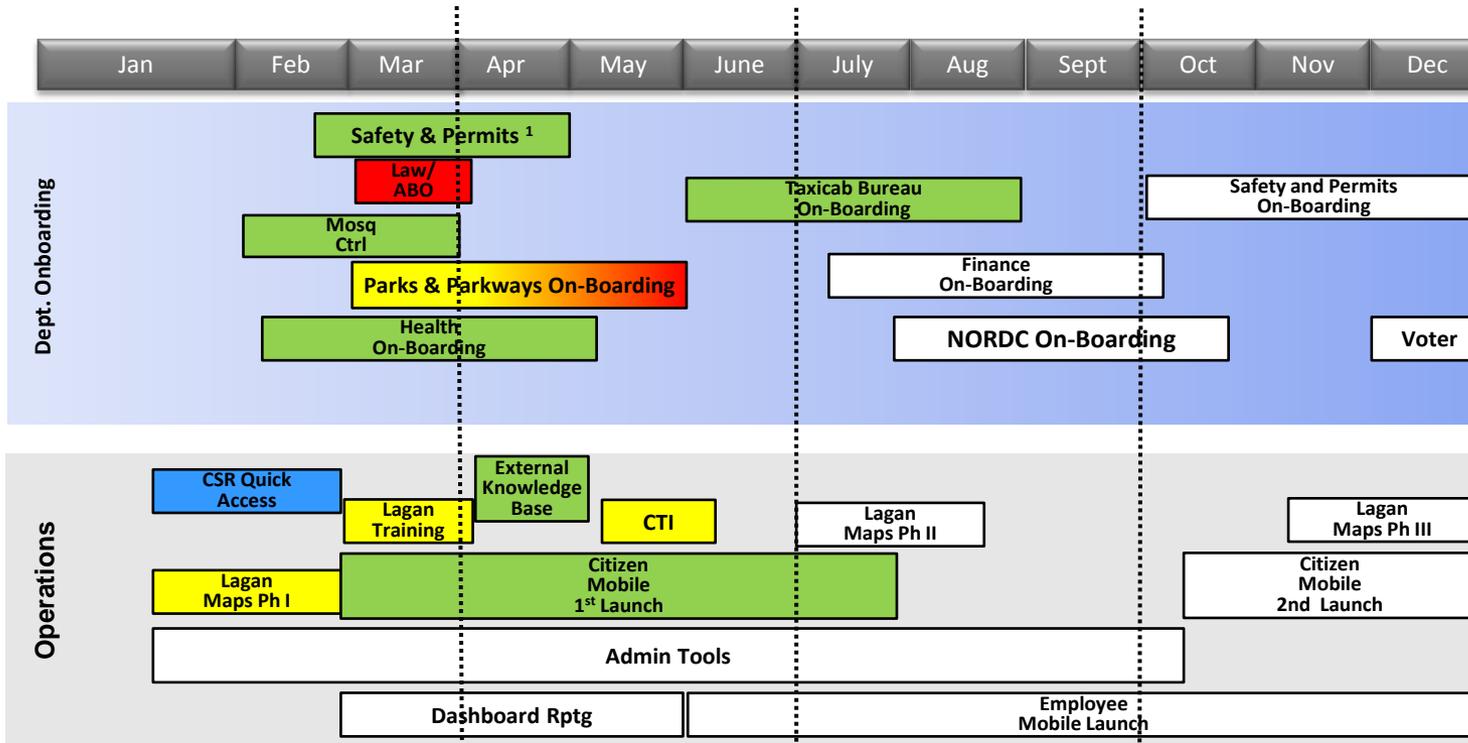
Open and Effective Government

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

Objectives and Strategies	Outcome Measures
<p>Exercise effective management and accountability for the City's physical resources</p> <ol style="list-style-type: none"> Effectively steward the City's financial resources Manage the City's information and analyze the City's performance data Manage vendor relationships and provide oversight of City contracts Responsibly support the City's capital assets 	<ul style="list-style-type: none"> Bond ratings (S&P, Fitch, Moody's) Comprehensive Financial Statement Audit Opinion Property tax collection rate (two year) Satisfaction with ITI services Average number of respondents to bids and RFPs
<p>Attract, develop, and retain public servants throughout City government empowered to deliver high-quality customer service</p> <ol style="list-style-type: none"> Cultivate a high-quality City workforce Provide fair and reasonable benefits to City employees and retirees 	<ul style="list-style-type: none"> Turnover rate Employee engagement and satisfaction (specific questions TBD from an internal survey)
<p>Facilitate the legal, administrative, and policy work of governmental bodies serving City residents</p> <ol style="list-style-type: none"> Govern the City with integrity and accountability Defend the City's legal interests Promote civic engagement Facilitate, link, and leverage resources with external organizations 	<ul style="list-style-type: none"> Citizen satisfaction with overall government services (UNO Quality of Life Survey) Philanthropic resources secured



2013 NOLA 311 Roadmap



1Q Completed

- Automated Escalations – GSR
- “Onboarding” Project Plan
- Enhanced monthly metrics reviews
- Increased Mgmt Reporting
- CSR Quick access
- New Call Recording System Implemented
- Super Bowl preparedness/support
- Surge Plan completed/executed
- Move case closer to Operations
- Property Tax Support
- Proactive review of FCR

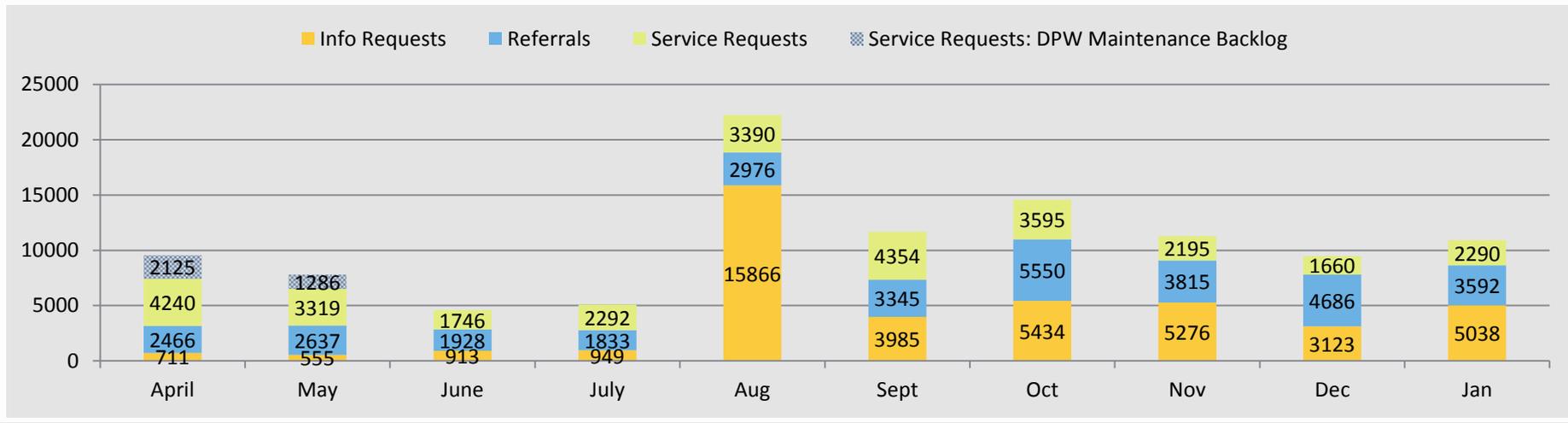
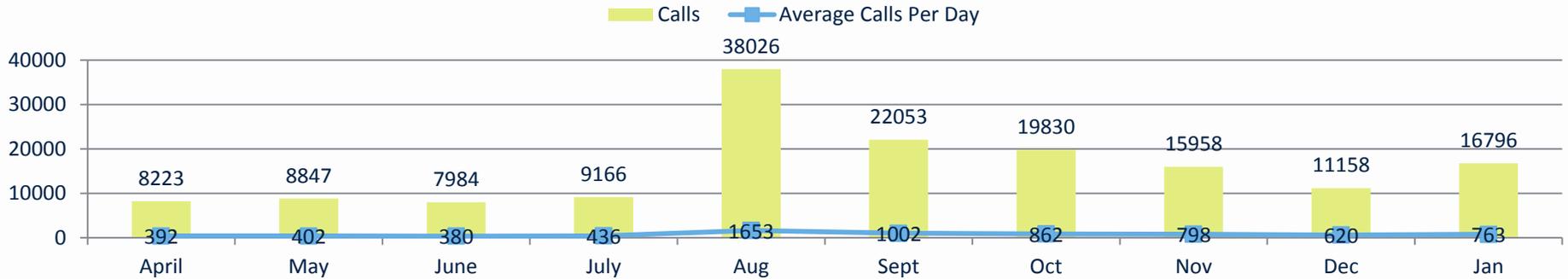


Health	Current Phase	Department	KB Topics	Service Requests	LAMA Permits
On Target	Cross training starting SR Development planned	Health	22	2	2
On Target	Call Reviews and BPA planned week of 3/4/13	Mosquito Control	14	3	0
Concerns	Review of SRs/IRs to begin	Parks & Parkways	10	3	8

Removed from Roadmap
De-duplication (not needed)
Taxi – Initial

Roadmap Dates Changes
Extended Mosquito into March

NOLA 311

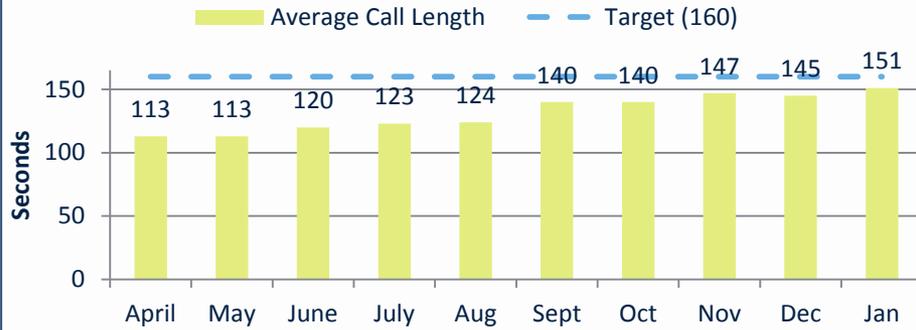


Action Items

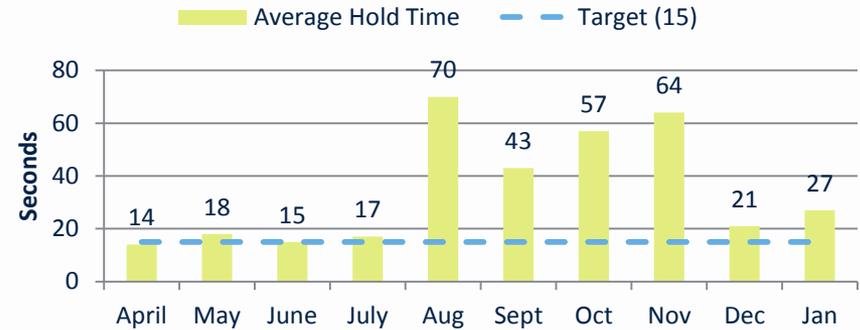
Date	Responsible Parties	Action Item	Due	Status
10/4/12	K. Furan	Coordinate with or integrate Entergy for future hurricanes	Ongoing	
7/12/12	M. Torri, M. Jernigan	Incorporate FEMA street repair plans into 311 knowledge base	Ongoing (Long term)	Once Lagan Maps functionality is available, will coordinate to incorporate and use data

NOLA 311

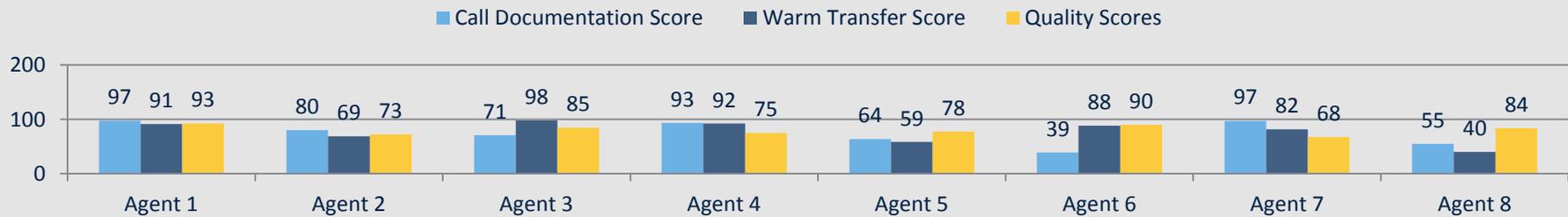
Average Call Length



Average Hold Time



Agent Scores in January



311 Action Items

Responsible Parties	Action Item	Due	Status
K. Furan	Review warm transfers for Sanitation and DPW to verify that the correct types of calls are transferred. Look for areas to improve the Knowledge Base and CSA re-training to lower the number of calls warm transferred.	4/1/13	

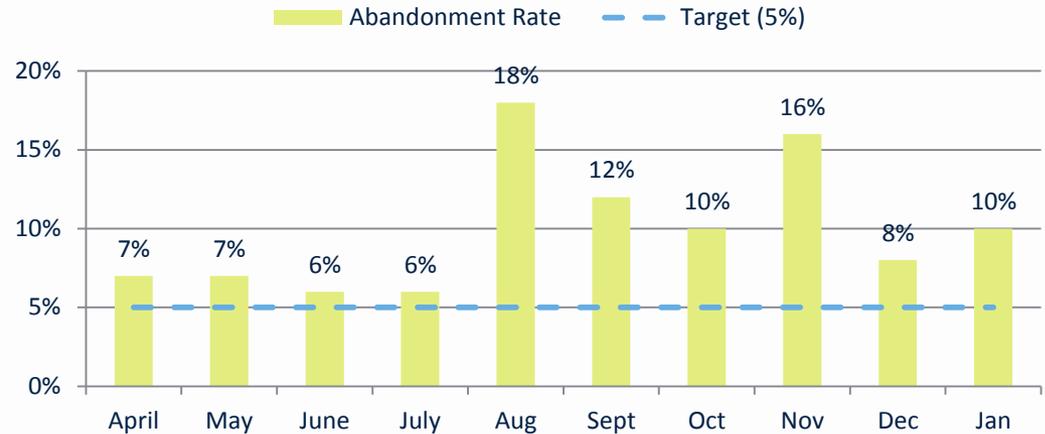


Key Performance Indicator: Call abandonment rate for 311

Responsible Organization: Information Technology and Innovation

2013		
January Actual	Annual Target	Status
10%	5%	Off Target

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

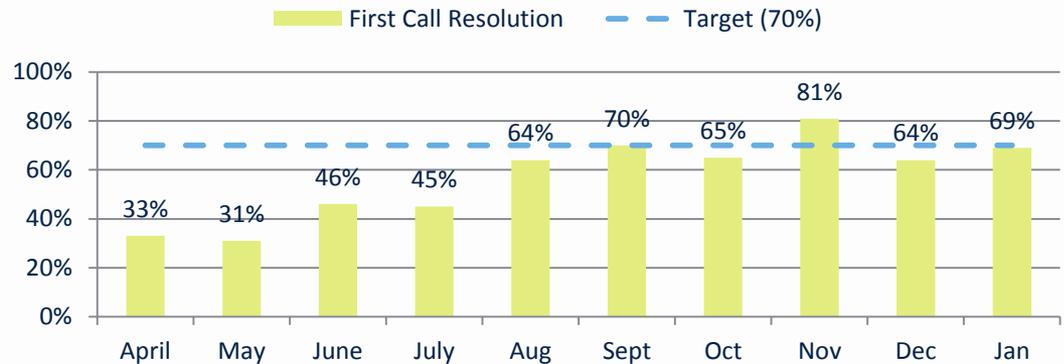


Key Performance Indicator: Average monthly percent of 311 first call resolution

Responsible Organization: Information Technology and Innovation

2013		
January Actual	Annual Target	Status
69%	70%	Within 10% of Target

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



Note: First call resolution includes information requests and undocumented calls. Excludes service requests and department referrals.

NOLA 311 Top Requests and Referrals in January

	Service Requests	No.	Prior Month (Dec) Rank		Information Requests	No.	Prior Month (Dec) Rank		Department Referrals	No.	Prior Month (Dec) Rank
1	Street Light	634	1	1	Sanitation Service Fees	331	1	1	Finance-Treasury	1440	5
2	Trash/Garbage Pickup	274	2	2	Traffic Court	166	2	2	Finance-Revenue	790	1
3	Code Enforcement General Request	232	3	3	Assessor	162	-	3	Public Works	726	4
4	Pothole/Roadway Surface Repair	213	5	4	Municipal Police	123	4	4	Safety & Permits	606	2
5	Abandoned Vehicle	195	4	5	Birth Certificates	107	3	5	Code Enforcement	354	-

February Escalations for Citizen Follow-Up Cases

Department	Deputy Mayor Escalations
Community Development - General Requests	1
Public Works - General Requests	3
Finance - Accounting - General Requests	3
Finance - Treasury - General Requests	6
Homeland Security - General Requests	1
Safety and Permits - General Requests	4
Sanitation - General Requests	3
Taxicab Bureau - General Requests	2

Sustainable Communities

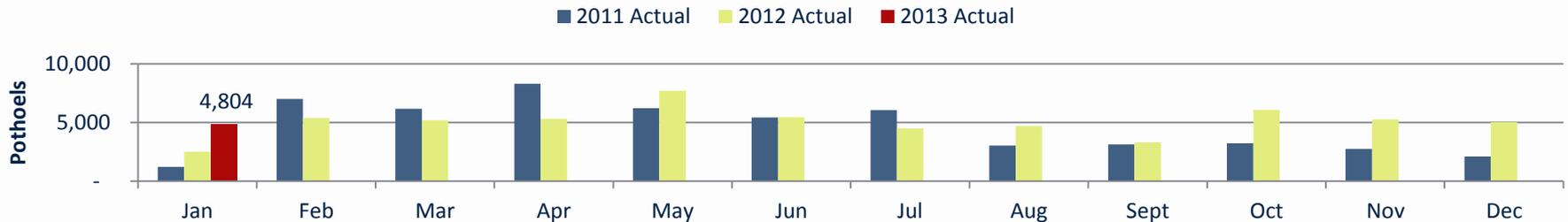
Goal: Support sustainable communities that integrate quality housing, transportation, schools, commercial development, energy efficiency, parks and green space, flood protection and cultural assets.

Objectives and Strategies	Outcome Measures
<p>Maintain and improve public infrastructure</p> <ol style="list-style-type: none"> 1. Maintain and improve road surface infrastructure 2. Consistently implement Complete Streets philosophy in streets investments 3. Effectively administer the City's capital improvements program 4. Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods 	<ul style="list-style-type: none"> • Citizen perceptions of condition of streets (UNO Quality of Life Survey) • Mean travel time to work (American Community Survey) • Percentage of workers commuting to work by means other than driving alone (including carpooling, public transportation, biking, and walking)
<p>Promote Quality Neighborhoods</p> <ol style="list-style-type: none"> 1. Reduce blighted properties by 10,000 by the end of 2014 2. Provide effective sanitation services to residents and businesses 3. Protect and preserve parks and other green spaces 4. Regulate land use to support safe, vibrant neighborhoods and preserve historic properties 	<ul style="list-style-type: none"> • Blighted residential addresses or empty lots (GNOCDC analysis of USPS data) • Citizen perceptions of parks and recreation (UNO Quality of Life Survey) • Citizen perceptions of trash pickup (UNO Quality of Life Survey) • Citizen perceptions of general quality of life (UNO Quality of Life Survey) • ParkScore (based on acreage, service and investment, and access) (Trust for Public Land)
<p>Promote energy efficiency and environmental sustainability</p> <ol style="list-style-type: none"> 1. Restore the City's marshes and coastline 2. Promote green energy and other sustainability measures 3. Remediate brownfields, lead, and other environmental hazards 	<ul style="list-style-type: none"> • Percentage of days with healthy air quality (EPA) • Health based drinking water violations (EPA) • Certified green buildings (US Green Building Council) • Land acres in Orleans Parish (US Geological Survey)



Key Performance Indicator: Number of potholes filled

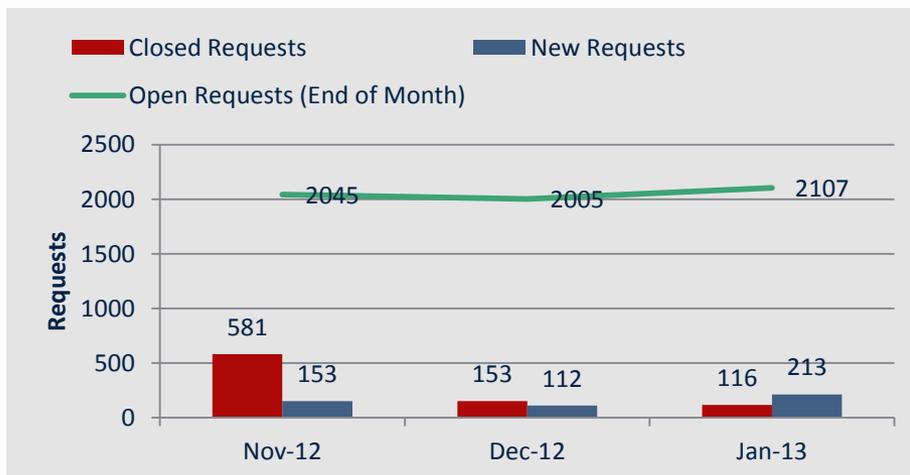
Responsible Organization: Department of Public Works



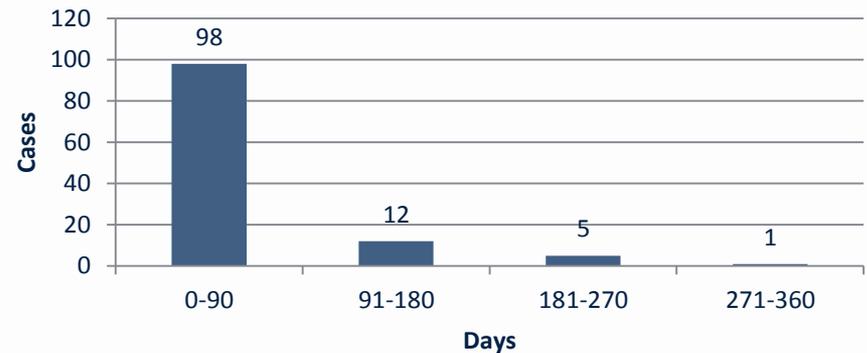
2011		2012		2013		
January Actual	Target Met?	January Actual	Target Met?	January Actual	Annual Target	Status
2,515	●	1,219	●	4,804	20,000	●

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

311 Pothole/Roadway Surface Repair Service Requests



Days to Close in January



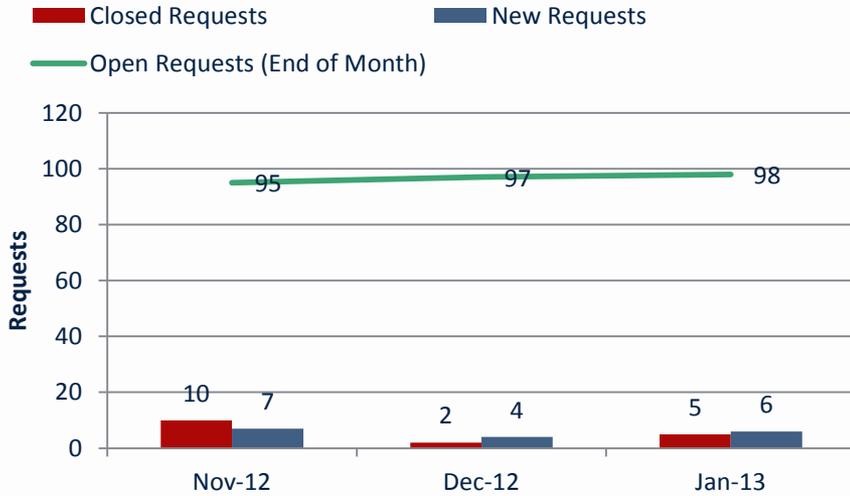
Note: Expected days to close, developed in 2012: 60-365 days.



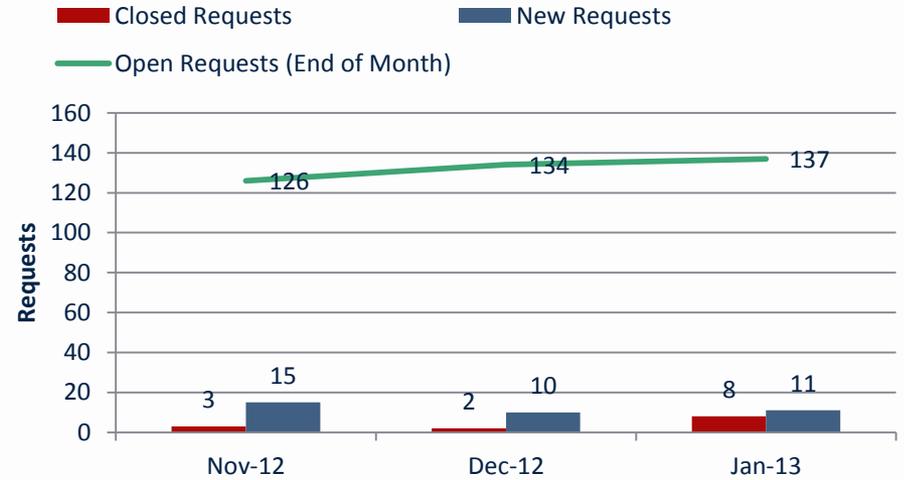
Other DPW Maintenance 311 Service Requests

Falling Behind on All DPW Maintenance Service Requests

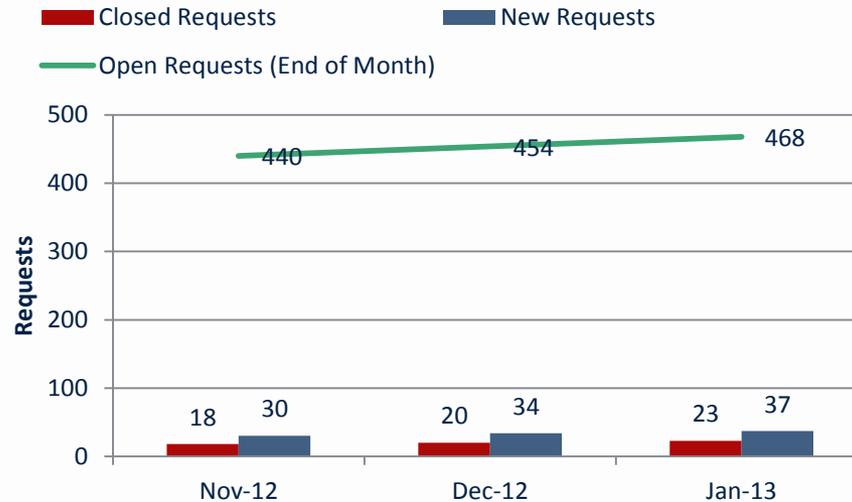
Manhole Cover Maintenance



Road Shoulder Repair



Sidewalk Repair



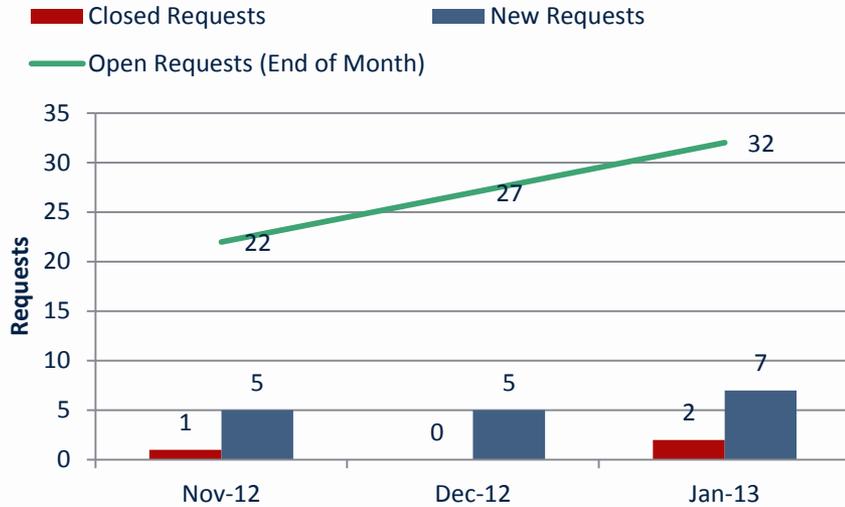
DPW Maintenance: 311 Action Items

Responsible Parties	Action Item	Due	Status
M. Nolan	Ensure Lagan is being updated.	Past Due	Closure rate on new service requests has improved, but minimal progress has been made on the significant case backlog. Unclear what work is outstanding.
M. Nolan	Ensure all work being completed is tracked in Lagan.	Past Due	
M. Jernigan	Review and revise expected days to close for service requests	3/22/13	
M. Jernigan/M. Nolan	Identify Maintenance team member to attend monthly 311 performance review meetings.	3/22/13	

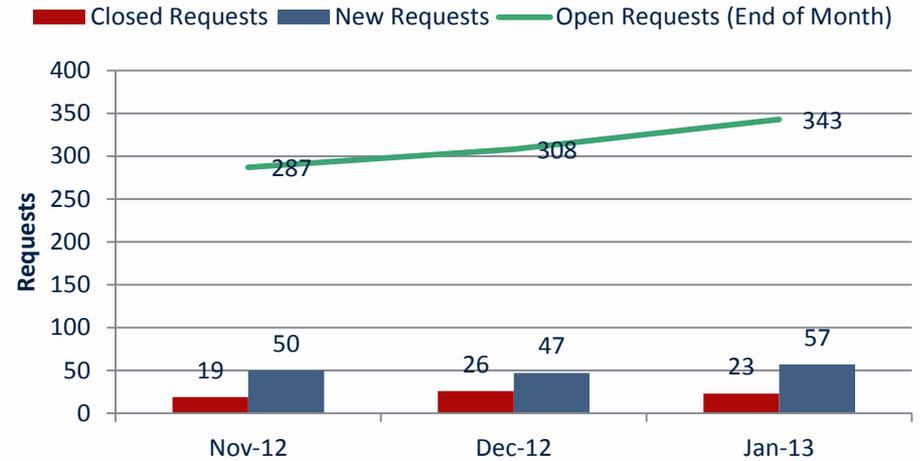


DPW Traffic 311 Service Requests Falling Behind on All

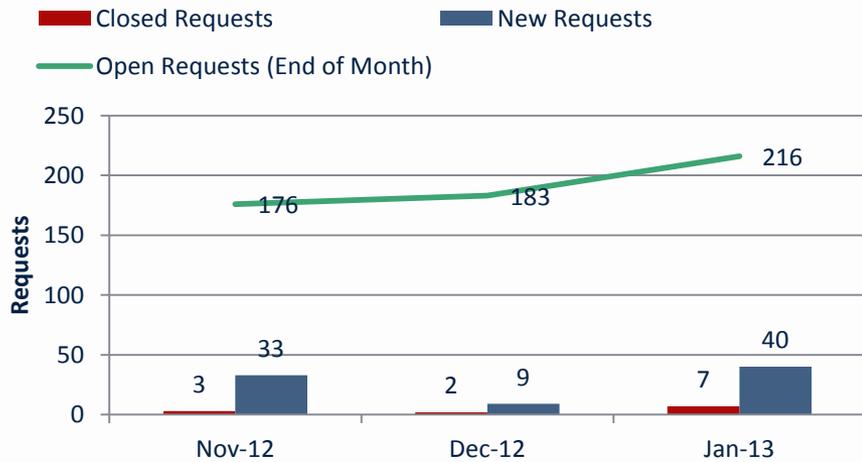
Road Surface Marking



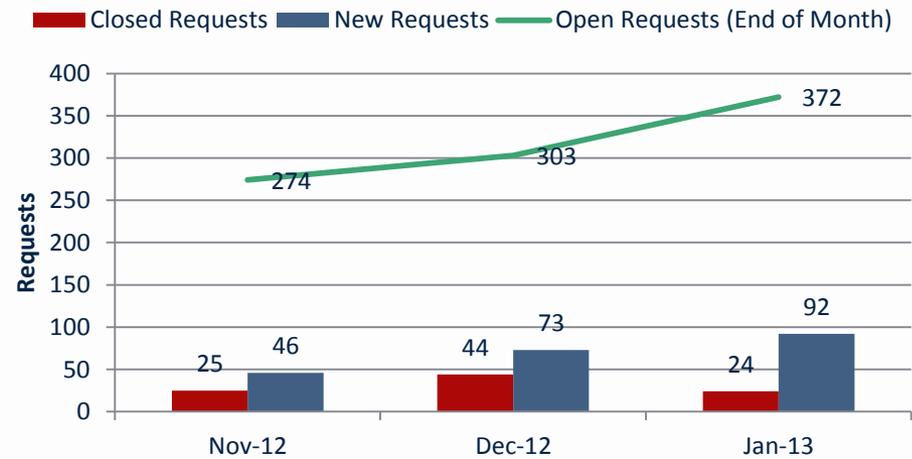
Traffic Sign



Street Name Sign



Traffic Signal



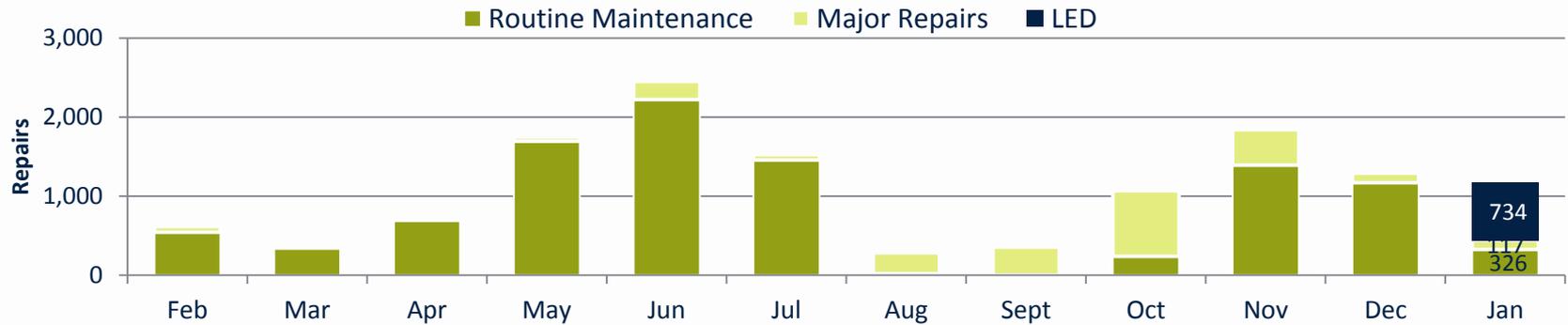
DPW Traffic: 311 Action Items

Responsible Parties	Action Item	Due	Status
A. Yrle	Assign resource to update the backlog of Traffic cases.	Past Due	Resource identified in November, but has not been freed up from other responsibilities. There are a number of aged cases to be reviewed, addressed, and updated.
A. Yrle	Ensure all work being done by DPW Traffic is reflected in 311.	Past Due	A special Eform can be created for simplicity of data entry of department identified work.
A. Yrle	Consider replacing existing paperwork created by DPW Traffic with work order reports from Lagan system.	Past Due	
A. Yrle	Identify new categories that may be needed for traffic signals	3/1/13	
C. Boudy	Add school signal as a new traffic signal category on the e-form	3/1/13	Scheduled for 3/5/13 release.



Key Performance Indicator: Number of streetlight outages restored

Responsible Organization: Department of Public Works

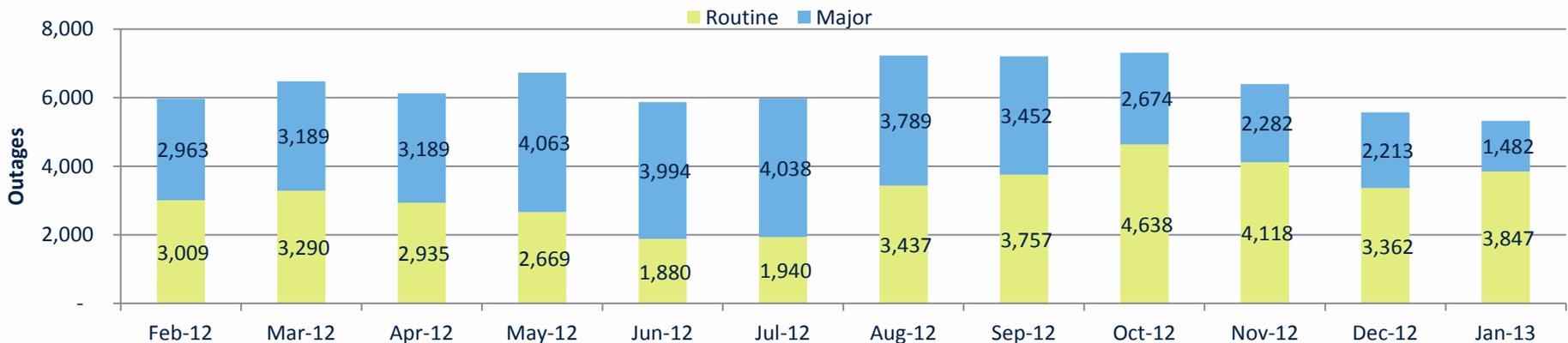


2011		2012		2013		
January Actual	Target Met?	January Actual	Target Met?	January Actual	Annual Target	Status
672	Off Target	223	Off Target	1,177	8,000	On Target

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

Note: Totals do not include 313 Hurricane Isaac related repairs in Q4 2012.

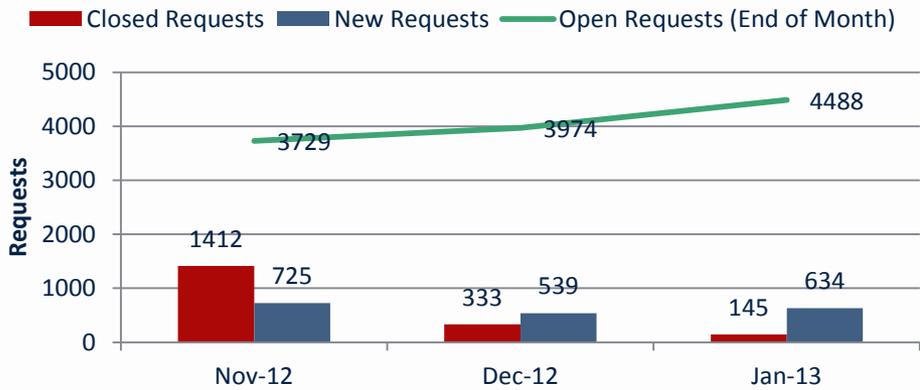
Streetlight Outages



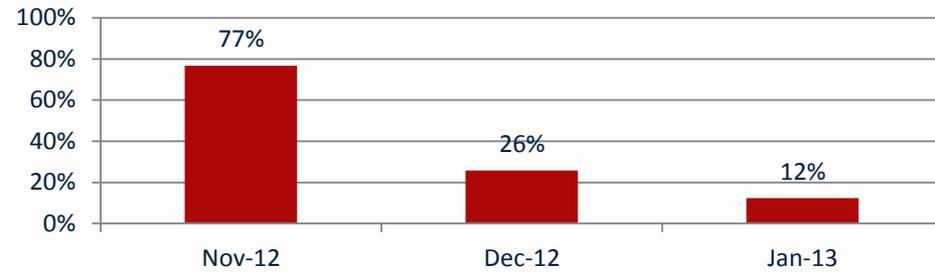
Notes: January-November 2012 results previously reported revised in January 2013. Does not include Hurricane Isaac related outages.



311 Streetlight Service Requests



Closed 311 Requests as Percentage of All Outages Restored



Days to Close in January

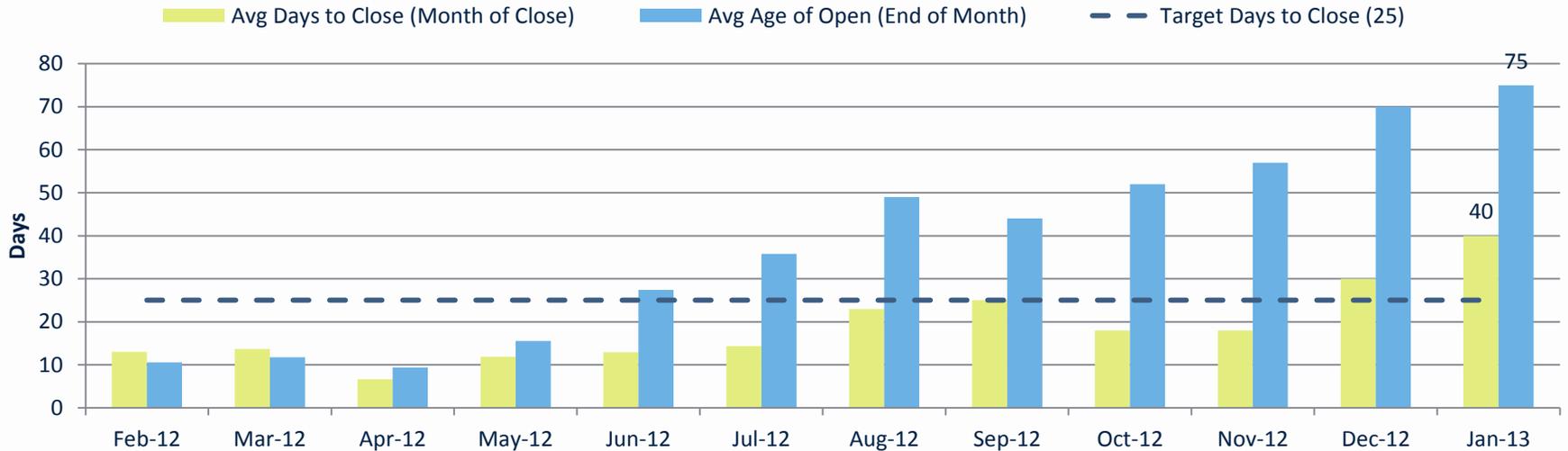


Note: Expected days to close, developed in 2012: 30-180 days.



Key Performance Indicator: Average number of days to close 311 abandoned vehicle calls

Responsible Organization: Department of Public Works



2011		2012		2013		
January Actual	Target Met?	January Actual	Target Met?	January Actual	Annual Target	Status
33	-	12	●	40	25	◆

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

311 Abandoned Vehicle Service Requests



Abandoned Vehicles

Action Items

Date	Responsible Parties	Action Item	Due	Status
10/4/12	Z. Edmonds, A. Square	Contract with additional towing companies for abandoned vehicles	Ongoing	Innovation Team member to be assigned. To pay private contractors, will need to include in budget, or set up enterprise fund.
11/1/12	D. Macnamara, J. Soileau, All	Obtain lists of top issues for enforcement, develop enforcement strategy, and train Quality of Life officers	Ongoing	P&P and Sanitation provided lists. DPW is developing a card for officers. DPW and NOPD developed draft procedures for processing parking tickets, and will commence training and ticket book issuance now that special events are complete.

DPW Parking: 311 Action Items

Responsible Parties	Action Item	Due	Status
J. Hernandez	Ensure all work being done by DPW Parking is reflected in 311.		Special Eform can be created for simplicity of data entry of department defined work

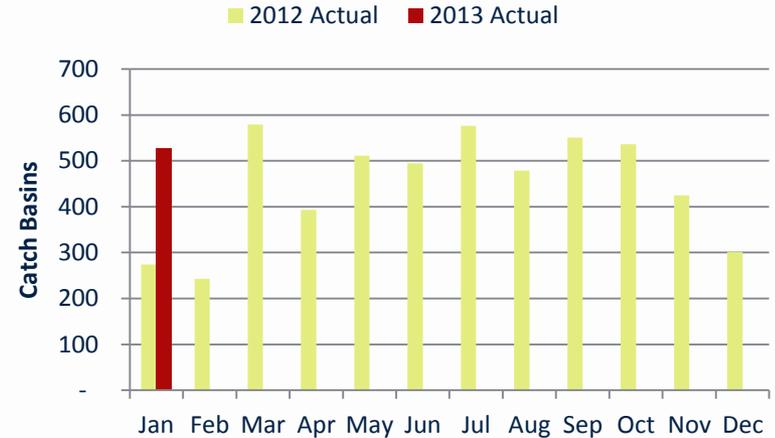


Key Performance Indicator: Number of catch basins cleaned

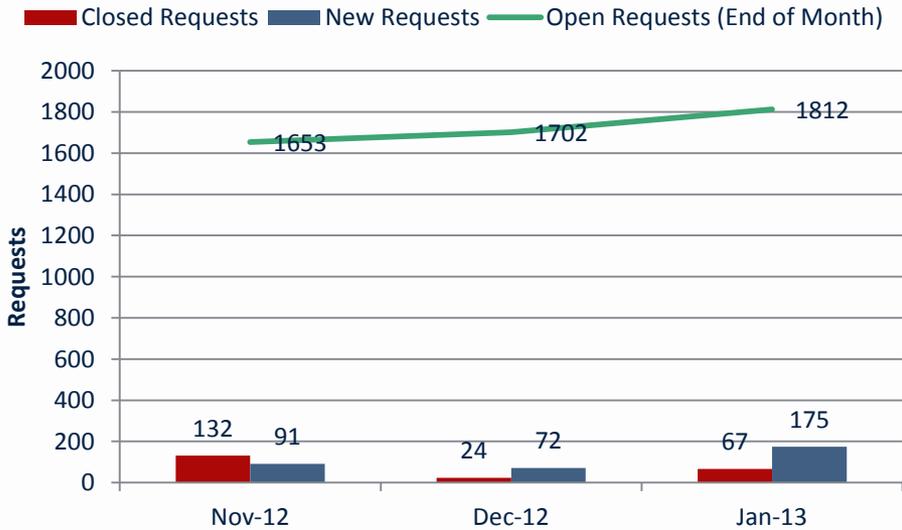
Responsible Organization: Department of Public Works

2011		2012		2013		
January Actual	Target Met?	January Actual	Target Met?	January Actual	Annual Target	Status
-	Off Target	274	On Target	527	3,000	On Target

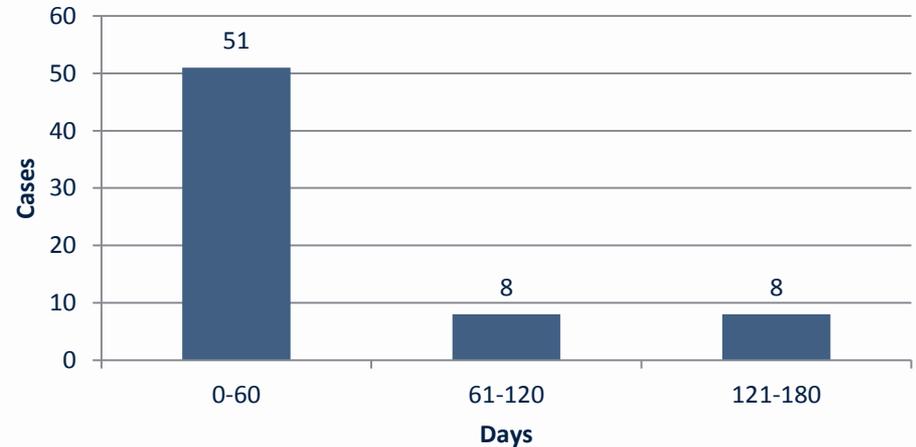
● On Target
 ▲ Within 10% of Target
 ◆ Off Target



311 Street Flooding/Drainage Service Requests



Days to Close in January



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



**Sewerage and Water Board of New Orleans
Customer Service Report
Indicators of Metric Results
January 2013**

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

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

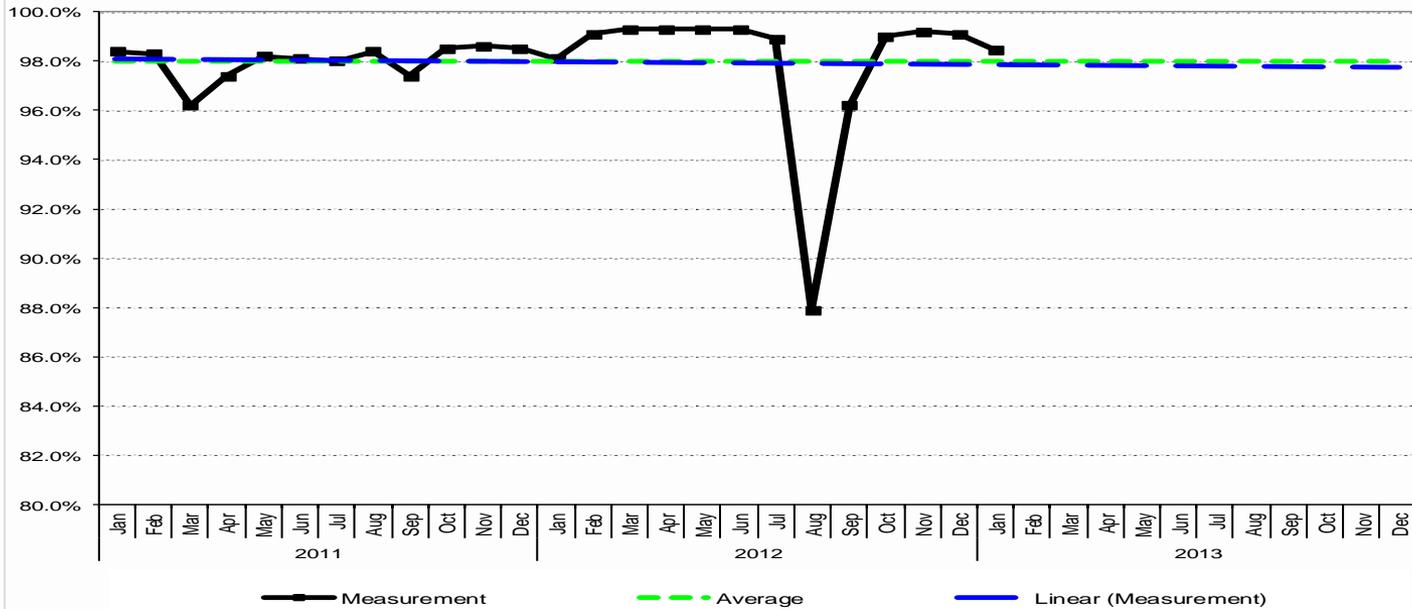
Constituency: Customer Ratepayers	Objective: Provide Accurate Bills	Goal: Read 98% or more of meters each month
Currently Meeting Goal: Yes	Process Operating Within Control Limits: Yes	Trend: Level

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
2011	98.4%	98.3%	96.2%	97.4%	98.2%	98.1%	98.0%	98.4%	97.4%	98.5%	98.6%	98.5%
2012	98.1%	99.1%	99.3%	99.3%	99.3%	99.3%	98.9%	87.9%	96.2%	99.0%	99.2%	99.1%
2013	98.4%							87.9%				



Sewerage and Water Board of New Orleans

High Bill Complaints as a Percentage of Total Bills

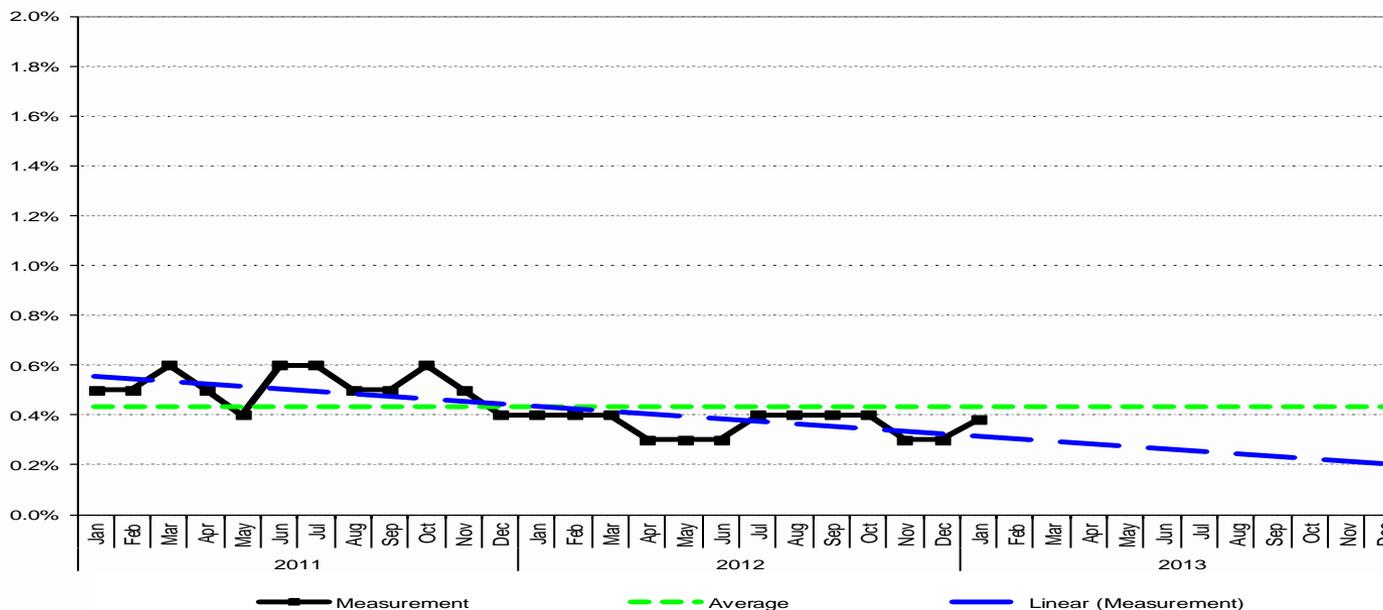
Constituency: Customer Ratepayers	Objective: Provide Accurate Bills	Goal: Reduce percentage over time
Currently Meeting Goal: Yes	Process Operating Within Control Limits: Yes	Trend: Favorable

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
2011	0.5%	0.5%	0.6%	0.5%	0.4%	0.6%	0.6%	0.5%	0.5%	0.6%	0.5%	0.4%
2012	0.4%	0.4%	0.4%	0.3%	0.3%	0.3%	0.4%	0.4%	0.4%	0.4%	0.3%	0.3%
2013	0.4%											



Sewerage and Water Board of New Orleans

Bills Adjusted as a Percentage of Total Bills Computed

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Reduce percentage
over time

**Currently Meeting
Goal:** **Yes**

**Process Operating
Within Control Limits:**
Yes

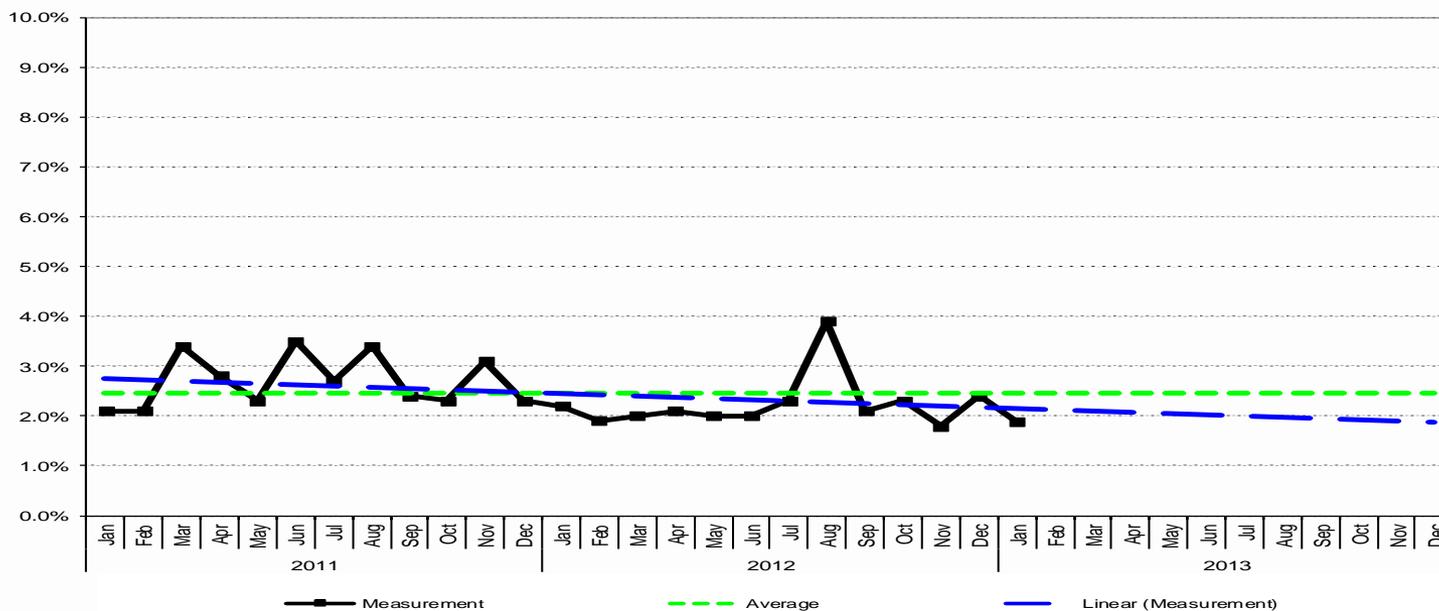
Trend: **Favorable**

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
2011	2.1%	2.1%	3.4%	2.8%	2.3%	3.5%	2.7%	3.4%	2.4%	2.3%	3.1%	2.3%
2012	2.2%	1.9%	2.0%	2.1%	2.0%	2.0%	2.3%	3.9%	2.1%	2.3%	1.8%	2.4%
2013	1.9%											



Sewerage and Water Board of New Orleans

Total Inbound Customer Contacts

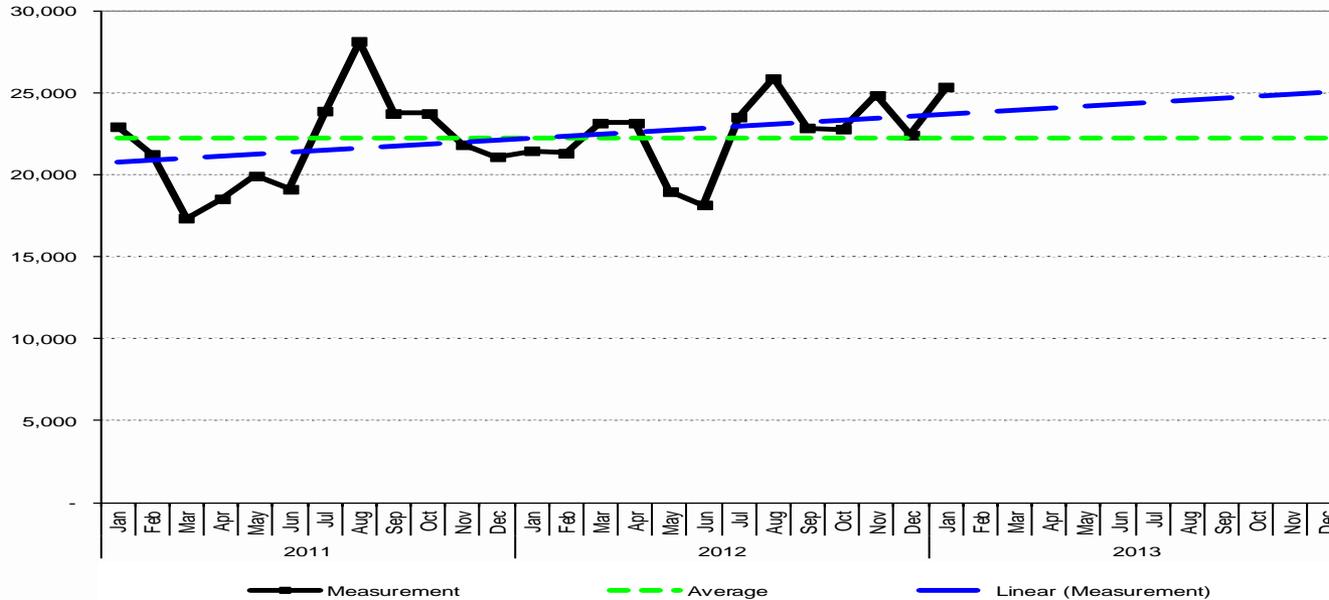
Constituency: Customer Ratepayers	Objective: Provide Timely Information and Respond Promptly to Requests	Goal: Reduce Triggers of Customer Calls
Currently Meeting Goal: No	Process Operating Within Control Limits: Yes	Trend: Unfavorable

Analysis

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

Plans for Improvement

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



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	22,887	21,210	17,328	18,507	19,943	19,116	23,863	28,102	23,759	23,751	21,839	21,057
2012	21,447	21,313	23,164	23,164	18,977	18,149	23,545	25,870	22,818	22,773	24,842	22,438
2013	25,331											



Sewerage and Water Board of New Orleans

Average Call Wait Time

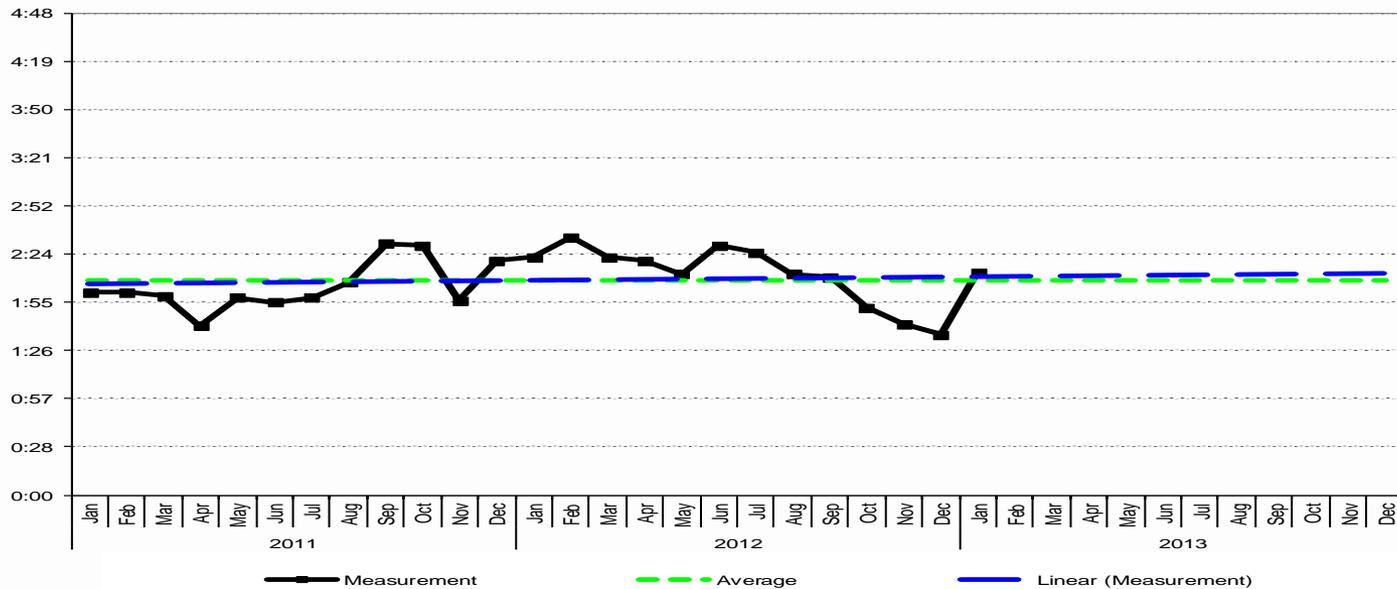
Constituency: Customer Ratepayers	Objective: Provide Accurate Bills	Goal: Reduce percentage over time
Currently Meeting Goal: Close	Process Operating Within Control Limits: Yes	Trend: Close

Analysis

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

Plans for Improvement

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



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	2:01	2:01	1:59	1:41	1:58	1:55	1:58	2:07	2:30	2:29	1:56	2:20
2012	2:22	2:34	2:22	2:20	2:12	2:29	2:25	2:12	2:10	1:52	1:42	1:36
2013	2:13											



Sewerage and Water Board of New Orleans

Calls Abandoned by Customers as a Percentage of Total

Constituency:
Customer Ratepayers

Objective: Provide Timely Information and Respond Promptly to Requests

Goal: Respond to calls with less than 5% abandoned

Currently Meeting Goal: **No**

Process Operating Within Control Limits:
Close

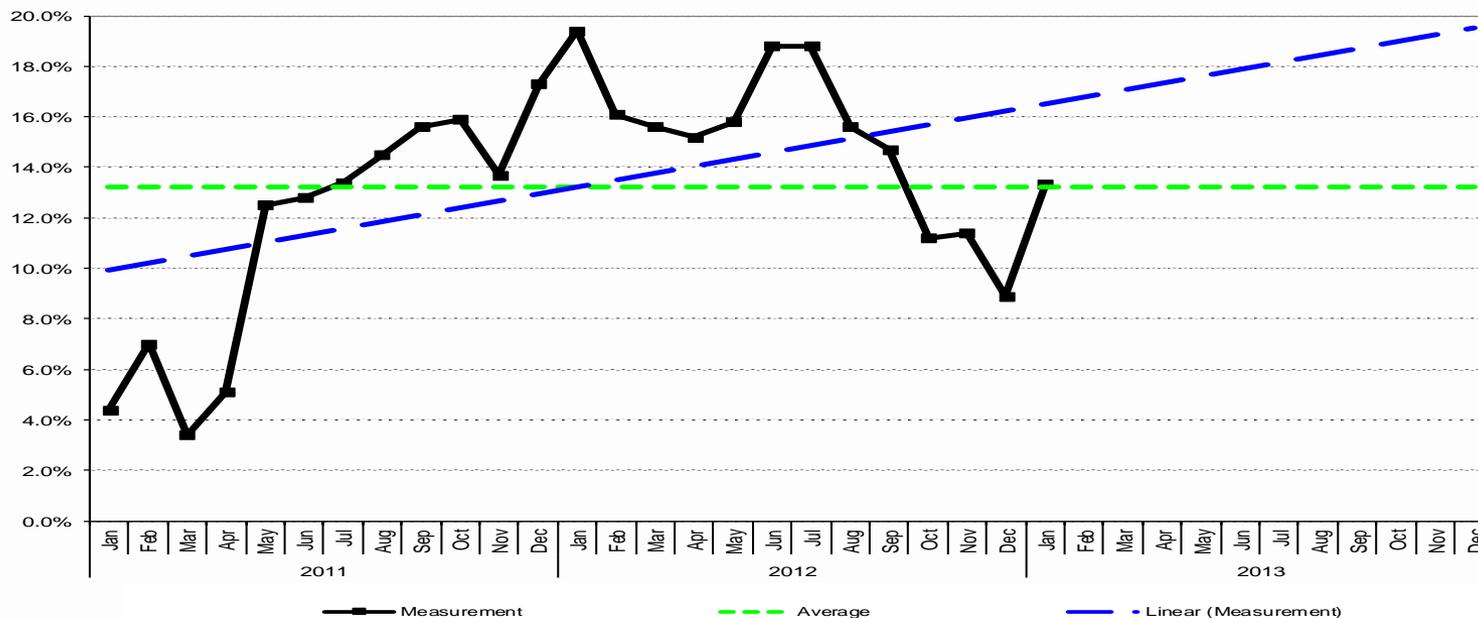
Trend: **Unfavorable**

Analysis

Customers abandon their call after waiting for an amount of time considered inconvenient, which varies from customer to customer. Some portion of the volume of abandoned calls is from customers calling and hanging up on multiple occasions. Staff is addressing this issue as a top priority.

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
2011	4.4%	7.0%	3.4%	5.1%	12.5%	12.8%	13.4%	14.5%	15.6%	15.9%	13.7%	17.3%
2012	19.4%	16.1%	15.6%	15.2%	15.8%	18.8%	18.8%	15.6%	14.7%	11.2%	11.4%	8.9%
2013	13.3%											



Sewerage and Water Board of New Orleans

Total Service Requests about Low Water Pressure

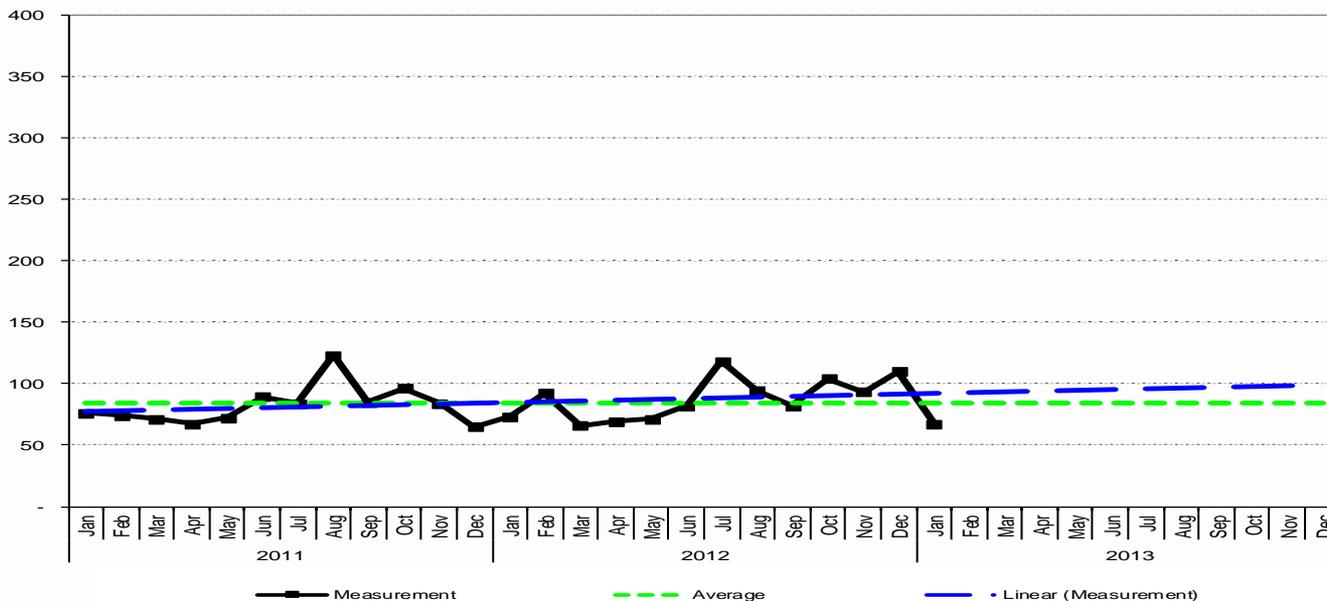
Constituency: Customer Ratepayers	Objective: Provide Timely Information and Respond Promptly to Requests	Goal: Reduce Number of Service Requests
Currently Meeting Goal: Close	Process Operating Within Control Limits: Yes	Trend: Close

Analysis

Customers contact the Sewerage and Water Board to request resolution to low water pressure. System pressure can be impaired by power failures at the treatment plants, by water main breaks, and by certain types of repair activities.

Plans for Improvement

Staff continues to make repairs to the water system to reduce the number of occasions of low pressure.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	76	74	71	67	72	89	84	123	85	96	84	65
2012	73	92	66	69	71	82	118	94	82	104	93	110
2013	67											



Sewerage and Water Board of New Orleans

Total Service Requests for Water System Leaks

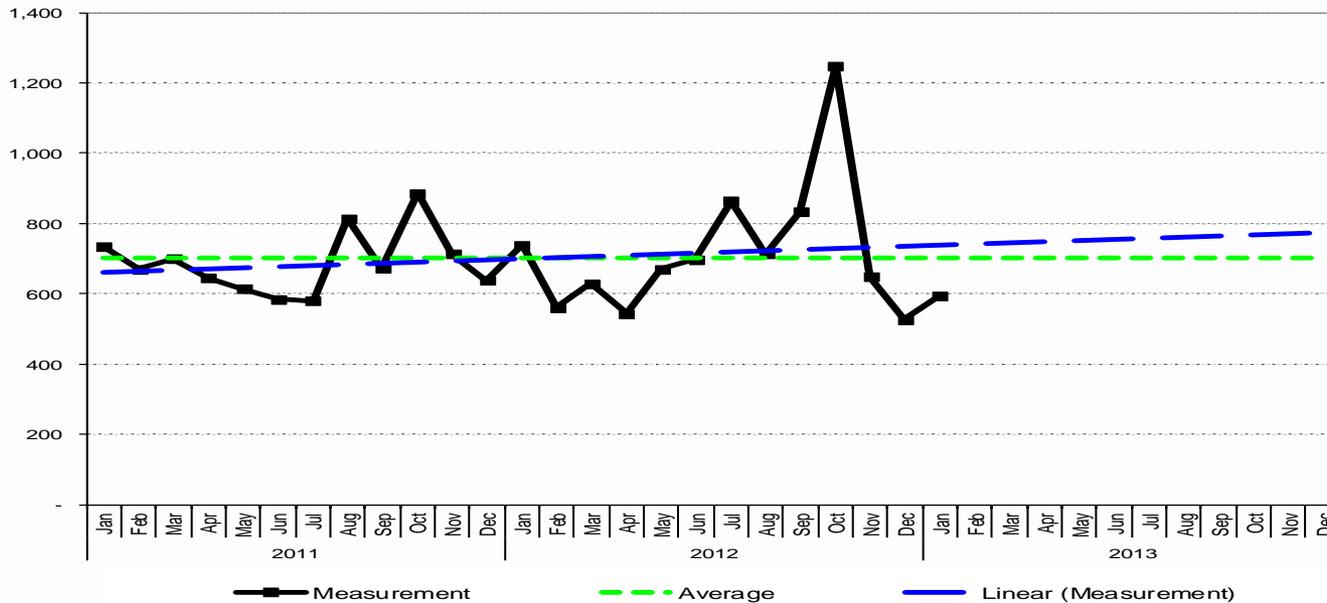
Constituency: Customer Ratepayers	Objective: Provide Timely Information and Respond Promptly to Requests	Goal: Reduce Number of Service Requests
Currently Meeting Goal: Close	Process Operating Within Control Limits: Close	Trend: Close

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
2011	733	670	700	645	614	584	580	814	672	886	712	638
2012	739	560	629	543	670	697	863	713	833	1,246	648	526
2013	594											



Sewerage and Water Board of New Orleans

Total Service Requests for Sewer System Leaks

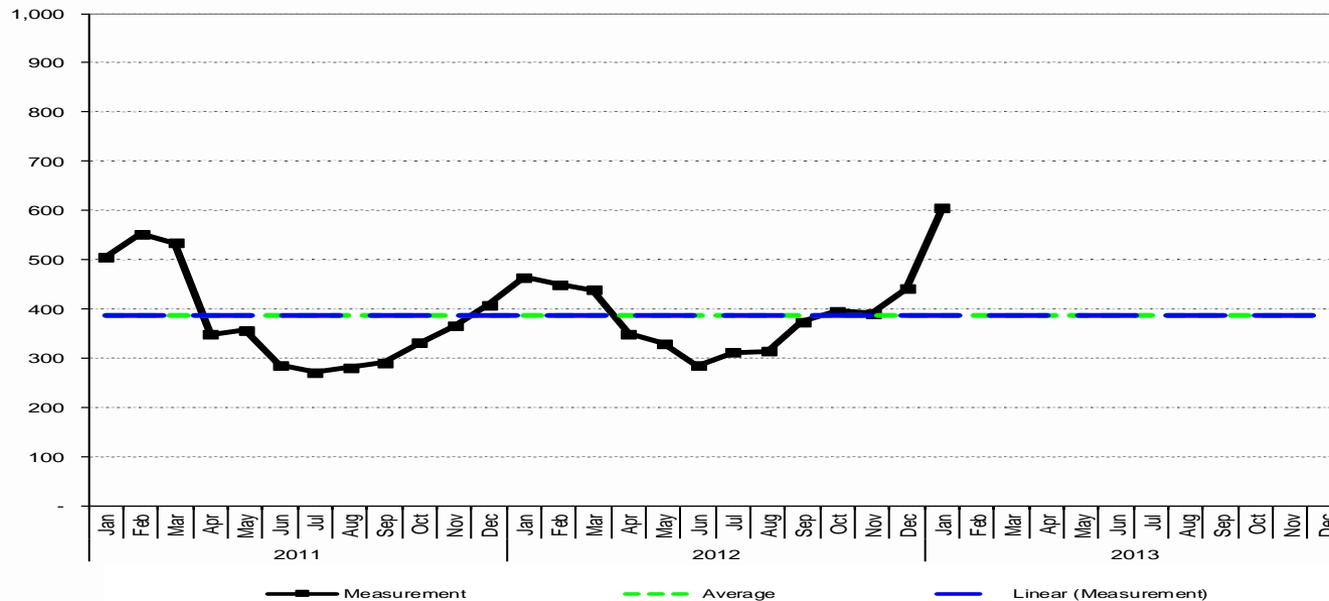
Constituency: Customer Ratepayers	Objective: Provide Timely Information and Respond Promptly to Requests	Goal: Reduce Number of Service Requests
Currently Meeting Goal: No	Process Operating Within Control Limits: Yes	Trend: Level

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
2011	505	552	534	348	356	286	271	280	290	331	365	408
2012	464	449	438	349	329	284	311	313	374	396	391	441
2013	604											



Sewerage and Water Board of New Orleans

Total Accounts Turned Off for Non-Payment

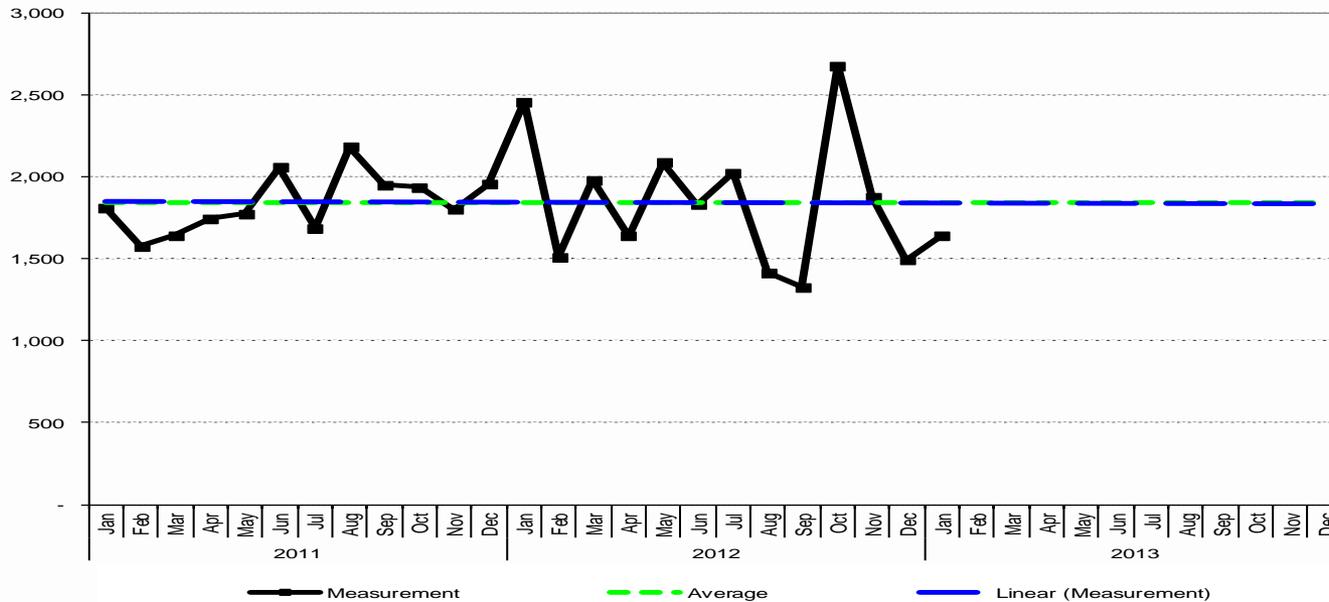
Constituency: Customer Ratepayers	Objective: Ensure Collection of Payments for Services Provided	Goal: None Established
Currently Meeting Goal: Not Applicable	Process Operating Within Control Limits: Yes	Trend: Level

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
2011	1,807	1,576	1,641	1,744	1,773	2,056	1,687	2,180	1,951	1,933	1,800	1,952
2012	2,456	1,511	1,980	1,638	2,085	1,829	2,024	1,413	1,327	2,676	1,877	1,490
2013	1,641											



Sustainable Communities

Goal: Support sustainable communities that integrate quality housing, transportation, schools, commercial development, energy efficiency, parks and green space, flood protection and cultural assets.

Objectives and Strategies

Outcome Measures

Maintain and improve public infrastructure

1. Maintain and improve road surface infrastructure
2. Consistently implement Complete Streets philosophy in streets investments
3. Effectively administer the City's capital improvements program
4. Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods

- Citizen perceptions of condition of streets (UNO Quality of Life Survey)
- Mean travel time to work (American Community Survey)
- Percentage of workers commuting to work by means other than driving alone (including carpooling, public transportation, biking, and walking)

Promote Quality Neighborhoods

1. Reduce blighted properties by 10,000 by the end of 2014
2. Provide effective sanitation services to residents and businesses
3. Protect and preserve parks and other green spaces
4. Regulate land use to support safe, vibrant neighborhoods and preserve historic properties

- Blighted residential addresses or empty lots (GNOCDC analysis of USPS data)
- Citizen perceptions of parks and recreation (UNO Quality of Life Survey)
- Citizen perceptions of trash pickup (UNO Quality of Life Survey)
- Citizen perceptions of general quality of life (UNO Quality of Life Survey)
- ParkScore (based on acreage, service and investment, and access) (Trust for Public Land)

Promote energy efficiency and environmental sustainability

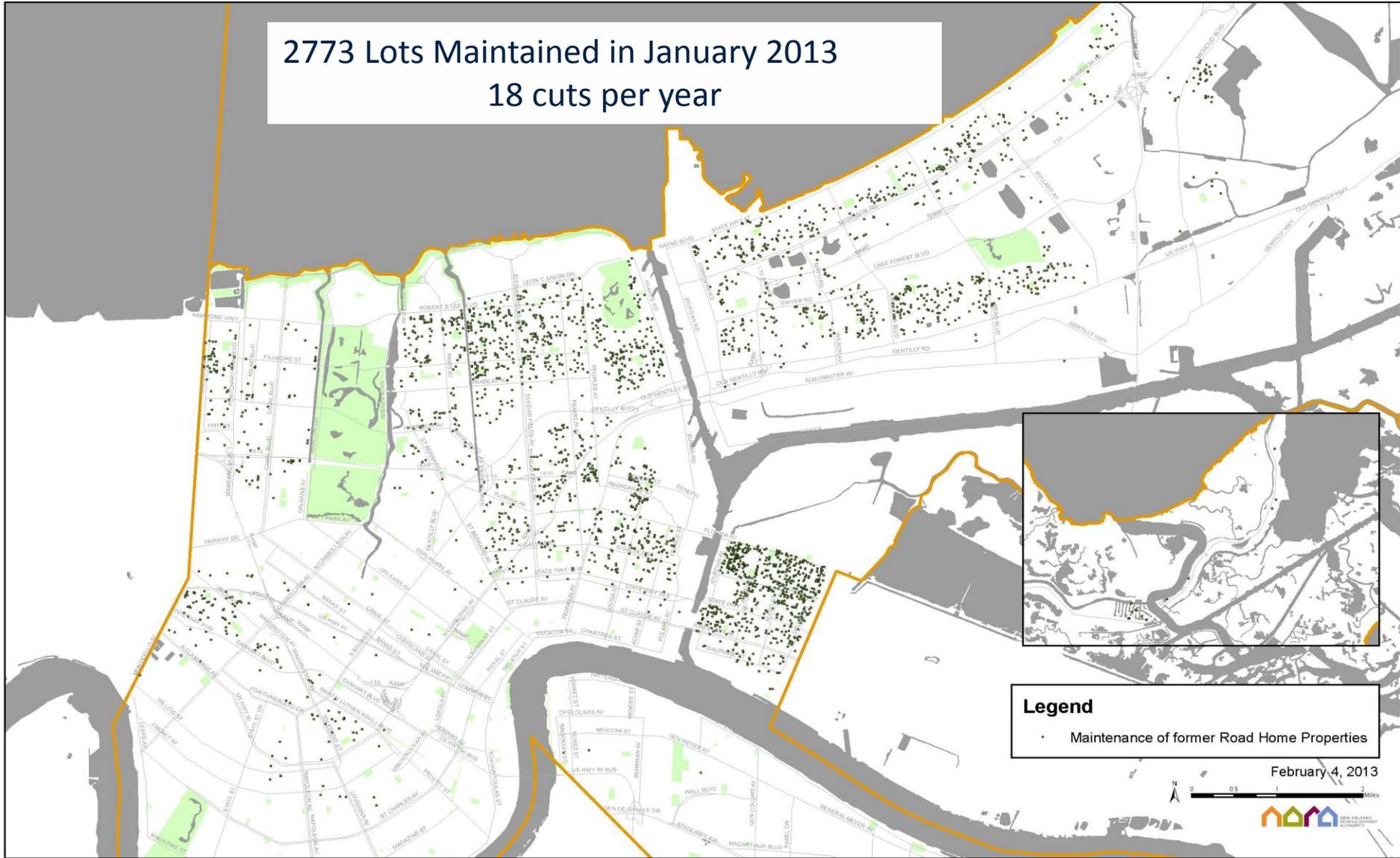
1. Restore the City's marshes and coastline
2. Promote green energy and other sustainability measures
3. Remediate brownfields, lead, and other environmental hazards

- Percentage of days with healthy air quality (EPA)
- Health based drinking water violations (EPA)
- Certified green buildings (US Green Building Council)
- Land acres in Orleans Parish (US Geological Survey)



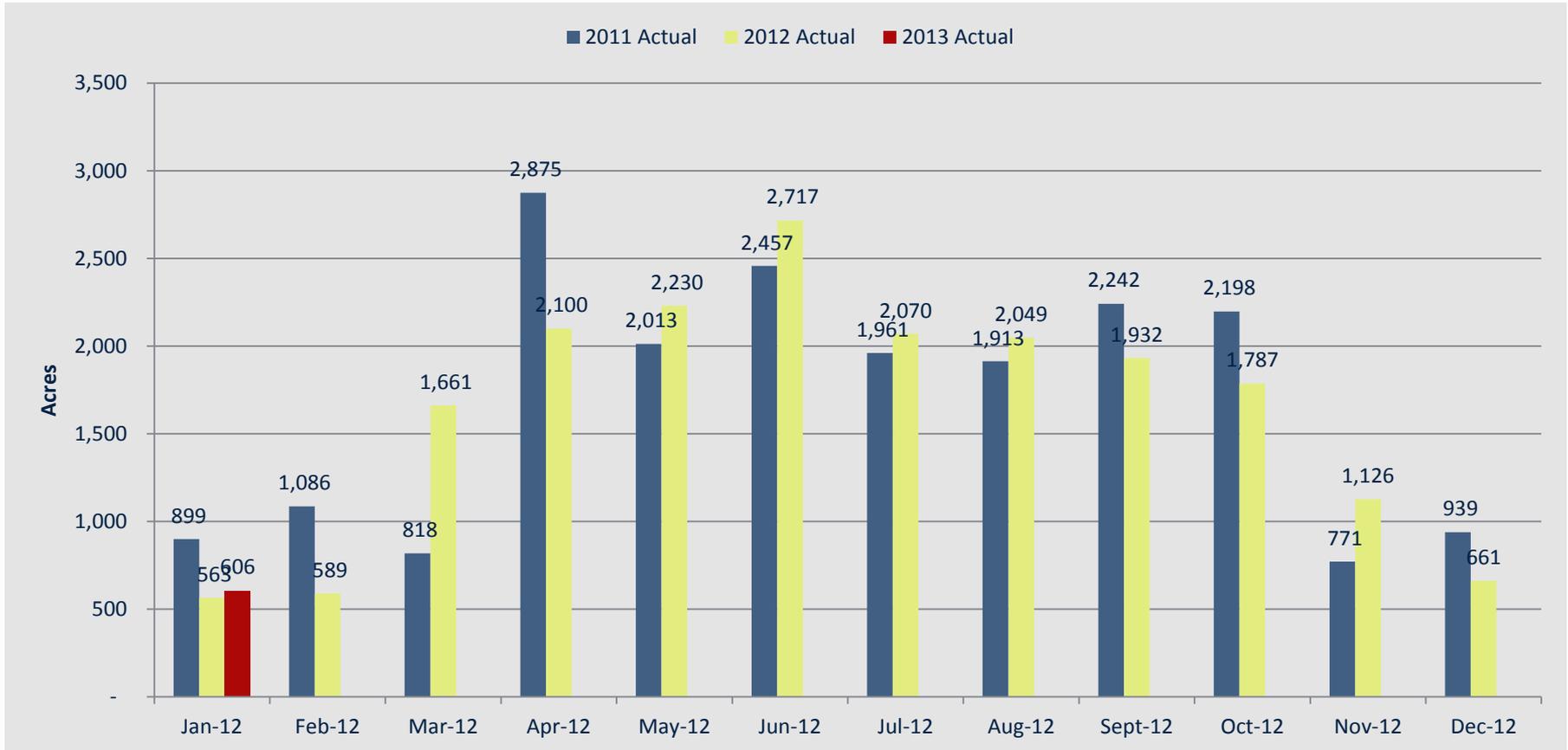
New Orleans Redevelopment Authority Maintenance of Former Road Home Lots

2773 Lots Maintained in January 2013
18 cuts per year



Key Performance Indicator: Total number of acres mowed

Responsible Organization: Department of Parks & Parkways



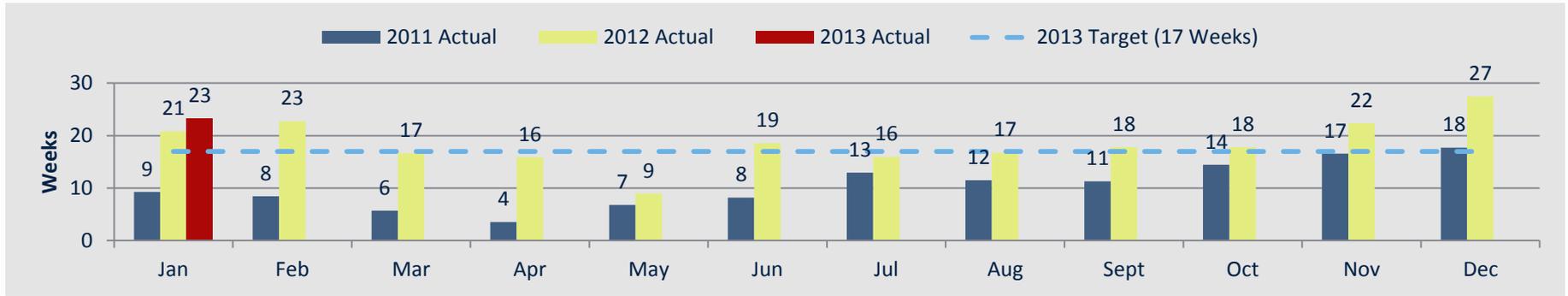
2011		2012		2013		
January Actual	Target Met?	January Actual	Target Met?	January Actual	Annual Target	Status
899	●	563	●	606	15,000	●

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



Key Performance Indicator: Average number of weeks to complete non-emergency tree service calls.

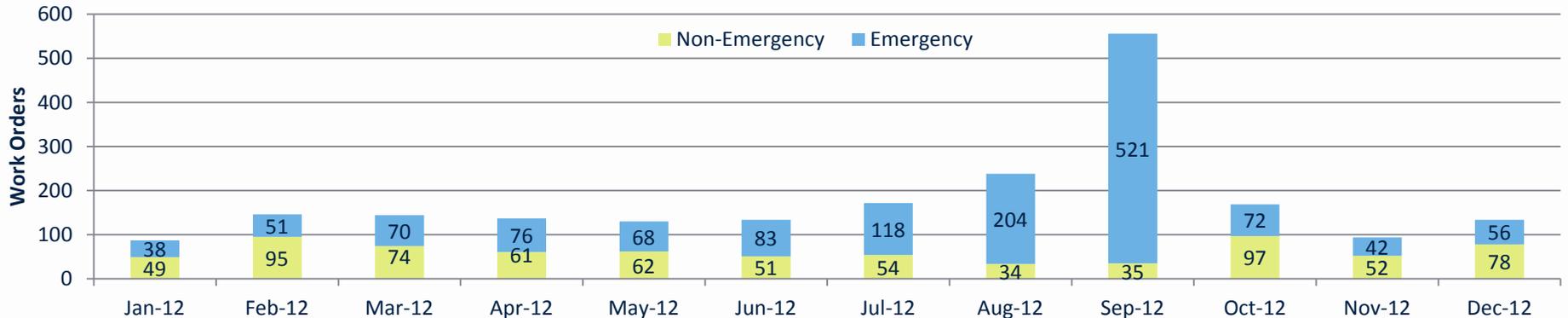
Responsible Organization: Department of Parks & Parkways



2011		2012		2013		
January Actual	Target Met?	January Actual	Target Met?	January Actual	Annual Target	Status
9	Off Target	21	Off Target	23	17	Off Target

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

Tree Work Orders Closed by Type

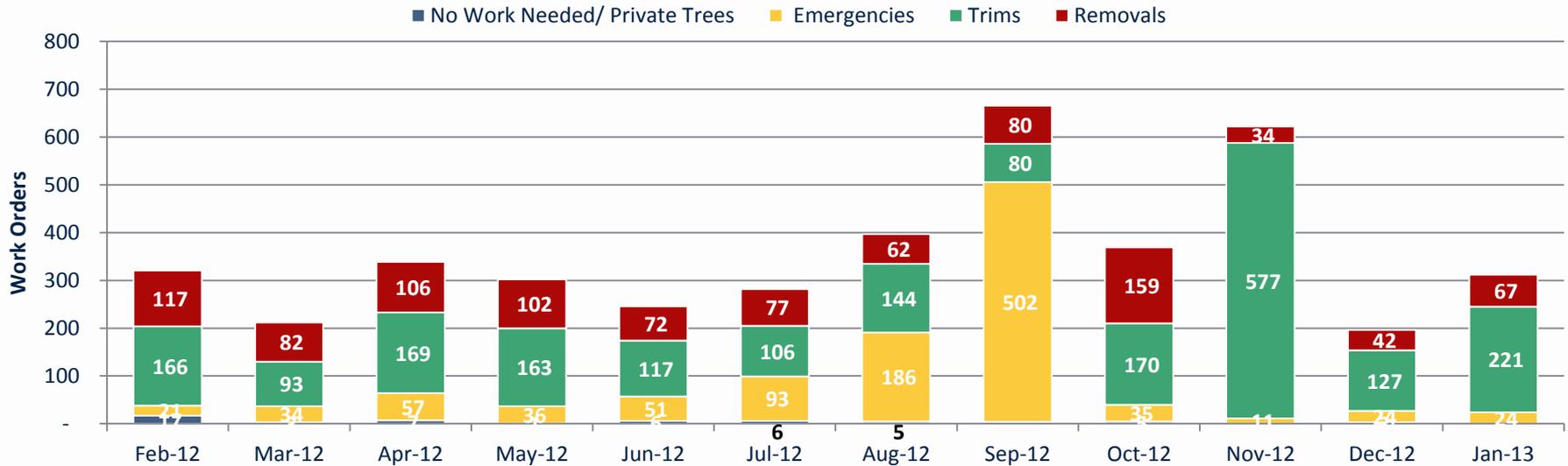


Note: Work orders may include multiple trees.



Forestry Activity

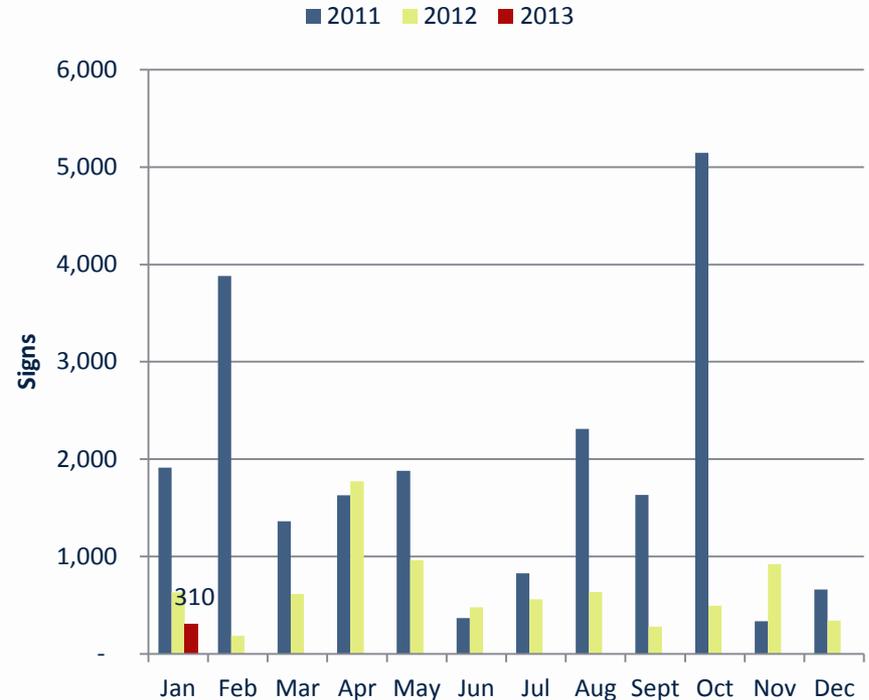
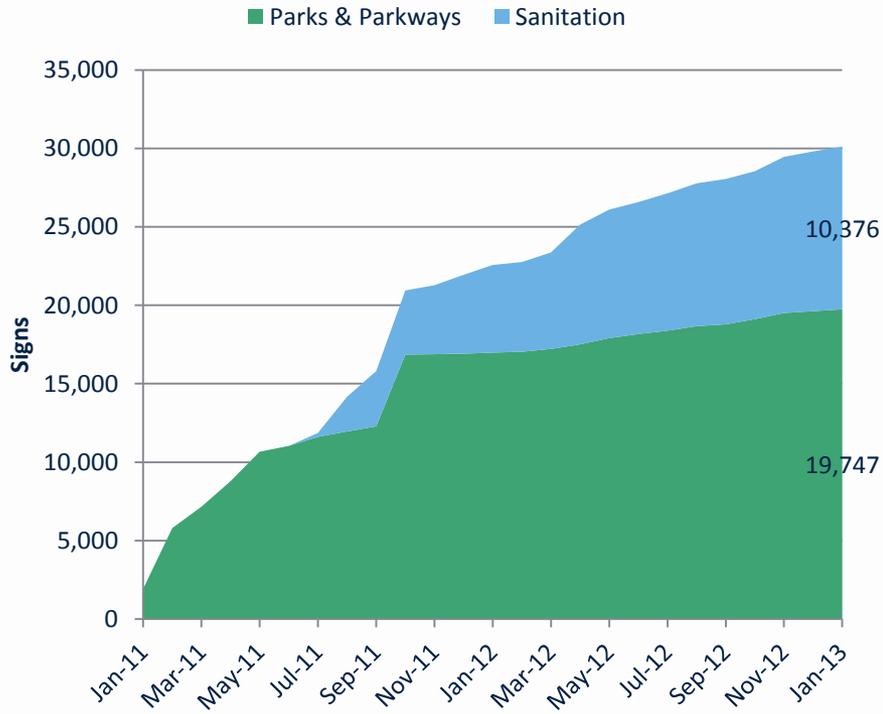
Work Orders Completed



Permits Issued



Bandit Signs Removed

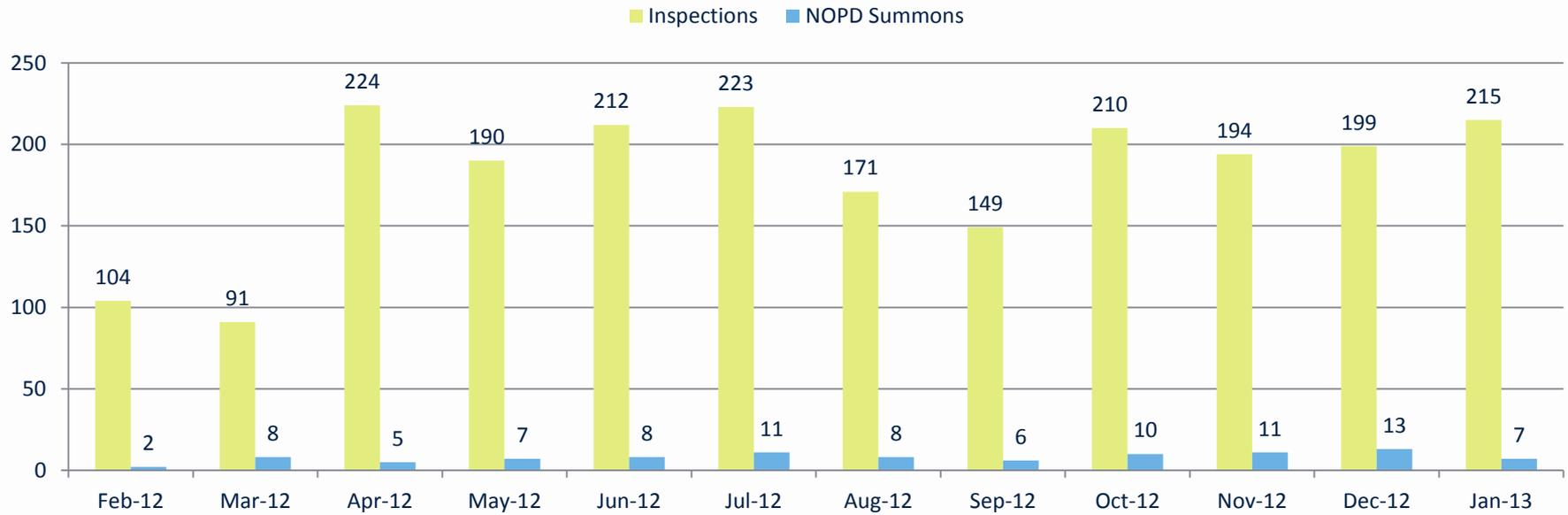


Action Items

Date	Responsible Parties	Action Item	Due	Status
10/4/12	C. Sylvain-Lear	Develop a plan for PSAs regarding signs for businesses	Ongoing	Items developed: brochure 8/11 (revised 2012/2013); PSAs 6/12 (general), 1/13 (waste tires); and flyers for inside and outside of the FQ/DDD in 3/12 (revised 12/12)
7/12/12	E. Williams, C. Sylvain-Lear	Pursue civil actions against repeat bandit sign offenders	Ongoing	Law will discuss with Entergy the possibility of Entergy taking action to address the damage to their property. 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.



Sanitation Enforcement



Note: Additional inspections performed and summons issued by the NOPD quality of life officers are not included in the totals.

Action Items

Date	Responsible Parties	Action Item	Due	Status
1/3/13	C. Sylvain-Lear, D. Albert	Increase NOPD cooperation on Sanitation priorities		
11/1/12	D. Macnamara	Research feasibility of utilizing cameras and electronic processing of citations	Ongoing	D. Macnamara coordinating with M. Sherman.
7/12/12	E. Williams, C. Sylvain-Lear	Draft ordinance authorizing Sanitation Rangers to issue citations for sanitation issues	Ongoing	Research being conducted by Asst. City Attorney C. McDonald. Law is also exploring other enforcement issues under Chapter 6.



Key Performance Indicator: Number of illegal dumping sites cleared

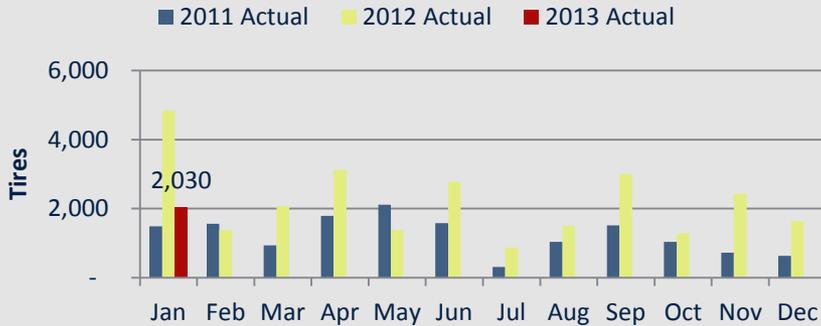
Responsible Organization: Department of Sanitation

2011		2012		2013		
January Actual	Target Met?	January Actual	Target Met?	January Actual	Annual Target	Status
98	●	45	●	71	900	▲

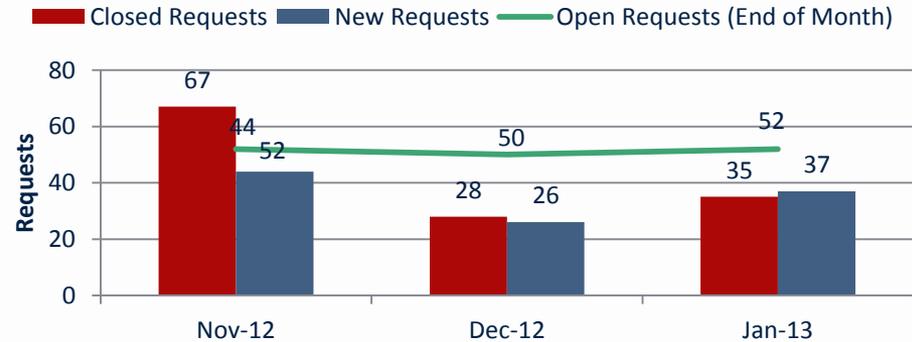
● On Target ▲ Within 10% of Target ◆ Off Target



Tires Removed



311 Illegal Dumping Service Requests

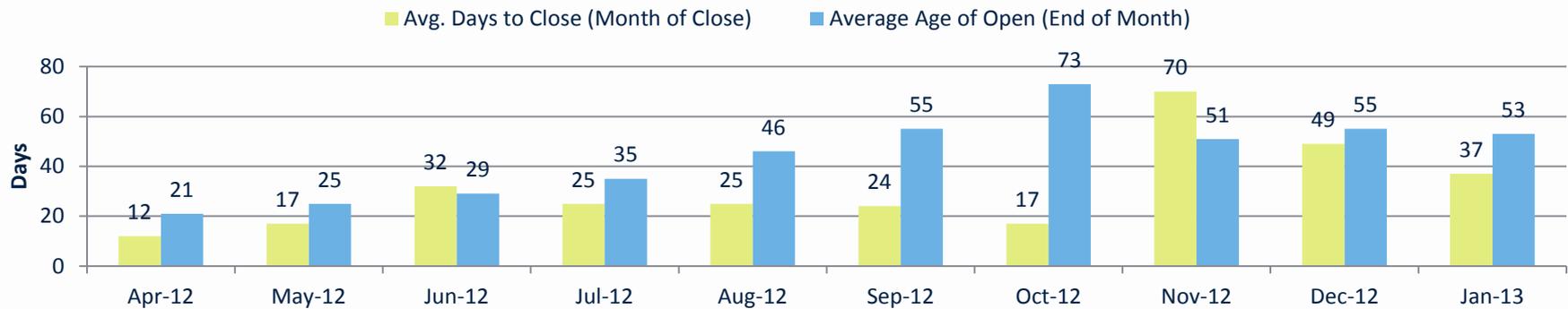


In January, C. Sylvain-Lear sent NOPD a summary of the State's Environmental Regulatory Code on waste tires and a listing of the shops approved by the LDEQ in Orleans Parish. D. Gibliant, NOPD, worked with District Quality of Life Officers to ensure tire shops were inspected. First and Sixth District inspections have been completed.



Key Performance Indicator: Average days to close illegal dumping 311 cases

Responsible Organization: Department of Sanitation



Note: Establishing a baseline in 2013. Expected days to close, developed in 2012: 30 days.

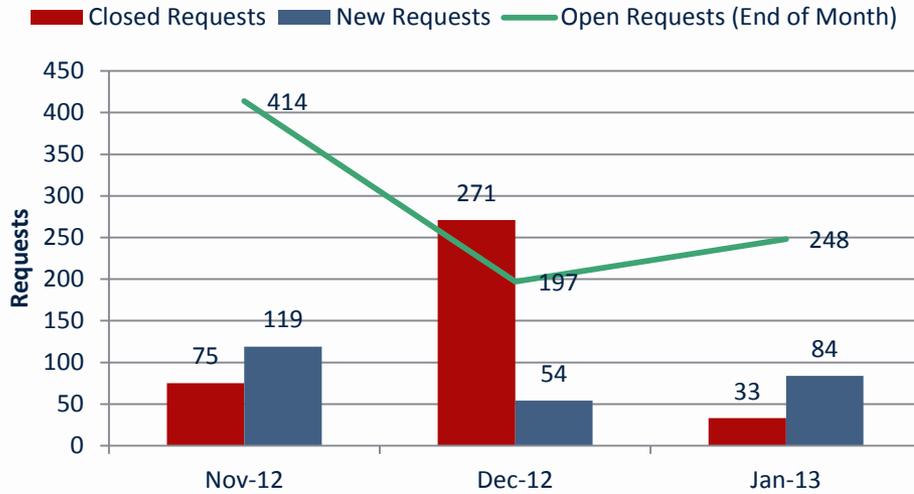
Action Items

Date	Responsible Parties	Action Item	Due	Status
7/12/12	C. Sylvain-Lear	Explore grants to address tire dumping	Ongoing	To date, unsuccessful. Applied for a Keep America Beautiful and Keep Louisiana Beautiful grants for surveillance cameras and other items related to inspections, education, and increased enforcement.
7/12/12	E. Williams, C. Sylvain-Lear	Consider increasing barriers to entry for tire shops via changes in occupational license requirements	Ongoing	Sanitation to coordinate with Safety and Permits.
6/7/12	D. Macnamara	To address tire dumping, coordinate training on occupational licenses for Quality of Life officers, in conjunction with code enforcement training	Ongoing	Training sessions are ongoing. Subject areas are broad. Training has been on a platoon level, and with 24 platoons, a means of training more officers at once needs to be explored.
4/5/12	L. Diaz	Reach out to neighborhood and volunteer groups to encourage pre-notification to Sanitation of clean-up needs	Ongoing	Pre-notifications have increased as a result of disseminating info to organizations, but some are still after the fact.

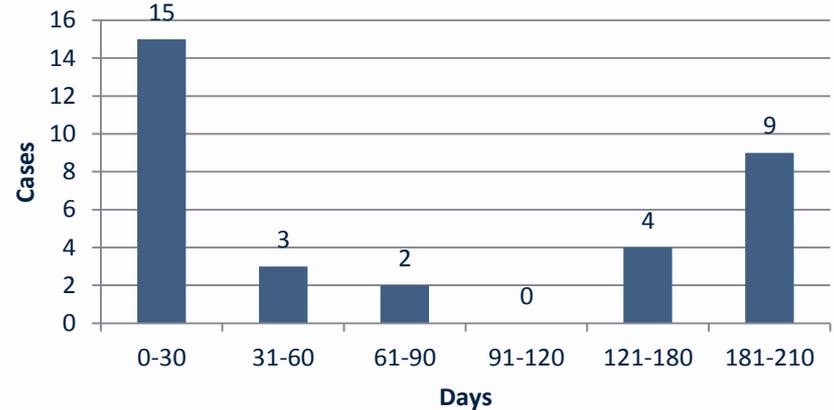
Other Sanitation 311 Service Requests

Vendors Accumulating Large Backlogs

Large Item Pickup (Vendor)

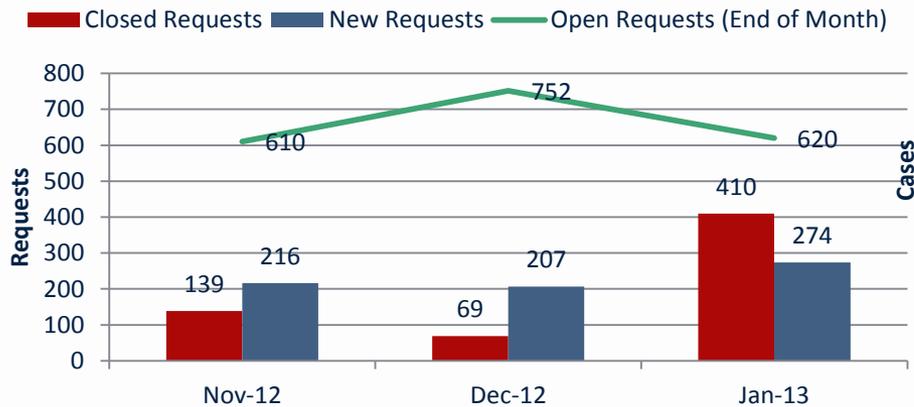


Days to Close in January

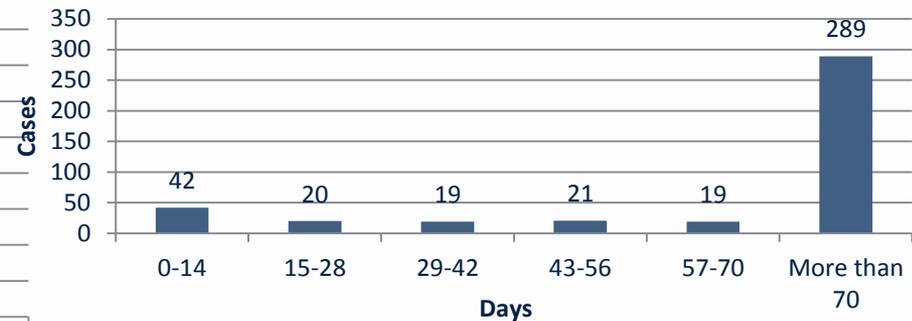


Note: Expected days to close, developed in 2012: 10 days.

Trash/Garbage Pickup (Vendor)



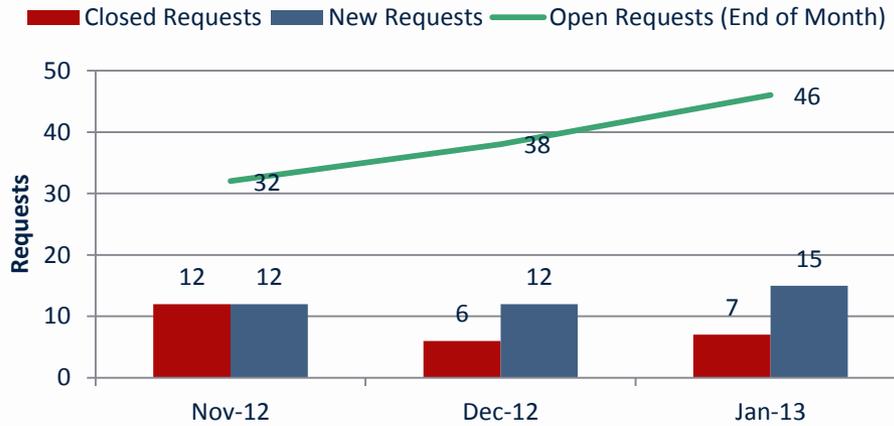
Days to Close in January



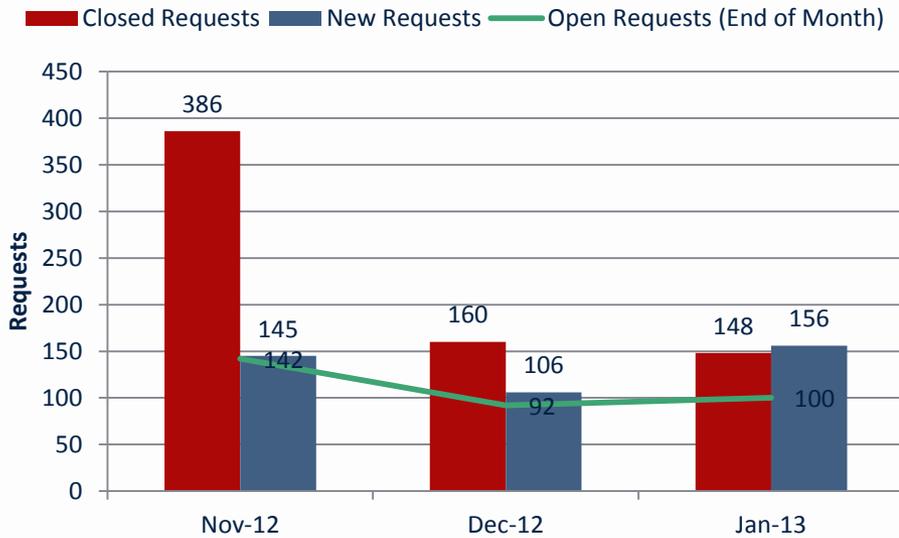
Note: Expected days to close, developed in 2012: 4-14 days.

Other Sanitation 311 Service Requests

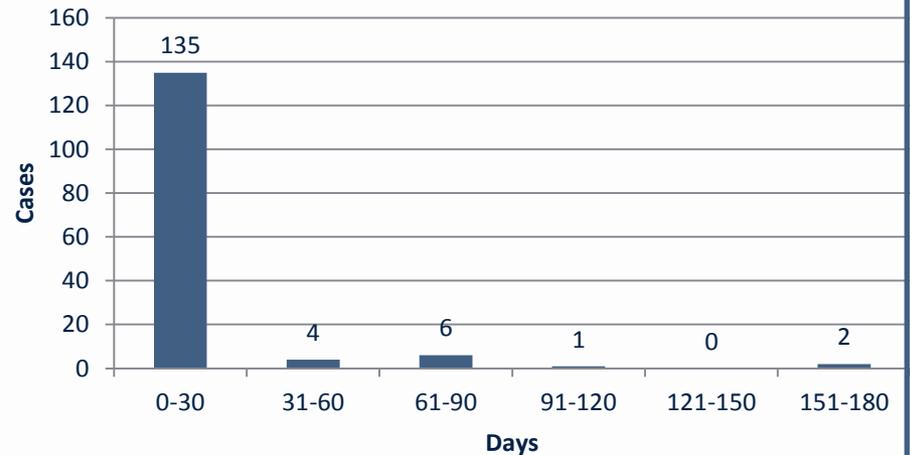
Dead Animal Pickup (Vendor)



Residential Recycling Programs



Days to Close in January



Note: Expected days to close, developed in 2012: 14-30 days.

Note: Recycling cart deliveries delayed due to Mardi Gras and Super Bowl.

Sanitation: 311 Action Items

Responsible Parties	Action Item	Due	Status
C. Sylvain-Lear	Address vendor case backlog	Past Due	Since 12/20/12, vendors have closed 757 cases (Metro: 554, Richard's: 203). 868 open cases as of 2/28/13. Requested that Department of Sanitation coordinate monthly performance review.
C. Boudy	Retire "New Recycling Cart" and "Trash/Garbage Pickup" case titles.	Past Due	Cases continue to be created for incorrect SR types (7 in February). Lagan update scheduled for 3/19/13 release.
P. Davis	Address recycling case backlog from 202 (August: 33, November: 1)	3/15/13	M. Torri working with P. Davis to resolve.
M. Torri	Enhance recycling Eform by adding "Replacement Cart" option.	3/5/13	Scheduled for 3/5/13 release. Eform currently only includes "New" and "Returned Cart" options.
M. Torri	Create automated daily report for new 311 recycling cases.	3/19/13	Scoping and design work underway.
M. Torri	Consolidate recycling data into a single database.	3/31/13	Scoping and design work underway.
M. Torri	Enhance illegal dumping Eform by adding "Tires" option with quantity field.	3/19/13	Tentatively scheduled for 3/19/13 release.
M. Torri	Enhance Start Trash Service Eform by making Sewerage and Water Board Account Number field mandatory for start service requests.	3/19/13	Tentatively scheduled for 3/19/13 release.

Note: Department of Sanitation and vendors were dedicated to the Super Bowl and Mardi Gras in February 2013.



Public Safety

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

Objectives and Strategies

Outcome Measures

Rebuild citizen confidence in public safety offices

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

- Percent compliance with consent decrees
- Citizens reporting feeling safe in their neighborhood (NOCC survey)
- Citizen confidence in NOPD (NOCC survey)

Ensure safe and secure neighborhoods, and reduce the murder rate

1. Prevent illegal activity
2. Intervene when conflicts occur to resolve them non-violently
3. Enforce the law with integrity
4. Effectively and fairly administer justice
5. Rehabilitate the incarcerated so that they do not recidivate
6. Coordinate the criminal justice system

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

Prepare for, mitigate, and effectively respond to emergencies

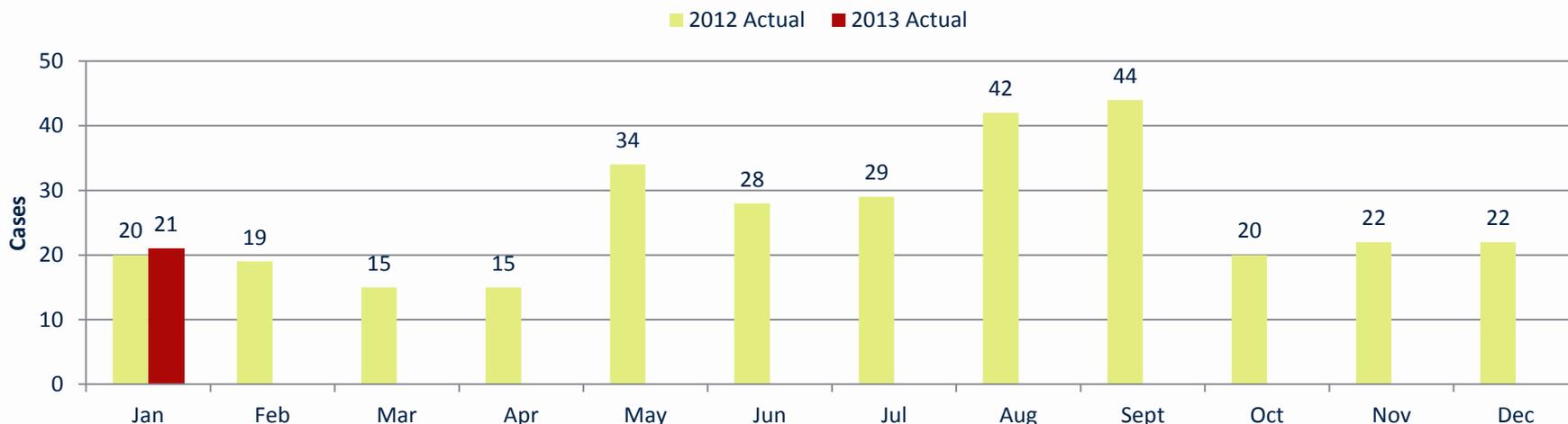
1. Respond to emergencies, including fire and medical, effectively
2. Plan and prepare for disasters

- Fires per 1,000 structures (with detail on residential, commercial, and industrial structures)
- Fatalities due to fire
- Cardiac arrest with pulse at delivery to hospital
- Percent of City plans, procedures, and other strategies that are National Incident Management System (NIMS) compliant



Key Performance Indicator: Number of tax and public nuisance cases filed before the ABO Board

Responsible Organization: Law Department



2011		2012		2013		
January Actual	Target Met?	January Actual	Target Met?	January Actual	Annual Target	Status
-	●	20	●	21	200	●

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

Action Items

Date	Responsible Parties	Action Item	Due	Status
11/1/12	D. Macnamara, D. Albert	Compile data on crimes, such as disturbing the peace, to use to prioritize ABO prosecutions	Ongoing	ITI provided police accident and disturbance reports on 12/10. Law needs data on more serious offenses, which the NOPD will provide.

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?

