CITY OF NEW ORLEANS
QualityofLifeSTAT

September 19th, 2013
(Reporting Period: August 2013)

www.nola.gov/opa

Agenda

- Introduction and Announcements
- Open and Effective Government
- Sustainable Communities
- Public Safety
- Children and Families

Purpose and Scope

Purpose: The Landrieu Administration developed a strategic framework to map out the City's overall direction. The framework links services, programs, strategies, objectives, and goals to the City's mission, values, and vision, and incorporates performance measures to assess performance.

In QualityofLifeSTAT, City leaders and managers review key performance results related to citizens' quality of life. In order to improve results, City leaders and managers review and assess progress achieved, overall trend data, and the likelihood of meeting performance targets. For programs at risk of not meeting targets, leaders and managers identify prospects and tactics for performance improvement, and make adjustments to operational plans as needed. To account to citizens and Councilmembers for the spending of resources provided, QualityofLifeSTAT meetings are open to the public.

Scope: QualityofLifeSTAT focuses on Citywide topics that lead to a perception of neglect and are reported frequently to multiple sources (e.g. 311, Councilmembers, department heads, the NOPD, and at community meetings). QualityofLifeSTAT does not focus on performance managed in other STAT programs or initiatives, nor does it include in depth discussions of complaints about specific locations.

Questions and Comments: Index cards are available to the public at the sign-in table, which can be used to submit questions and comments or to report specific issues. Throughout the meeting, completed cards will be reviewed. General questions and comments may be discussed by the group and specific issues will be assigned to departments.

City Strategic Framework

Mission

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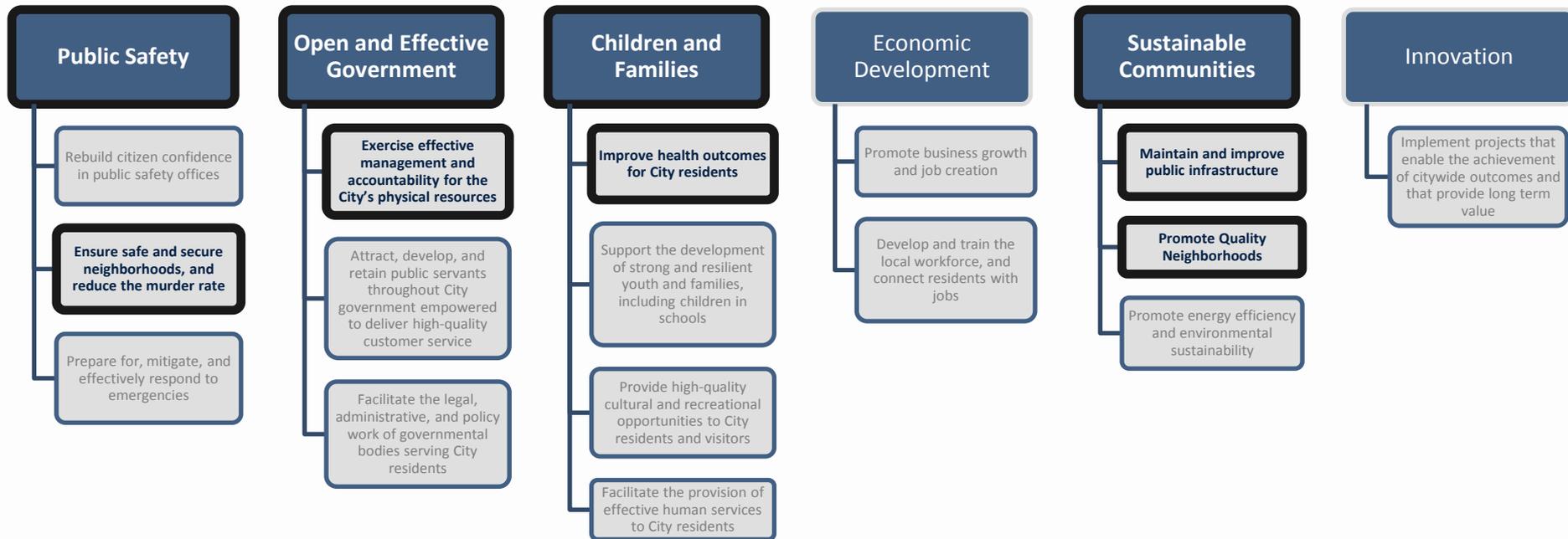
Values

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

Public Safety	Open and Effective Government	Children and Families	Economic Development	Sustainable Communities	Innovation
Rebuild citizen confidence in public safety offices	**Exercise effective management and accountability for the City's physical resources**	**Improve health outcomes for City residents**	Promote business growth and job creation	**Maintain and improve public infrastructure**	Implement projects that enable the achievement of citywide outcomes and that provide long term value
Ensure safe and secure neighborhoods, and reduce the murder rate	Attract, develop, and retain public servants throughout City government empowered to deliver high-quality customer service	Support the development of strong and resilient youth and families, including children in schools	Develop and train the local workforce, and connect residents with jobs	**Promote Quality Neighborhoods**	
Prepare for, mitigate, and effectively respond to emergencies	Facilitate the legal, administrative, and policy work of governmental bodies serving City residents	Provide high-quality cultural and recreational opportunities to City residents and visitors		Promote energy efficiency and environmental sustainability	
		Facilitate the provision of effective human services to City residents			

Open and Effective Government

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

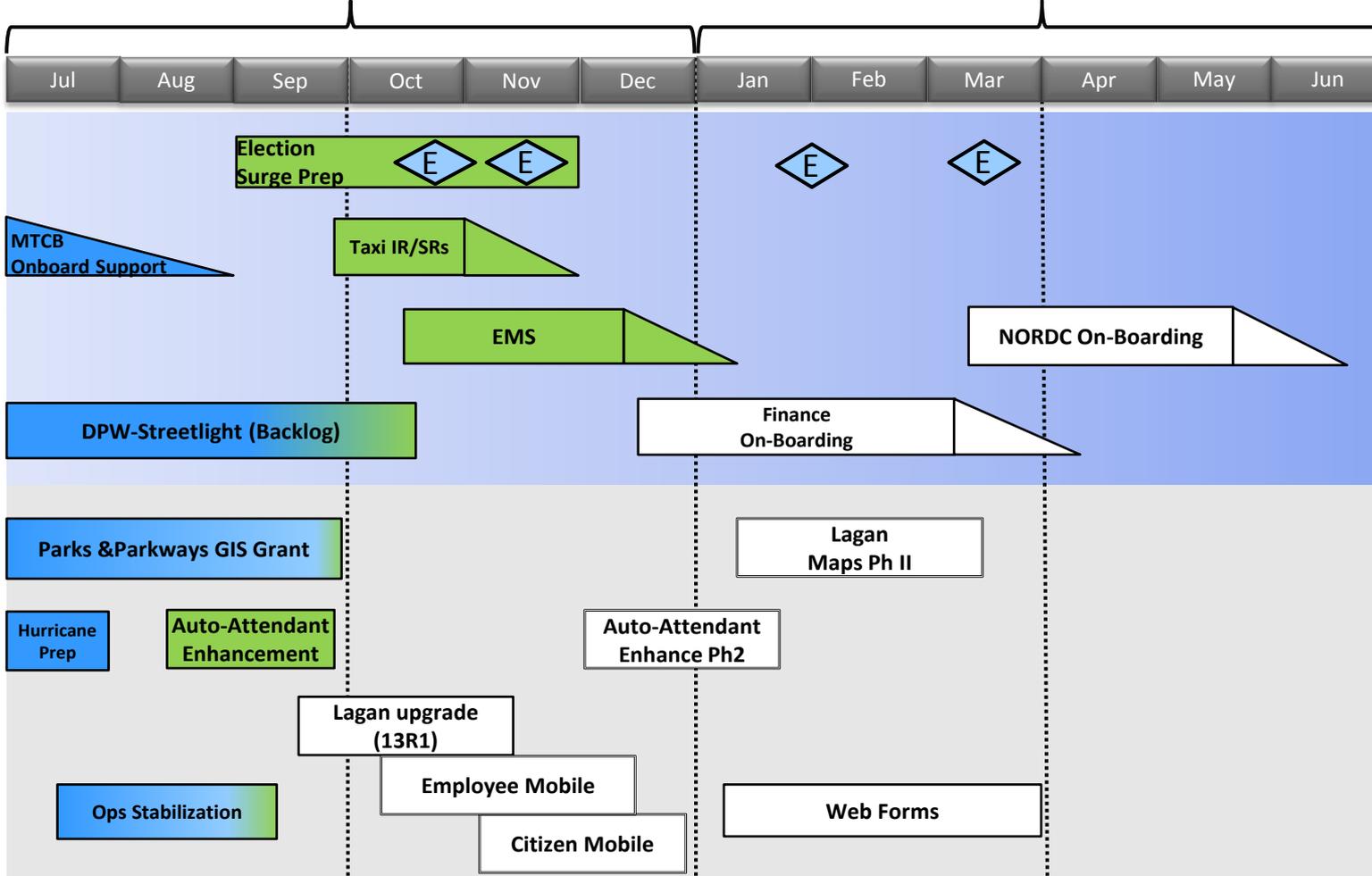| Objectives and Strategies	Outcome Measures
Exercise effective management and accountability for the City's physical resources 1. Effectively steward the City's financial resources 2. Manage the City's information and analyze the City's performance data 3. Manage vendor relationships and provide oversight of City contracts 4. Responsibly support the City's capital assets	• 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
Attract, develop, and retain public servants throughout City government empowered to deliver high-quality customer service 1. Cultivate a high-quality City workforce 2. Provide fair and reasonable benefits to City employees and retirees	• Turnover rate • Employee engagement and satisfaction (specific questions TBD from an internal survey)
Facilitate the legal, administrative, and policy work of governmental bodies serving City residents 1. Govern the City with integrity and accountability 2. Defend the City's legal interests 3. Promote civic engagement 4. Facilitate, link, and leverage resources with external organizations	• Citizen satisfaction with overall government services (UNO Quality of Life Survey) • Philanthropic resources secured

311 Dashboard

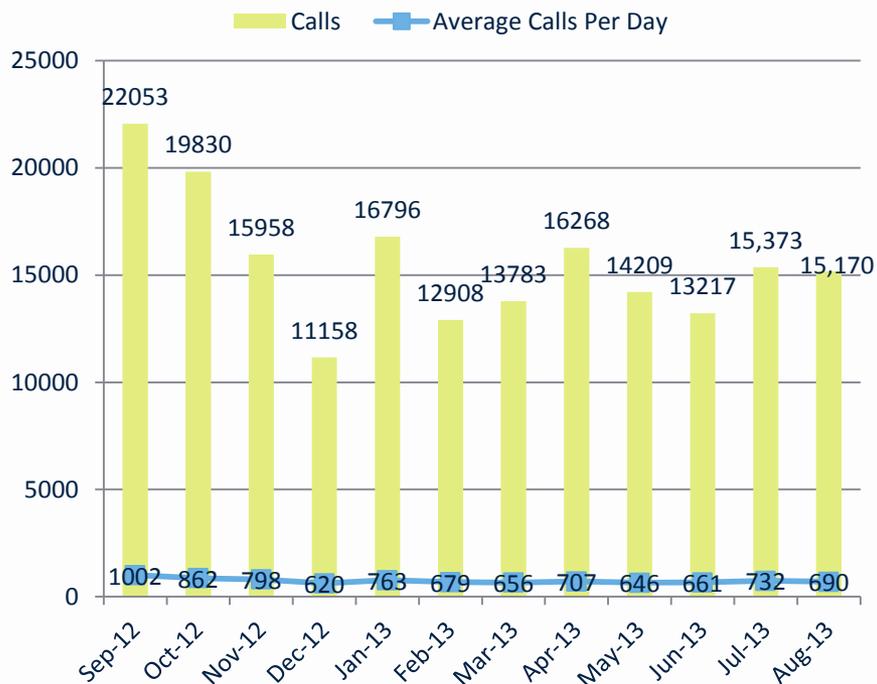| Onboarding Metrics	Existing Onboarded Departments							
	Code Enforcement	DPW Maint.	DPW Parking	DPW Traffic	Health	Mosquito & Termite	Parks & Parkways	Sanitation
Timeliness to Close Requests (Closed cases meeting target > 80%, 50-80%, <50%)	Green	Green	Yellow	Green	Green	White	Green	Yellow
Request Closure Rate (Closed Cases >= New Cases Yes/No)	Red	Red	Green	Red	Red	Red	Red	Green
Backlog to Closed Requests Ratio (1-4, 5-7, >=8)	Green	Red	Green	Red	Green	Green	Green	Green
311 Tool Usage (Resources actively managing cases using Lagan)	Green	Green	Green	Yellow	Green	Green	Green	Yellow
Overall	Green	Yellow	Green	Yellow	Green	Green	Green	Green
Actions Pending	*Note: Closures reflect Lagan, not LAMA.*	Address case backlog.	-	Address case backlog. Actively manage cases in 311.	-	*Establish Expected Days to Close Target(s).*	-	Address vendor backlog. Vendors actively manage cases in 311.

311 Roadmap

NOLA 311

2013   **2014**

Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun

Dept. Onboarding

- Election Surge Prep — E — E — E — E
- MTCB Onboard Support
- Taxi IR/SRs
- EMS
- NORDC On-Boarding
- DPW-Streetlight (Backlog)
- Finance On-Boarding

Operations

- Parks &Parkways GIS Grant
- Lagan Maps Ph II
- Hurricane Prep
- Auto-Attendant Enhancement
- Auto-Attendant Enhance Ph2
- Lagan upgrade (13R1)
- Employee Mobile
- Citizen Mobile
- Web Forms

2013 Successes To-Date:

- Hurricane Prep
- Safety & Permits Onboarding (IRs)
- Mosquito Onboarding
- Parks & Parkways Onboarding
- Health Onboarding
- Re-engage DPW Onboarding
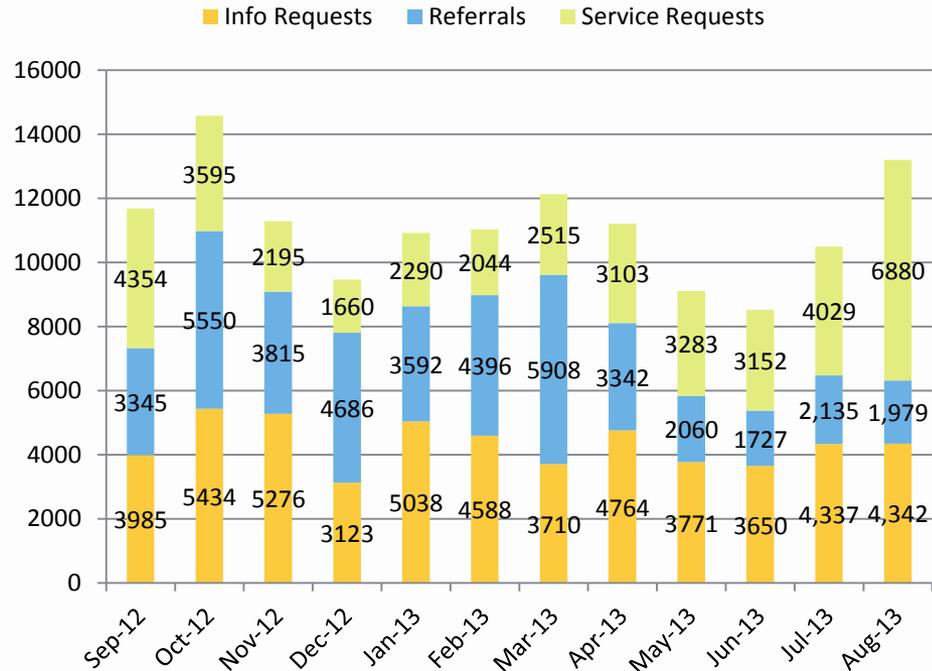- CSR Quick Access
- External Knowledgebase
- Lagan Maps Phase 1

Key

On Target	
Issues	
At Risk	
Completed	
Not started	

⬖ E = Election

NOLA 311

Total Calls

Legend: Calls, Average Calls Per Day

Month	Calls	Average Calls Per Day
Sep-12	22053	1002
Oct-12	19830	862
Nov-12	15958	798
Dec-12	11158	620
Jan-13	16796	763
Feb-13	12908	679
Mar-13	13783	656
Apr-13	16268	707
May-13	14209	646
Jun-13	13217	661
Jul-13	15,373	732
Aug-13	15,170	690

311 Requests

Legend: Info Requests, Referrals, Service Requests

Month	Info Requests	Referrals	Service Requests
Sep-12	3985	3345	4354
Oct-12	5434	5550	3595
Nov-12	5276	3815	2195
Dec-12	3123	4686	1660
Jan-13	5038	3592	2290
Feb-13	4588	4396	2044
Mar-13	3710	5908	2515
Apr-13	4764	3342	3103
May-13	3771	2060	3283
Jun-13	3650	1727	3152
Jul-13	4,337	2,135	4029
Aug-13	4,342	1,979	6880

Action Items

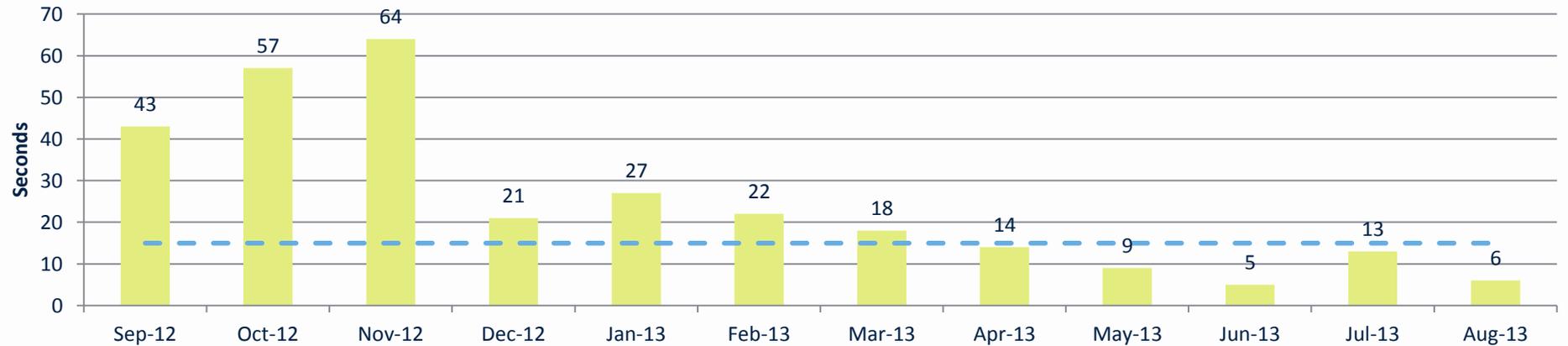| Date	Responsible Parties	Action Item	Due	Status
7/12/12	M. Torri, M. Jernigan	Incorporate FEMA street repair plans into 311 knowledge base	Ongoing (long term)	Once Lagan Maps functionality is available, will coordinate to incorporate and use data

Data Source: 311

NOLA 311

Average Call Length

Legend: ■ Average Call Length – – Target (160)

Month	Average Call Length (Seconds)
Sep-12	140
Oct-12	140
Nov-12	147
Dec-12	145
Jan-13	151
Feb-13	150
Mar-13	162
Apr-13	169
May-13	180
Jun-13	161
Jul-13	172
Aug-13	158
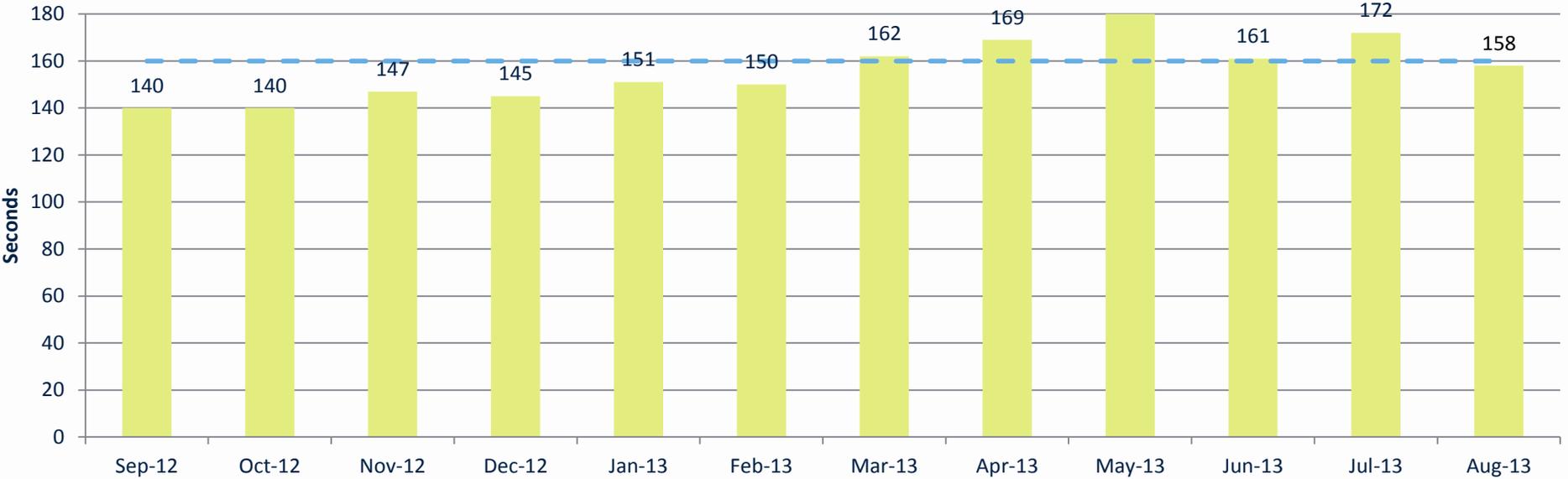
Average Hold Time

Legend: ■ Average Hold Time – – Target (15)

Month	Average Hold Time (Seconds)
Sep-12	43
Oct-12	57
Nov-12	64
Dec-12	21
Jan-13	27
Feb-13	22
Mar-13	18
Apr-13	14
May-13	9
Jun-13	5
Jul-13	13
Aug-13	6

Data Source: 311

NOLA 311

Average Agent Scores

Legend: ■ May-13 ■ Jun-13 ■ Jul-13 ■ Aug-13

Category	May-13	Jun-13	Jul-13	Aug-13
Call Documentation Score	78	78	78	78
Warm Transfer Score	73	73	73	84
Ready Time Score	87	87	87	87
Average Call Time Score	82	91	91	88
Quality Scores	91	82	82	92
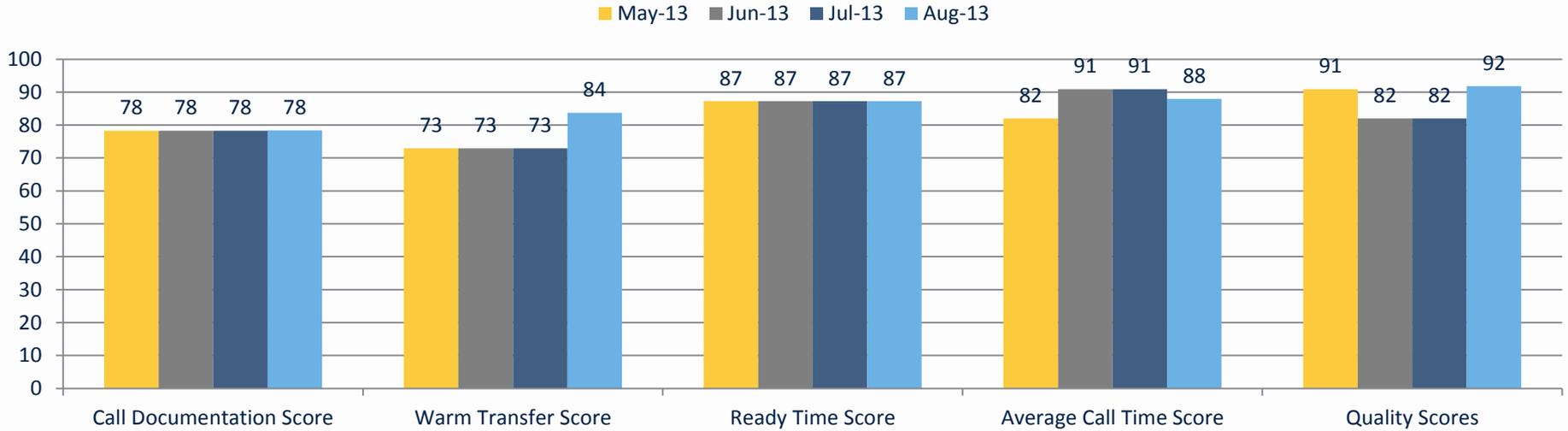
Average Agent Scores YTD by Agent

Legend: ■ Call Documentation Score ■ Warm Transfer Score ■ Quality Scores ■ Average Call Time Score ■ Ready Time Score

Agent	Call Documentation Score	Warm Transfer Score	Quality Scores	Average Call Time Score	Ready Time Score
Agent 1	97	89	96	92	98
Agent 2	72	69	62	91	75
Agent 3	85	85	95	92	85
Agent 4	98	91	85	86	77
Agent 5	83	74	87	89	92
Agent 6	84	90	94	92	100
Agent 7	66	51	75	83	50
Agent 8	68	77	80	96	98
Agent 9	71	82	91	90	100
Agent 10	63	78	78	100	86
Agent 11	61	36	77	82	90

Key Performance Indicator: Call abandonment rate for 311

Responsible Organization: Information Technology and Innovation

2013		
YTD Actual	**Annual Target**	**Status**
10%	≤ 10%	🟢

- 🟢 On Target
- 🔼 Within 10% of Target
- 🔴 Off Target

Abandonment Rate — — **Target (10%)**

Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13
6%	6%	18%	12%	10%	16%	8%	10%	9%	9%	14%	9%	9%	12%	8%
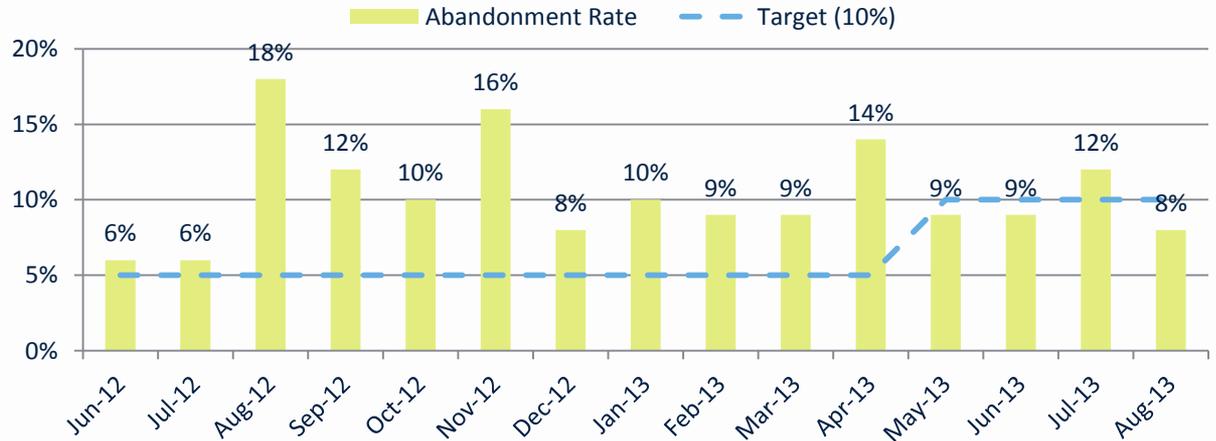
Key Performance Indicator: Average monthly percent of 311 first call resolution

Responsible Organization: Information Technology and Innovation

2013		
YTD Actual	**Annual Target**	**Status**
65%	70%	🔼

- 🟢 On Target
- 🔼 Within 10% of Target
- 🔴 Off Target

First Call Resolution — — **Target (70%)**

Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13
46%	45%	64%	70%	65%	81%	64%	69%	80%	60%	71%	58%	59%	59%	63%
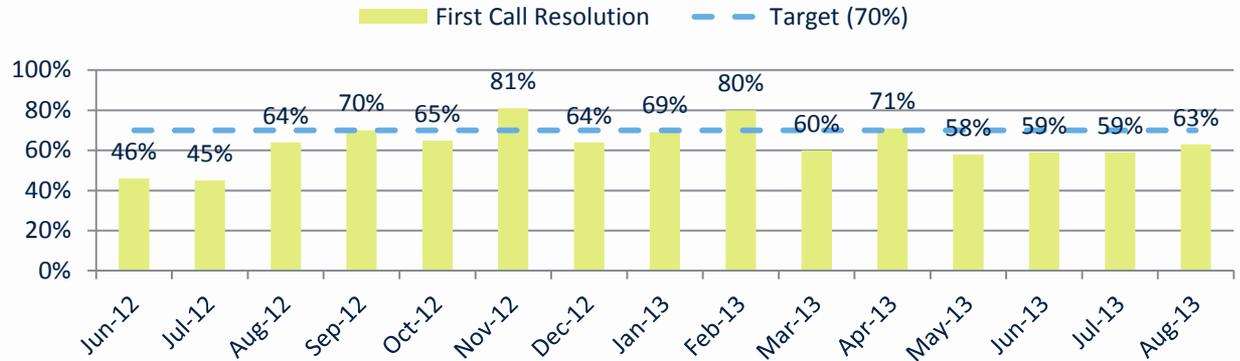
Note: First call resolution includes information requests and undocumented calls. Excludes service requests and department referrals.

NOLA 311 Top Requests and Referrals in August

	Service Requests	No.	Prior Month (July) Rank
1	Street Light	2842	2
2	Code Enforcement General Request	887	1
3	Residential Recycling Programs	777	4
4	Trash/Garbage Pickup	386	3
5	Abandoned Vehicle	265	5

	Information Requests	No.	Prior Month (July) Rank
1	Sanitation Service Fees	177	1
2	Municipal Police	135	-
3	Birth Certificates	132	2
4	Traffic Court	127	3
5	Assessor	115	4

	Department Referrals	No.	Prior Month (July) Rank
1	Safety & Permits	238	1
2	Parks & Parkways	174	2
3	Public Works	160	5
4	Taxicab Bureau	153	4
5	Code Enforcement	123	3

August Deputy Mayor and CAO Escalations for Citizen Follow-Up Cases

Department	Deputy Mayor Escalations	CAO Escalations
DPW-Maintenance	1	
MTCB	1	

Data Source: 311

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)

Key Performance Indicator: Number of potholes filled

Responsible Organization: Department of Public Works
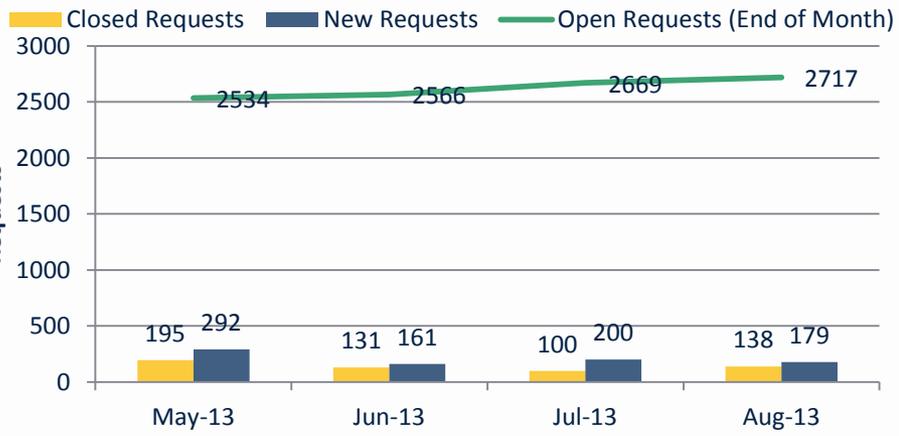
Legend: — 2011 Actual   — 2012 Actual   — 2013 Actual   - - 2013 Target

Y-axis: Potholes (0 to 70,000)
X-axis: Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sept, Oct, Nov, Dec

Labeled data points: 60,401; 54,637; 27,532; 20,000

Status legend:
- 🟢 On Target
- 🔺 Within 10% of Target
- 🔶 Off Target
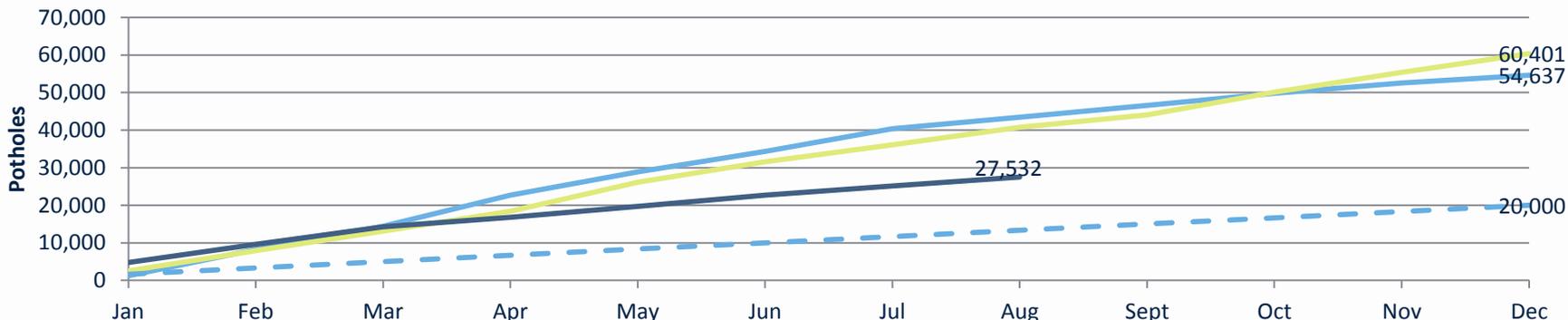
	2011		2012		2013		
	Actual	**Target Met?**	**Actual**	**Target Met?**	**YTD Actual**	**Annual Target**	**Status**
	54,637	🟢	60,401	🟢	27,532	20,000	🟢

311 Pothole/Roadway Surface Repair Service Requests

Pothole/Roadway Surface Repair

Legend: ▮ Closed Requests   ▮ New Requests   — Open Requests (End of Month)

Y-axis: Requests (0 to 3000)

Open Requests: 2534 (May-13), 2566 (Jun-13), 2669 (Jul-13), 2717 (Aug-13)

	May-13	Jun-13	Jul-13	Aug-13
Closed Requests	195	131	100	138
New Requests	292	161	200	179

Days to Close Pothole/Roadway Surface Repair

Legend: ▮ May-13   ▮ Jun-13   ▮ Jul-13   ▮ Aug-13

Y-axis: Cases (0 to 200)
X-axis: Days

Days	May-13	Jun-13	Jul-13	Aug-13
0-30	147	94	81	87
31-60	9	11	5	9
61-90	4	5	3	12
91-120	8	5	3	8
More than 120	27	16	8	22

Note: Expected days to close, developed in 2012: 60-365 days.
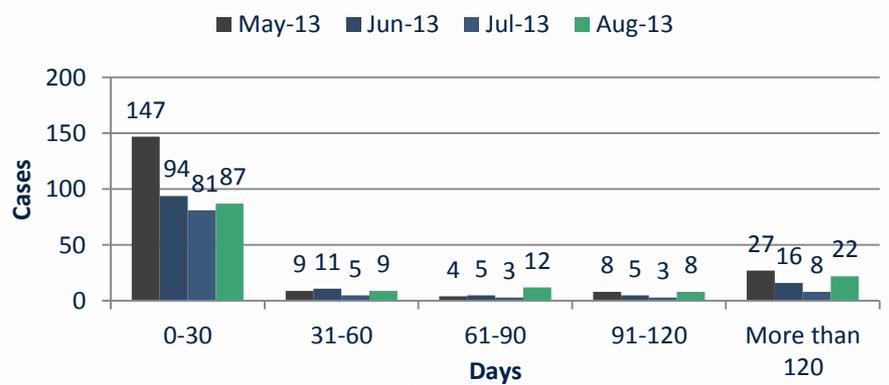
Data Source: DPW Weekly Maintenance Reports

DPW Maintenance 311 Service Requests

Manhole Cover Maintenance

Legend: Closed Requests | New Requests | Open Requests (End of Month)

Month	Closed Requests	New Requests	Open Requests (End of Month)
May-13	17	24	116
Jun-13	10	10	117
Jul-13	8	11	120
Aug-13	10	23	133

Sidewalk Repair

Legend: Closed Requests | New Requests | Open Requests (End of Month)

Month	Closed Requests	New Requests	Open Requests (End of Month)
May-13	28	48	529
Jun-13	18	29	543
Jul-13	15	38	568
Aug-13	13	25	581

Road Shoulder Repair

Legend: Closed Requests | New Requests | Open Requests (End of Month)

Month	Closed Requests	New Requests	Open Requests (End of Month)
May-13	14	24	183
Jun-13	14	25	194
Jul-13	10	16	200
Aug-13	15	20	205

311 Issues

Responsible Parties	Issue/Status	Due
M. Jernigan	Service request closure targets are set to 365 days. Need to review and revise.	Past Due
M. Nolan	Significant case backlog exists. Resources/funding unavailable to address requests. 5972 open cases at end of August 2013.	Ongoing

Data Source: 311

DPW Traffic 311 Service Requests

Road Surface Marking

Legend: Closed Requests | New Requests | Open Requests (End of Month)

	May-13	Jun-13	Jul-13	Aug-13
Closed Requests	3	2	2	1
New Requests	8	8	10	3
Open Requests (End of Month)	50	56	64	66

Traffic Sign

Legend: Closed Requests | New Requests | Open Requests (End of Month)

	May-13	Jun-13	Jul-13	Aug-13
Closed Requests	60	44	19	41
New Requests	96	67	49	58
Open Requests (End of Month)	488	511	541	558

Street Name Sign

Legend: Closed Requests | New Requests | Open Requests (End of Month)

	May-13	Jun-13	Jul-13	Aug-13
Closed Requests	36	18	51	4
New Requests	65	34	22	22
Open Requests (End of Month)	315	331	302	320

Traffic Signal

Legend: Closed Requests | New Requests | Open Requests (End of Month)

	May-13	Jun-13	Jul-13	Aug-13
Closed Requests	27	25	19	23
New Requests	46	42	32	53
Open Requests (End of Month)	272	289	302	332

311 Issues

Responsible Parties	Issue	Due	Status
A. Yrle	No Traffic resource actively managing cases in Lagan	Past Due	Resource initially identified in Nov. 2012, and expected to free-up in fall 2013.

Data Source: 311

Key Performance Indicator: Number of streetlight outages restored
Responsible Organization: Department of Public Works
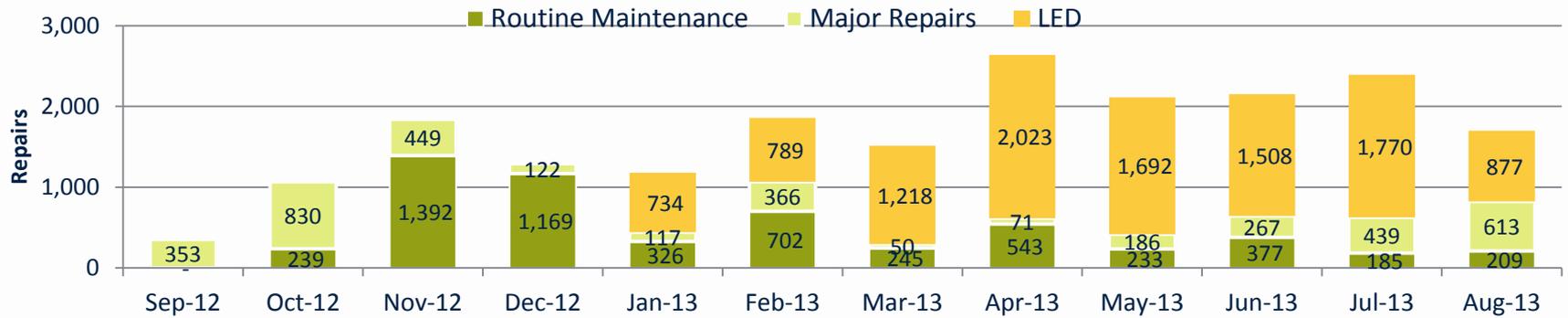
Repairs (chart, legend: Routine Maintenance, Major Repairs, LED)

Month	Routine Maintenance	Major Repairs	LED
Sep-12	-	353	
Oct-12	239	830	
Nov-12	1,392		449
Dec-12	1,169	122	
Jan-13	326	117	734
Feb-13	702	366	789
Mar-13	245	50	1,218
Apr-13	543	71	2,023
May-13	233	186	1,692
Jun-13	377	267	1,508
Jul-13	185	439	1,770
Aug-13	209	613	877

Legend: ● On Target ◆ (yellow) Within 10% of Target ◆ (red) Off Target

2011		2012		2013		
Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
10,891	◆	12,500	◆	15,540	8,000	●

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

Streetlight Outages

Legend: Routine, Major, Percent of Streetlights Out

Month	Total Outages	Percent of Streetlights Out
Sep-12	7,209	14%
Oct-12	7,312	14%
Nov-12	6,400	13%
Dec-12	5,575	11%
Jan-13	5,329	10%
Feb-13	4,551	9%
Mar-13	4,233	8%
Apr-13	4,112	8%
May-13	3,599	7%
Jun-13	3,330	7%
Jul-13	2,972	6%
Aug-13	2,612	5%

Data Source: DPW Streetlights Monthly Report
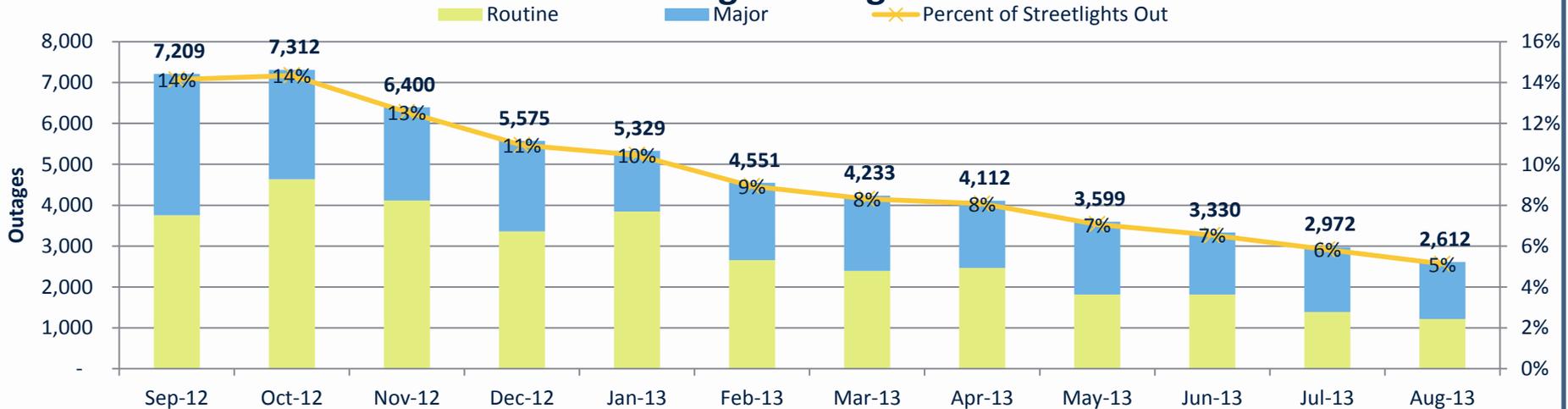
311 Streetlight Service Requests

Closed Requests **New Requests** **Open Requests (End of Month)**
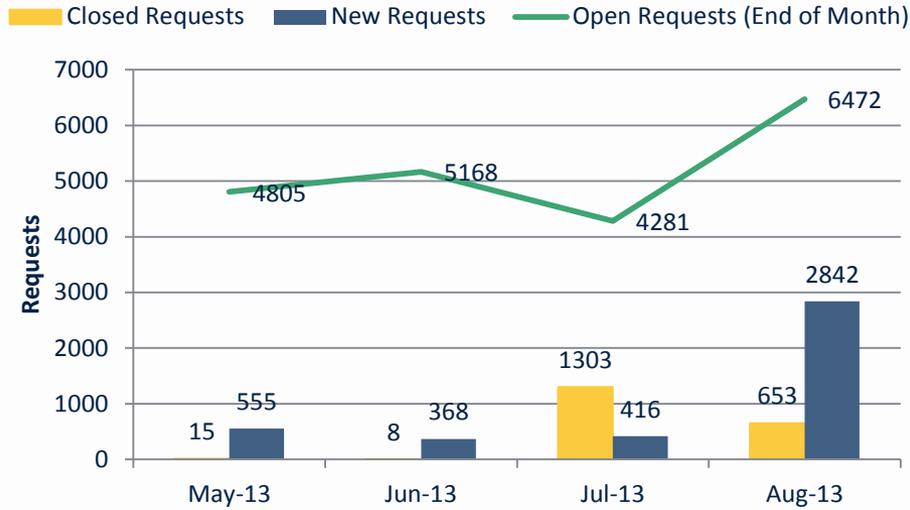
Closed 311 Requests as Percentage of All Outages Restored

Days to Close

May-13 Jun-13 Jul-13 Aug-13
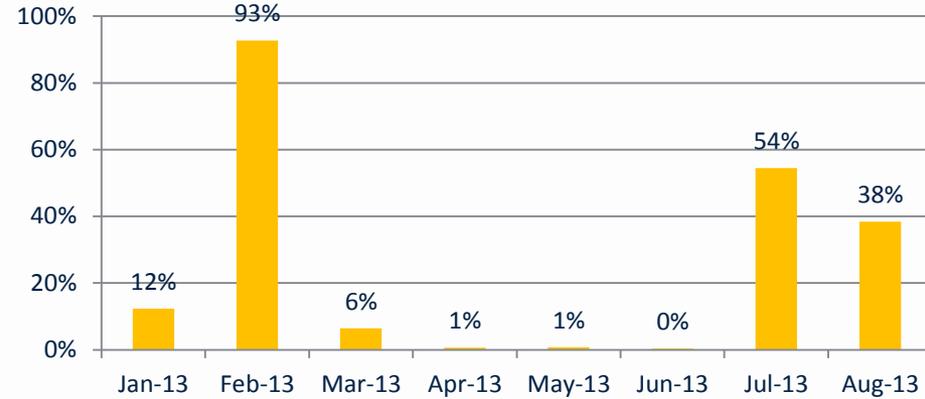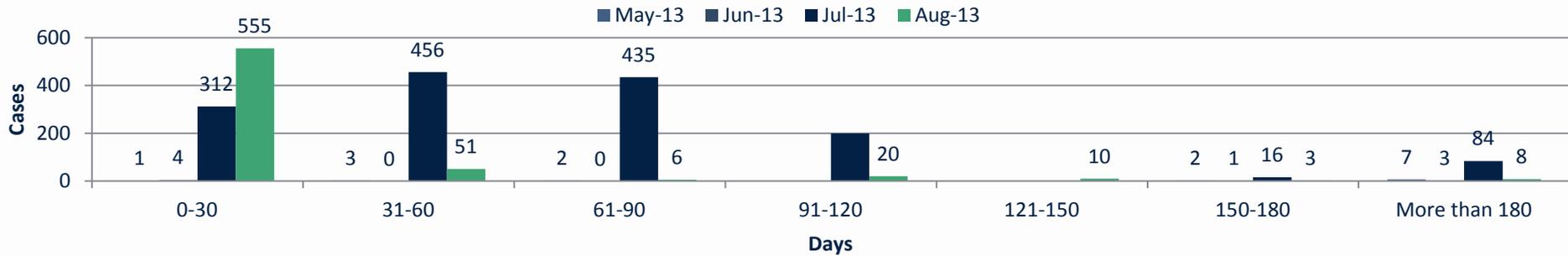
Note: Expected days to close, developed in 2012: 30-180 days.

311 Issues

Responsible Parties	Issue	Due	Status
M. Jernigan/M. Torri	New method needed for closing the backlog of streetlight cases based on actual work completed	Past Due	Postponed until after August community meetings. Royal Engineering actively updating cases created after 4/2/13.

Data Source: DPW Streetlights Monthly Report

Key Performance Indicator: Average number of days to close 311 abandoned vehicle calls
Responsible Organization: Department of Public Works

Legend:
- **Avg Days to Close (Month of Close)**
- **Avg Age of Open (End of Month)**
- **Target Days to Close (25)**

Month	Avg Days to Close	Avg Age of Open
Sep-12	25	44
Oct-12	18	52
Nov-12	18	57
Dec-12	30	70
Jan-13	40	75
Feb-13	69	41
Mar-13	34	38
Apr-13	34	38
May-13	35	42
Jun-13	26	53
Jul-13	34	43
Aug-13	31	41

Y-axis: Days

Status Legend:
- 🟢 On Target
- 🔺 Within 10% of Target
- 🔶 Off Target
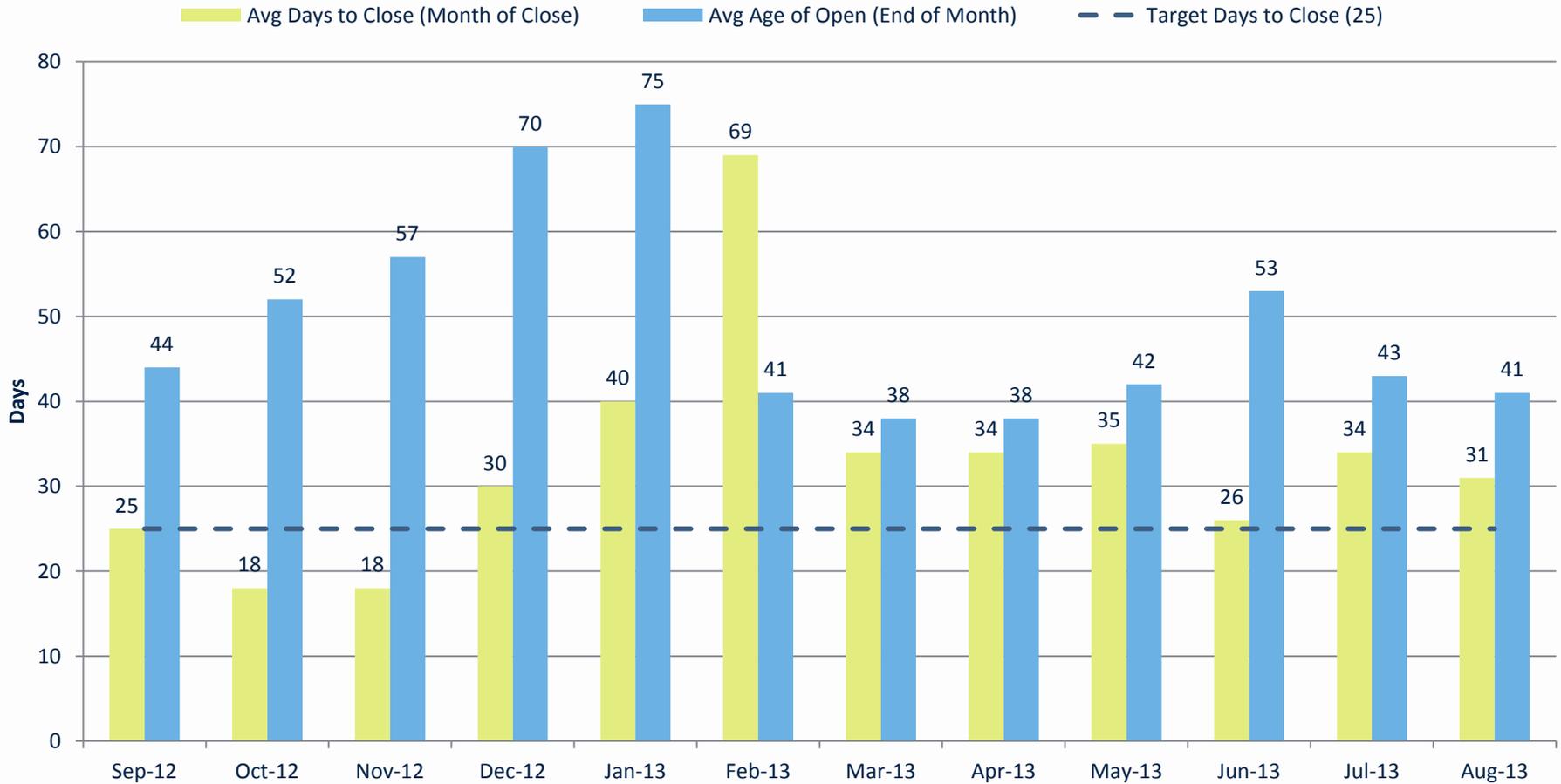
	2011		2012		2013		
	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
	17	-	18	🟢	37	≤ 25	🔶

Data Source: 311

311 Abandoned Vehicle Service Requests

Legend: Closed Requests | New Requests | Open Requests (End of Month)

Month	Closed Requests	New Requests	Open Requests (End of Month)
Sep-12	170	209	
Oct-12	169	212	
Nov-12	190	178	
Dec-12	124	153	
Jan-13	270	195	
Feb-13	151	166	
Mar-13	191	219	
Apr-13	183	214	
May-13	222	176	
Jun-13	182	173	
Jul-13	218	257	
Aug-13	321	265	197

Action Items

Date	Responsible Parties	Action Item	Due	Status
10/4/12	M. Jernigan; A. Square	Contract with additional towing companies for abandoned vehicles	Past Due	Request for bids to be developed. Some firms may provide services at no cost to the City. To pay private contractors up front, would 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.

Data Source: 311

Key Performance Indicator: Number of catch basins cleaned
Responsible Organization: Department of Public Works

Legend: 2013 Target · 2012 Actual · 2013 Actual
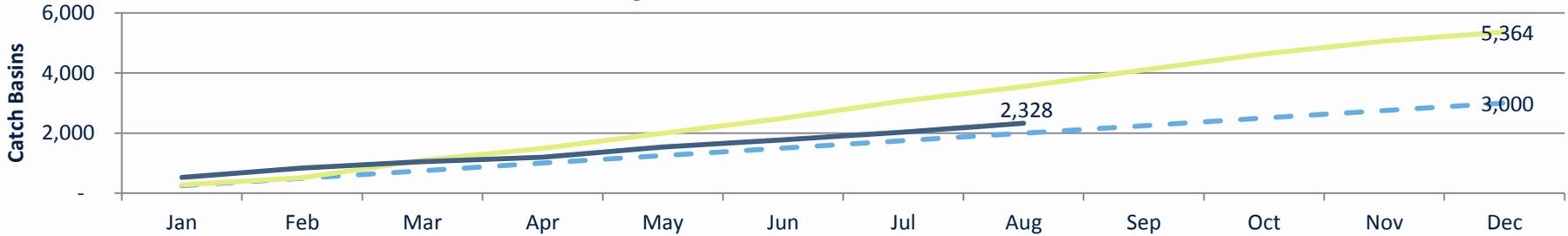
Y-axis: Catch Basins — 6,000 / 4,000 / 2,000 / -

X-axis: Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec

Data labels: 5,364 (2012 Actual, Dec); 3,000 (2013 Target, Dec); 2,328 (2013 Actual, Aug)

Status legend:
- ● On Target
- ◆ Within 10% of Target
- ◆ Off Target

2011		2012		2013		
Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
3,339	◆	5,364	●	2,328	3,000	●

311 Street Flooding/Drainage Service Requests

Legend: Closed Requests · New Requests · Open Requests (End of Month)

Y-axis: Requests — 0 to 2500

Open Requests (End of Month): 2174, 2207, 2204, 2254

	May-13	Jun-13	Jul-13	Aug-13
Closed Requests	149	127	215	150
New Requests	246	158	209	199

Days to Close

Legend: ■ May-13 ■ Jun-13 ■ Jul-13 ■ Aug-13

Y-axis: Cases — 0 to 140

X-axis: Days — 0-90, 91-180, 181-270, 271-360, More than 360

Days	May-13	Jun-13	Jul-13	Aug-13
0-90	132	75	128	131
91-180	9	23	23	12
181-270	5	3	11	2
271-360	3	10	6	0
More than 360	16	—	47	5

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

Data Sources: DPW Weekly Maintenance Reports and 311
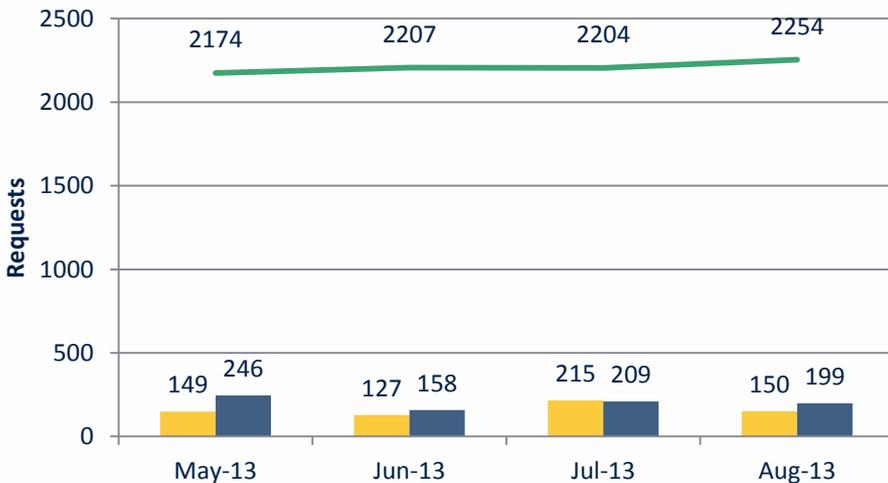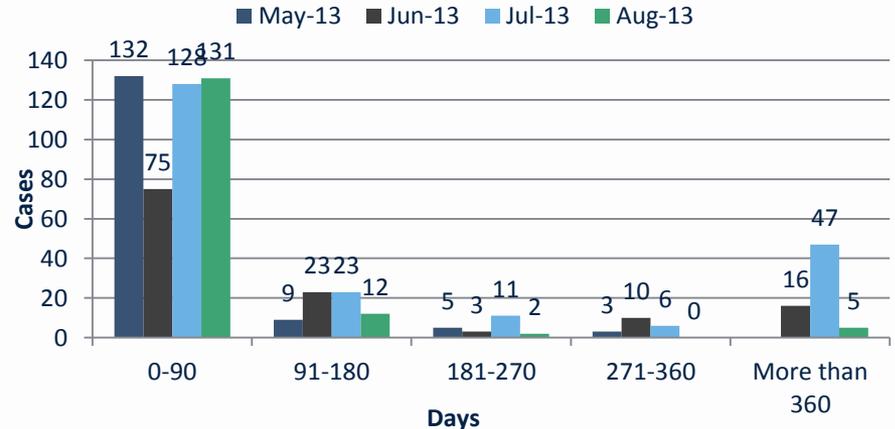
DPW 311 Issues

Responsible Parties	Issue/Status	Due
M. Jernigan	Identify Interim case status for service requests that have up to 365 day turn-around time. A 311 team member can help with this task if necessary.	Pending
M. Jernigan	Determine how administrative staff / 311 liaisons can re-prioritize their work to allocate more time to actively manage 311 cases.	Pending
M. Jernigan	Ensure that each division uses Lagan as the single database of work records.	Pending
M. Jernigan	Inform 311 which service requests / business processes should be analyzed by ITI's Service & Innovation team to help identify potential efficiencies / operational improvements.	Pending
E. Kerkow	Contact DPW to schedule a demo of the new 311 employee mobile module that will allow DPW staff to manage cases in the field via a mobile device.	Completed

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

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

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

Data Source: Sewerage and Water Board of New Orleans

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: 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.

Legend: ■ Measurement — — — Average — — Linear (Measurement)

Data Table
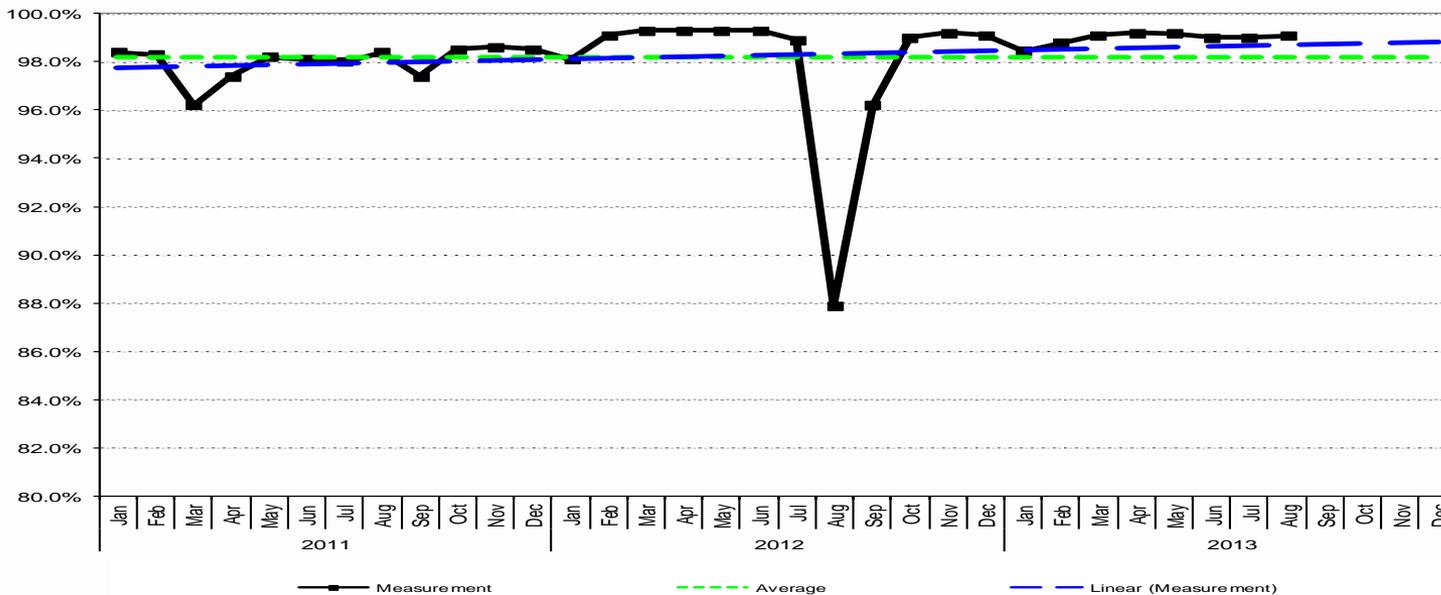
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	98.4%	98.3%	96.2%	97.4%	98.2%	98.1%	98.0%	98.4%	97.4%	98.5%	98.6%	98.5%
2012	98.1%	99.1%	99.3%	99.3%	99.3%	99.3%	98.9%	87.9%	96.2%	99.0%	99.2%	99.1%
2013	98.4%	98.8%	99.1%	99.2%	99.2%	99.0%	99.0%	99.1%				

Data Source: Sewerage and Water Board of New Orleans

Sewerage and Water Board of New Orleans
Bills Estimated as a Percentage of Total Bills

EUM Attribute:
Customer Satisfaction

Description: Provides reliable, responsive, and affordable services in line with explicit, customer-accepted service levels. Receives timely customer feedback to maintain responsiveness to customer needs and emergencies.

Constituency:
Customer Ratepayers

Objective: Provide Accurate Bills

Goal: Bill Accounts With Less Than 2% Estimated

Currently Meeting Goal: Close

Process Operating Within Control Limits: Yes

Trend: Favorable

Analysis

A bill is estimated if the meter is not read by the designated billing date. Bills are also estimated when a meter is read and the reliability of the reading is doubtful and the account is placed on an exception report. If the reading is not verified by the billing date, the bill will be estimated. Spikes in estimated bills usually occur when the Meter Reading department is unable to read a large section of meters during extreme weather.

Plans for Improvement

Current plans are focused on obtaining readings for accounts each month and verifying the reliability of each reading. Future plans will focus on advanced matering infrastructure that allows for readings to be obtained automatically several times daily.
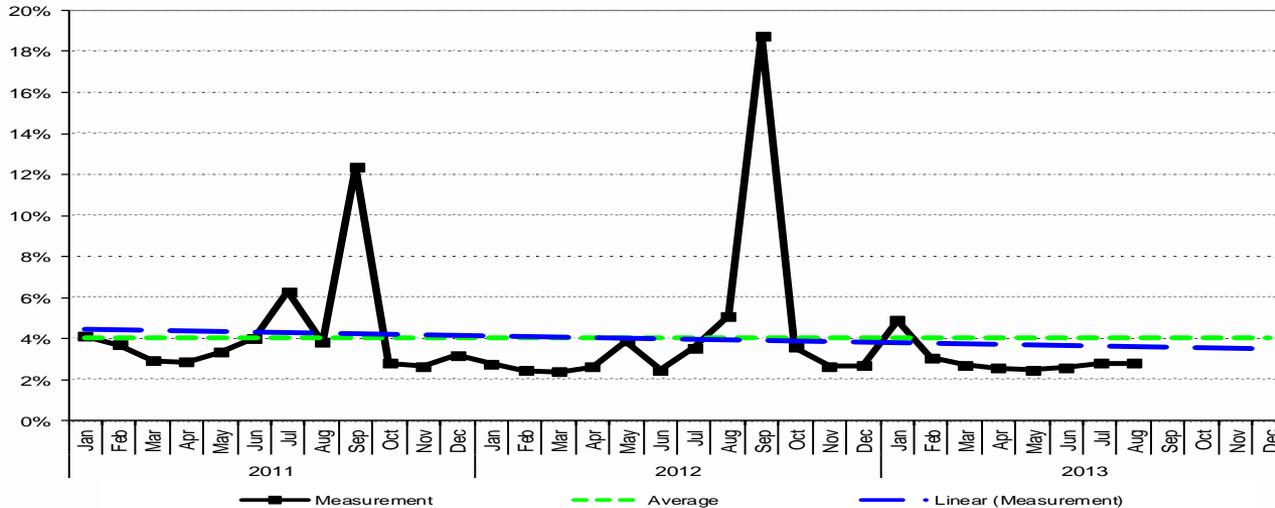
Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	4.1%	3.7%	2.9%	2.9%	3.4%	4.0%	6.3%	3.8%	12.4%	2.8%	2.7%	3.2%
2012	2.8%	2.5%	2.4%	2.6%	3.9%	2.5%	3.6%	5.1%	18.8%	3.6%	2.7%	2.7%
2013	4.9%	3.1%	2.7%	2.6%	2.5%	2.6%	2.8%	2.8%				

Data Source: Sewerage and Water Board of New Orleans

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

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Reduce
percentage over time

Currently Meeting
Goal: 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
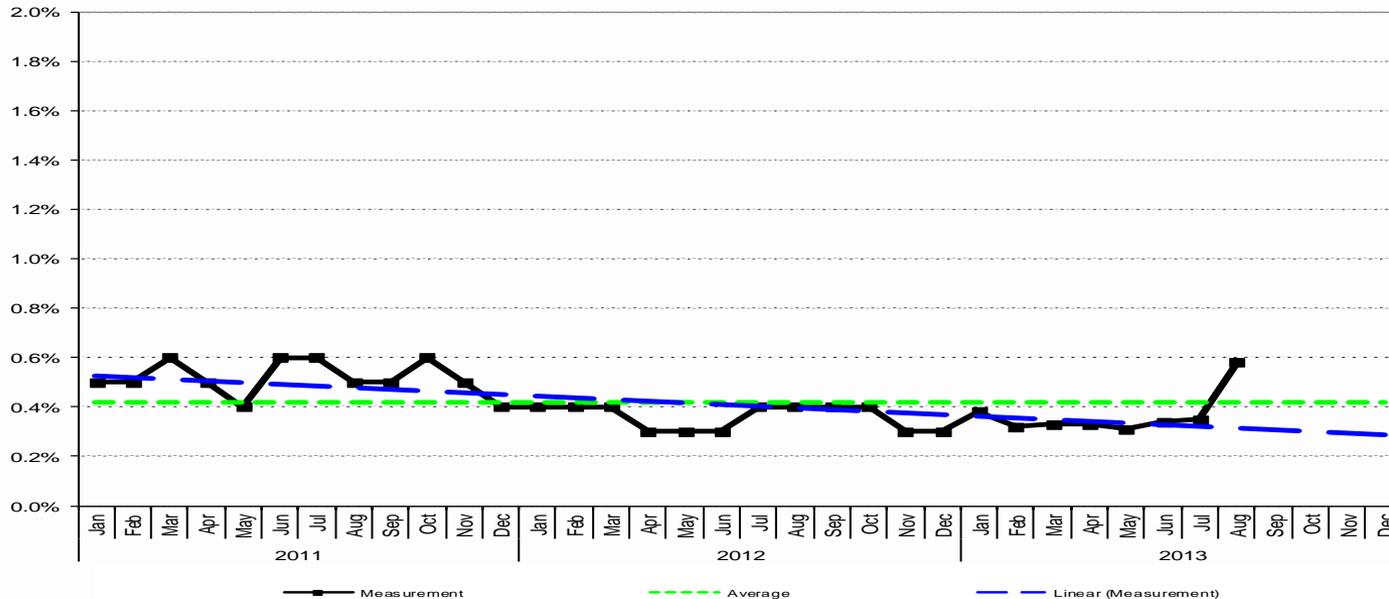
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	0.5%	0.5%	0.6%	0.5%	0.4%	0.6%	0.6%	0.5%	0.5%	0.6%	0.5%	0.4%
2012	0.4%	0.4%	0.4%	0.3%	0.3%	0.3%	0.4%	0.4%	0.4%	0.4%	0.3%	0.3%
2013	0.4%	0.3%	0.3%	0.3%	0.3%	0.3%	0.4%	0.6%				

Data Source: Sewerage and Water Board of New Orleans

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 intended to reduce the number of estimated and erroneous readings, as well as to reduce the cost of obtaining a validated reading.
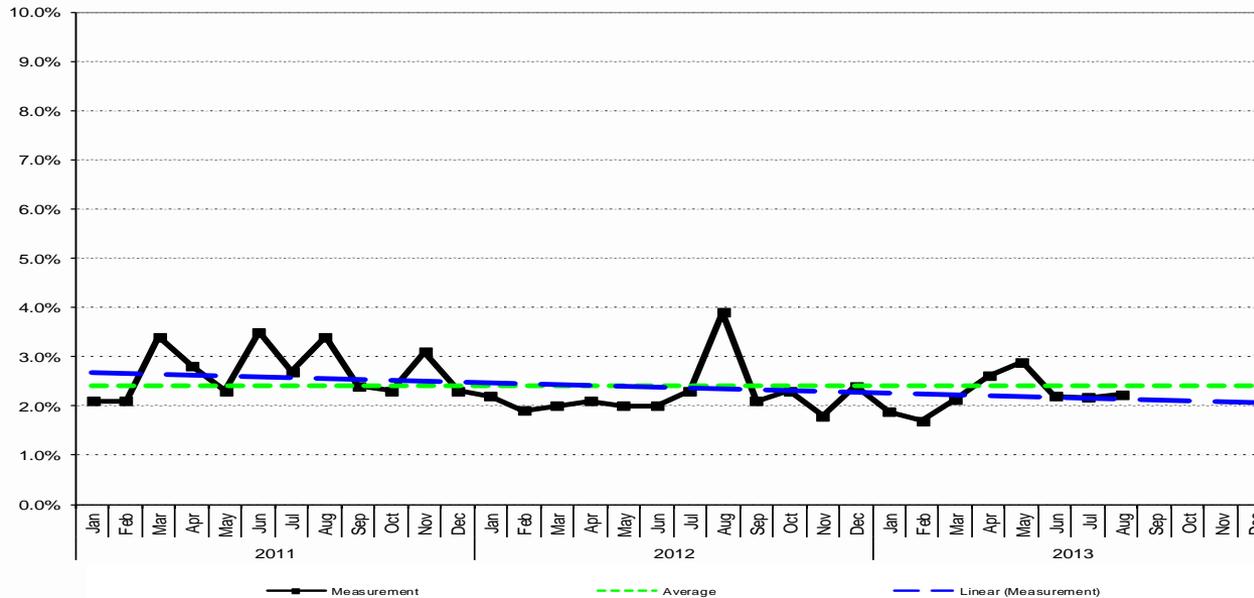
Data Table

	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%	1.7%	2.1%	2.6%	2.9%	2.2%	2.2%	2.2%				

Data Source: Sewerage and Water Board of New Orleans

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: Close
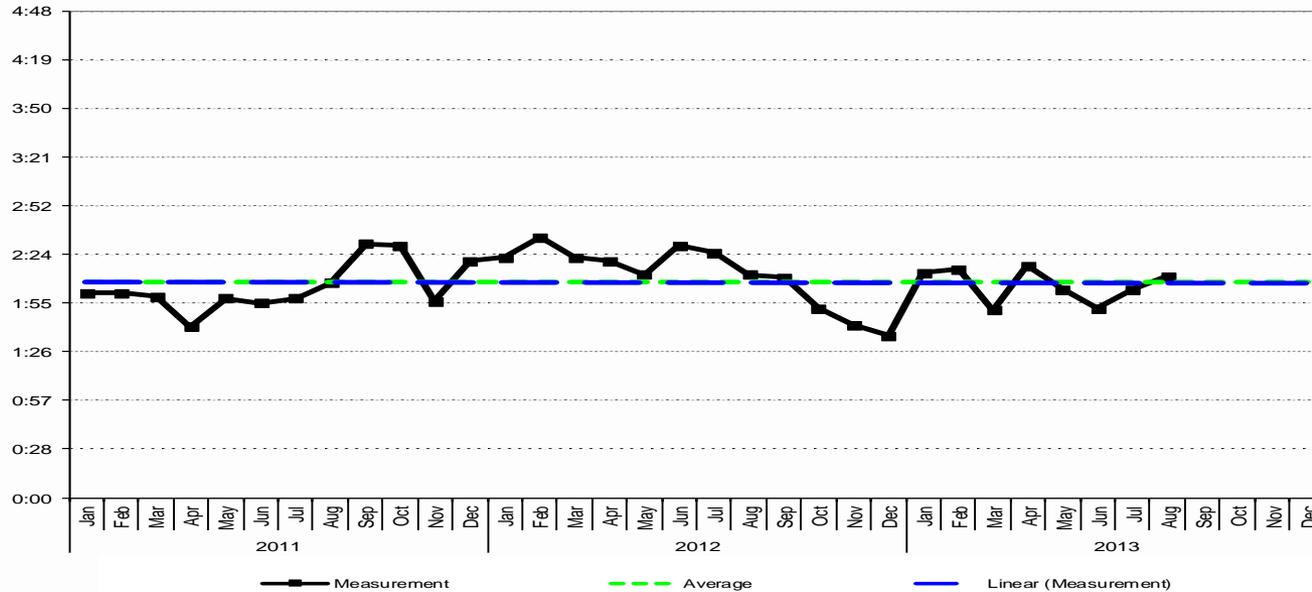
Process Operating Within Control Limits: Yes

Trend: Level

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 continously, 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.

Legend: ■ Measurement — — Average — — Linear (Measurement)

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	21,051	21,194	19,937	22,446	21,994	20,602	24,764				

Data Source: Sewerage and Water Board of New Orleans

Sewerage and Water Board of New Orleans
Pareto Chart of Types of Customer Calls
August 2013
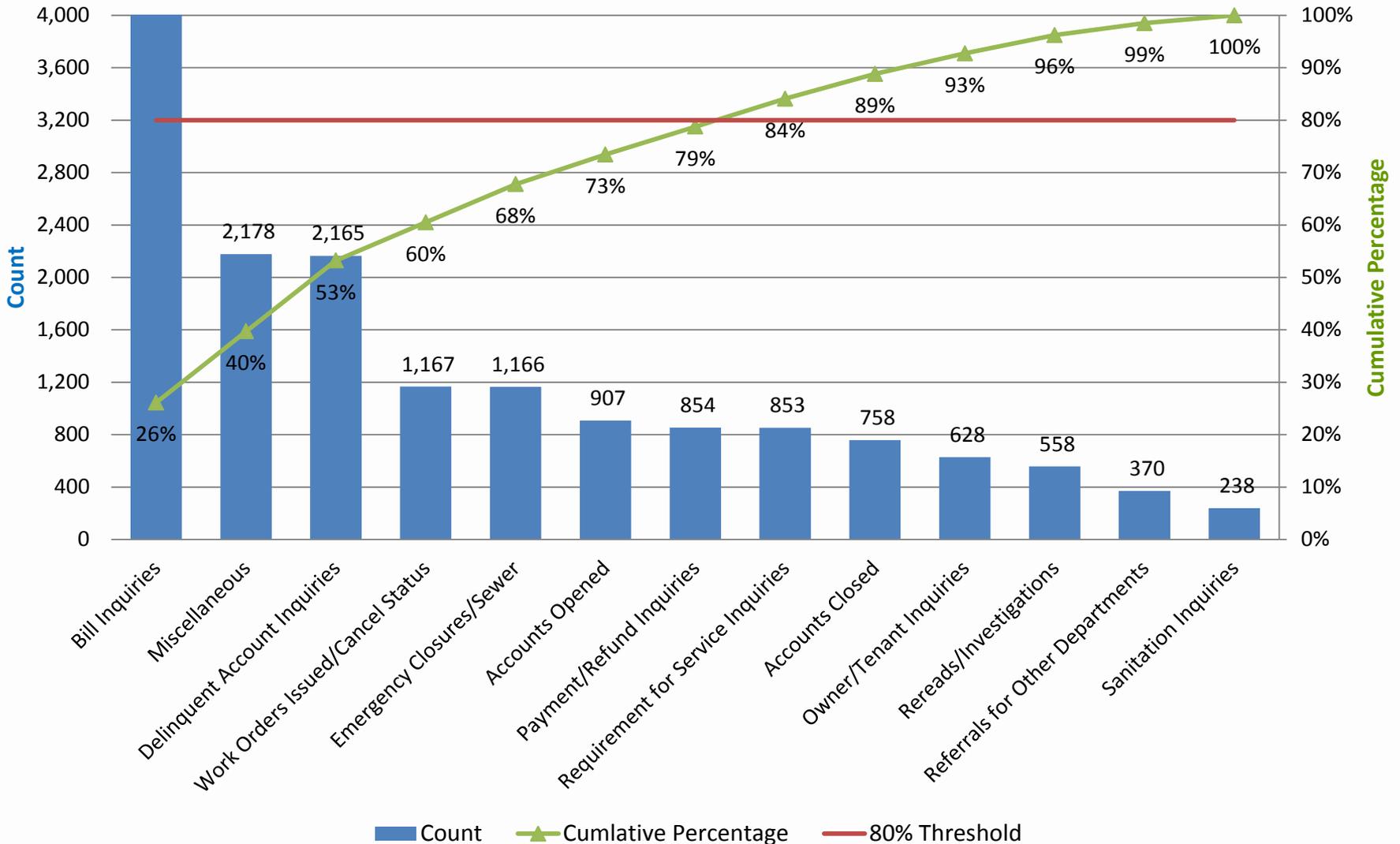
Sewerage and Water Board of New Orleans
Average Call Wait Time

Constituency:
Customer Ratepayers

Objective: Provide Accurate Bills

Goal: Reduce over time

Currently Meeting Goal: Close

Process Operating Within Control Limits:
Yes

Trend: Level

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 continously, 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.

Legend: ▬■▬ Measurement   ╴╴╴ Average   ▬▬ Linear (Measurement)

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	2:15	1:51	2:17	2:03	1:52	2:03	2:11				

Data Source: Sewerage and Water Board of New Orleans

Sewerage and Water Board of New Orleans
Calls Abandoned by Customers as a Percentage of Total

Constituency: **Customer Ratepayers**	**Objective: Provide Timely** **Information and Respond** **Promptly to Requests**	**Goal: Respond to calls** **with less than 5%** **abandoned**
Currently Meeting Goal: **No**	**Process Operating** **Within Control Limits:** **No**	**Trend: Unfavorable**

Analysis

Customers abandon their call after waiting for an amount of time considered inconvenient, which varies from customer to customer. Some portion of the volume of abandoned calls is from customers calling and hanging up on multiple occasions. Staff is addressing this issue as a top priority. The telephone system was recently upgraded. Since the upgrade the the Telephone Center has experienced malfunctions. Staff and AT&T are dedicated to correcting these problems.

Plans for Improvement

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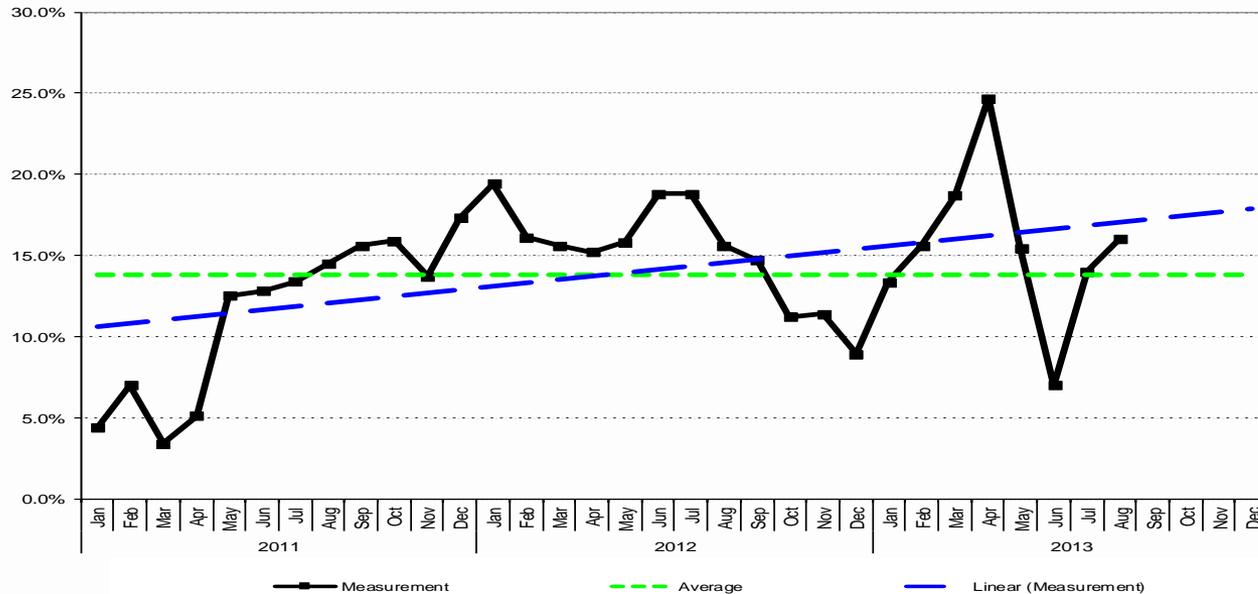
Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep		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%	15.6%	18.7%	24.7%	15.4%	7.0%	14.0%	16.0%				

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: Level

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.

Legend: ■ Measurement ---- Average – – Linear (Measurement)

Data Table
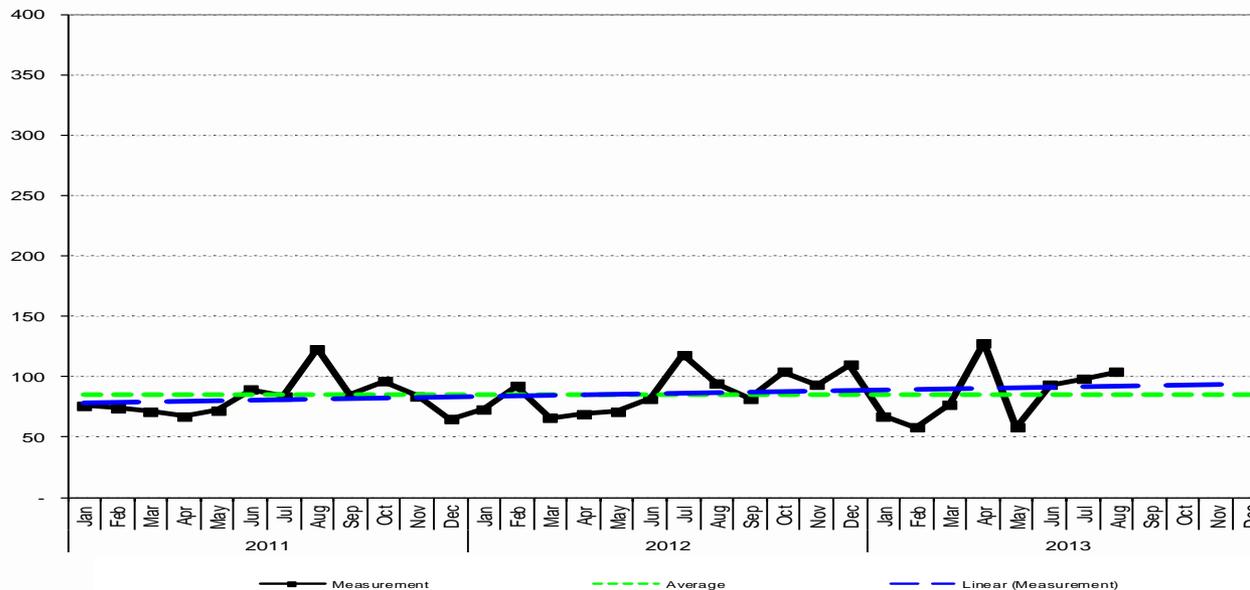
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	76	74	71	67	72	89	84	123	85	96	84	65
2012	73	92	66	69	71	82	118	94	82	104	93	110
2013	67	58	77	128	58	93	98	104				

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: Yes

Process Operating
Within Control
Limits: Yes

Trend: Favorable

Analysis

Customers contact the Sewerage and Water Board to request repairs to leaking mains, services and fire hydrants.

Plans for Improvement

Staff is working with FEMA to expand beyond point repairs to line replacements for water mains with high frequency of failure.
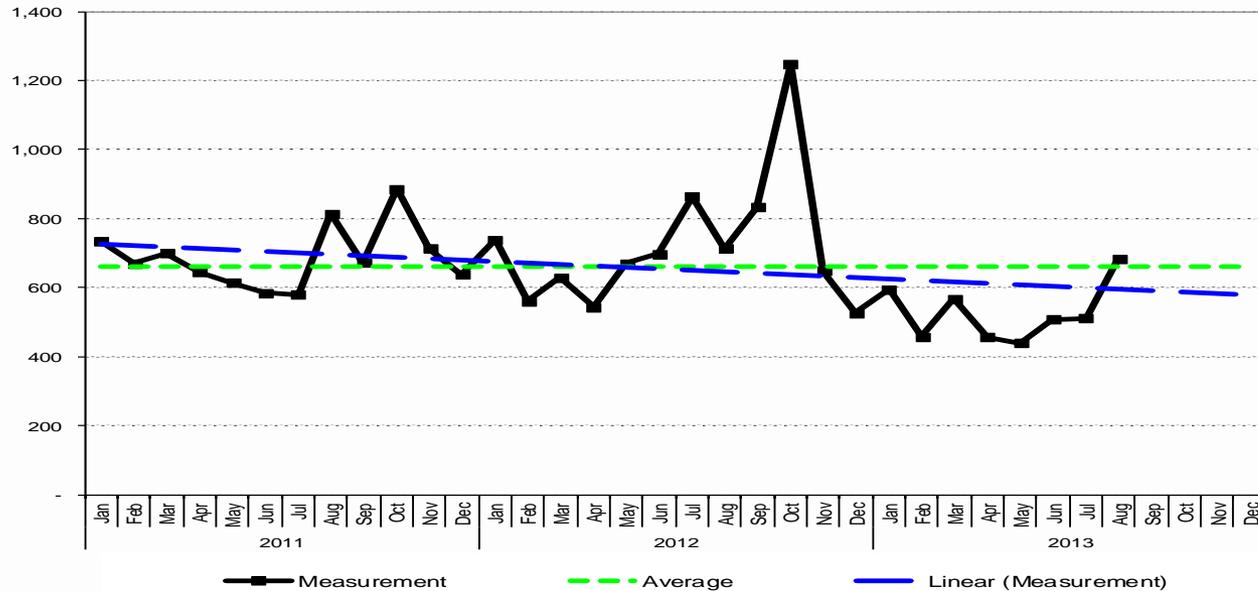
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	733	670	700	645	614	584	580	814	672	886	712	638
2012	739	560	629	543	670	697	863	713	833	1,246	648	526
2013	594	457	567	456	439	508	511	683				

Data Source: Sewerage and Water Board of New Orleans

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: Yes

Process Operating
Within Control
Limits: Yes

Trend: Close

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.
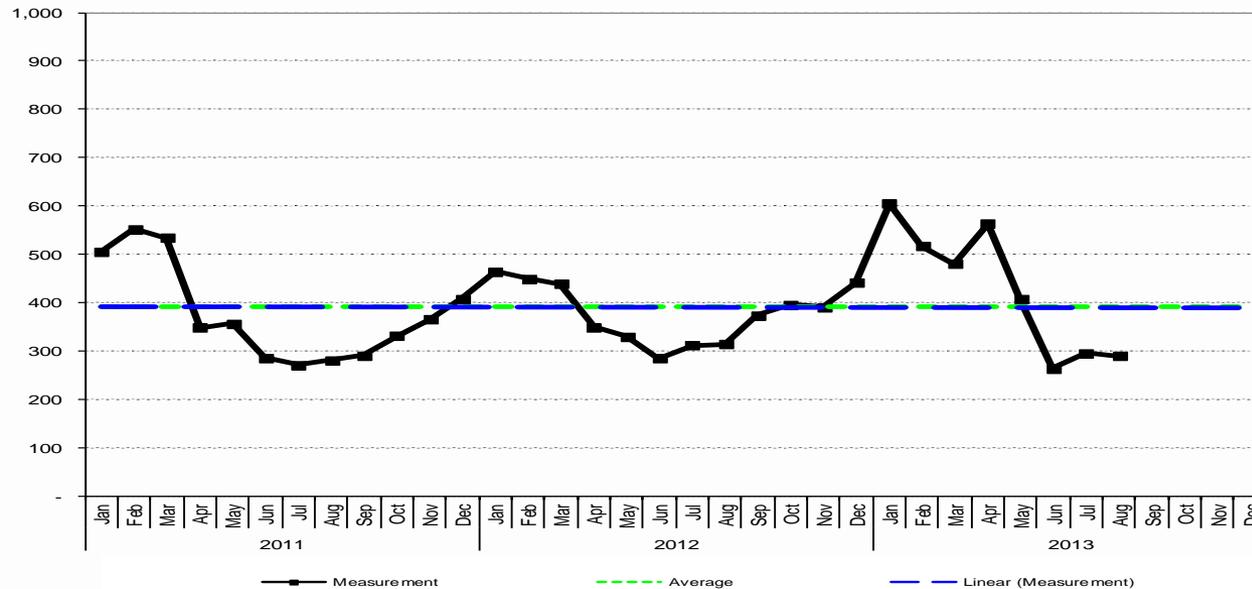
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	505	552	534	348	356	286	271	280	290	331	365	408
2012	464	449	438	349	329	284	311	313	374	396	391	441
2013	604	516	480	563	406	264	295	289				

Data Source: Sewerage and Water Board of New Orleans

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:** Favorable

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.
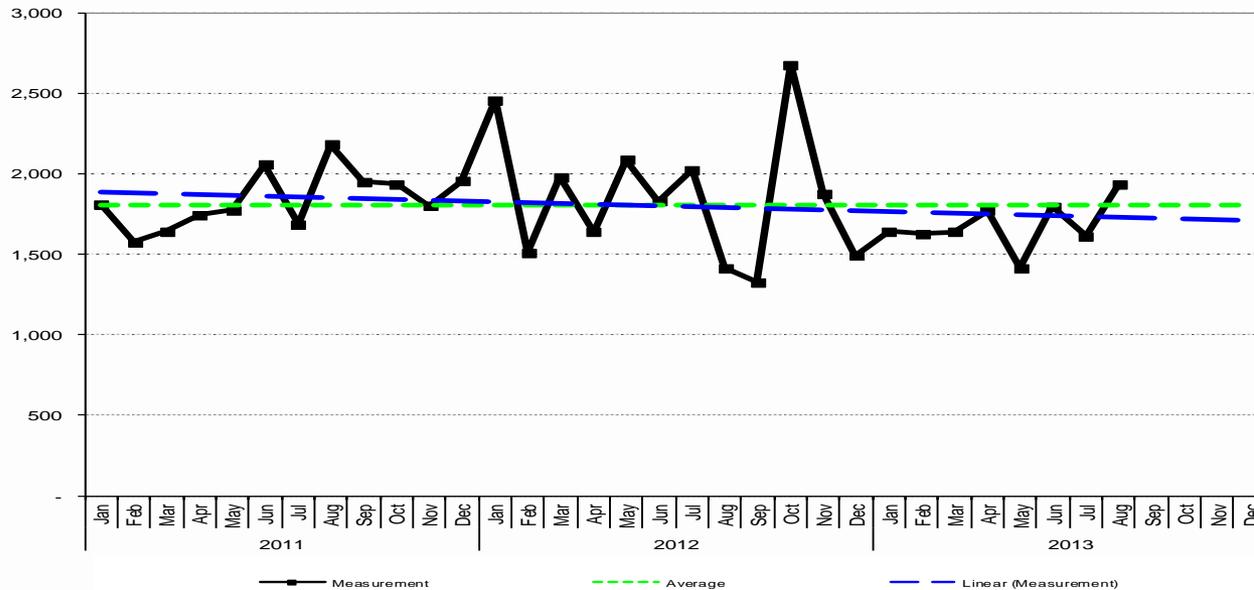
Data Table

	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	1,628	1,638	1,770	1,415	1,795	1,613	1,932				

Sewerage and Water Board of New Orleans
Water and Sewer Receivables 30 to 120 Days Old

EUM Attribute:
Financial Viability

Description: Establishes and maintains an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues

Constituency:
Customer Ratepayers

Objective: Efficient use of resources in providing services

Goal: None established

Currently Meeting Goal: Not Applicable

Process Operating Within Control Limits: Yes

Trend: Favorable

Analysis

Water and sewer accounts receivable that are 30 to 120 days old are handled by internal staff using service disconnection. When those accounts are turned-off and final bills sent, the remaining balances after 30 days are sent to a collection agency. The uncollectable balances for 2007 and 2008 were higher than normal due to accounts that remained open for vacated facilities and were written off in 2011 and 2012, .

Plans for Improvement

It appears that the higher post-Katrina accounts receivable balances have been resolved through standard collection practices and that annual collection rates now exceed 98% of annual billings. Staff intends to use standard process improvement methods to continue collection practices pending implementation of new billing and collection system.

Collections Delayed During Hurricane Isaac

Legend: Measurement — Average — Goal — Linear (Measurement)
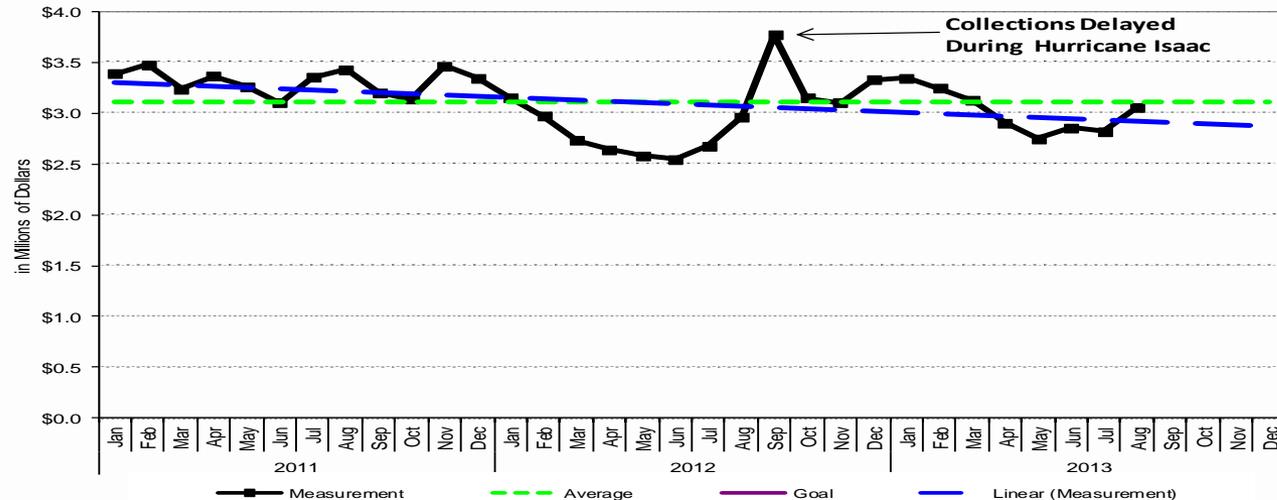
Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	$3.391	$3.476	$3.238	$3.363	$3.260	$3.100	$3.353	$3.431	$3.202	$3.136	$3.467	$3.348
2012	$3.149	$2.973	$2.735	$2.643	$2.583	$2.544	$2.678	$2.966	$3.770	$3.149	$3.104	$3.327
2013	$3.348	$3.243	$3.127	$2.907	$2.748	$2.860	$2.819	$3.061				

Sewerage and Water Board of New Orleans
Water and Sewer Receivables 120 Days and Older

EUM Attribute:
Financial Viability

Description: Establishes and maintains an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues

Constituency:
Customer Ratepayers

Objective: Efficient use of resources in providing services

Goal: None established

Currently Meeting Goal: Not Applicable

Process Operating Within Control Limits: Yes

Trend: Favorable

Analysis

Water and sewer accounts receivable that are 120 days and older are handled by a collection agency. When those accounts remain uncollected after three years, the balances are written off as part of an annual process. The uncollectable balances for 2007 and 2008, which were written off early in 2011 and 2012, were higher than normal due to accounts that remained open post-Katrina for residences and businesses but were not occupied.

Plans for Improvement

It appears that the higher post-Katrina accounts receivable balances have been resolved through standard collection practices and that annual collection rates now exceed 98% of annual billings. Staff intends to use standard process improvement methods to continue collection practices pending implementation of new billing and collection system.

Data Table
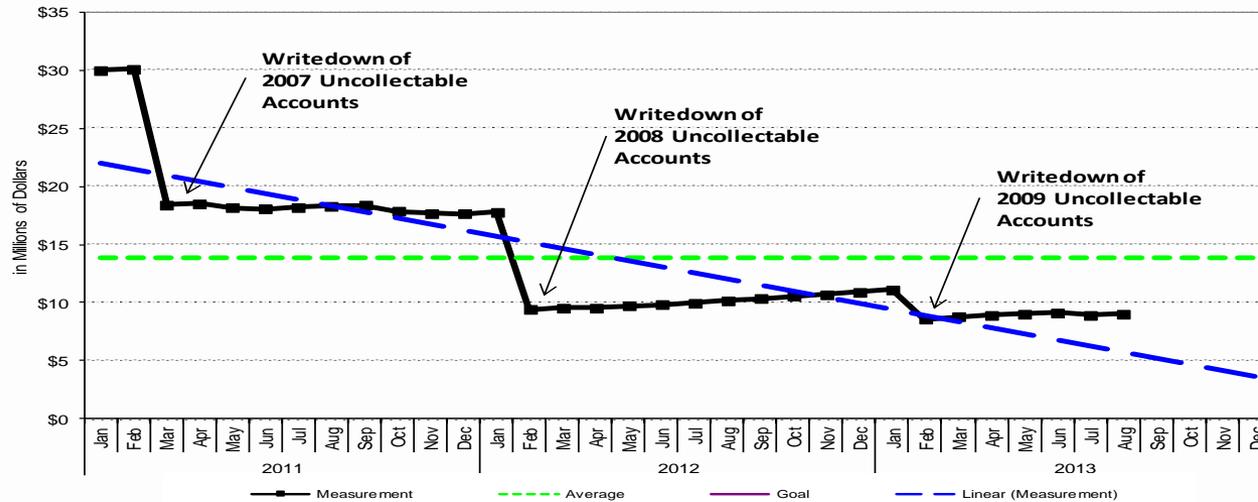
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	$30.004	$30.128	$18.428	$18.546	$18.179	$18.059	$18.201	$18.301	$18.359	$17.856	$17.685	$17.634
2012	$17.811	$9.400	$9.558	$9.557	$9.710	$9.818	$9.995	$10.176	$10.360	$10.553	$10.724	$10.931
2013	$11.104	$8.552	$8.766	$8.928	$9.055	$9.113	$8.939	$9.029				

Data Source: Sewerage and Water Board of New Orleans

# 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)

Key Performance Indicator: Total number of acres mowed
Responsible Organization: Department of Parks & Parkways

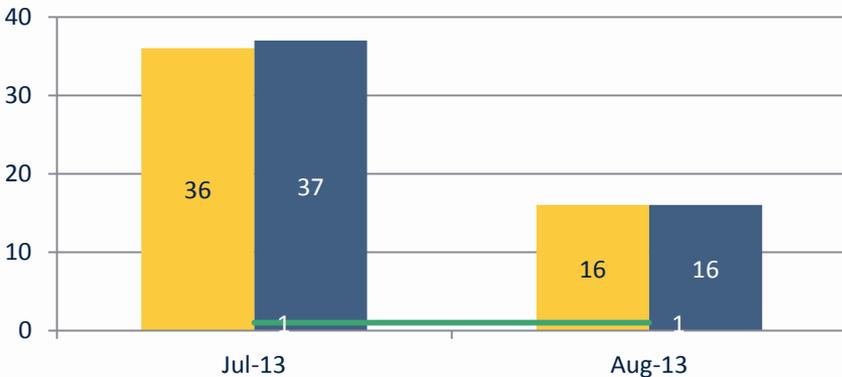Legend: — 2011 Actual — 2012 Actual — 2013 Actual --- 2013 Target
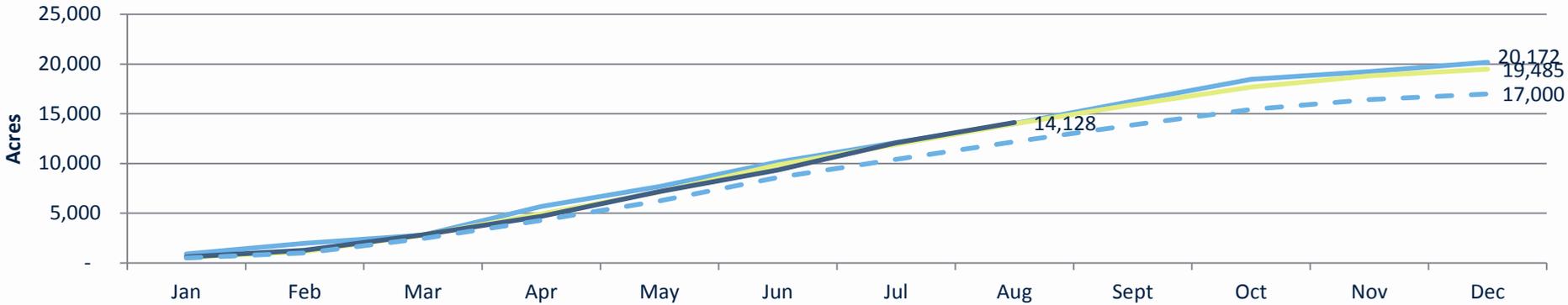
	2011		2012		2013		
	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
	20,172	🟢	19,485	🟢	14,128	17,000	🟢

🟢 On Target
🔺 Within 10% of Target
🔻 Off Target

311 Grass Service Requests

Legend: Closed Requests — New Requests — Open Requests (End of the Month)

311 Park Maintenance Requests

Legend: Closed Requests — New Requests — Open Requests (End of the Month)

Data Source: Department of Parks & Parkways
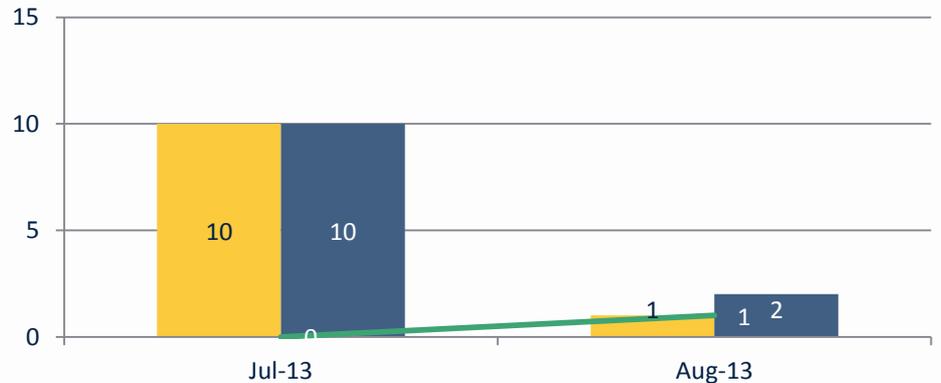
Key Performance Indicator: Average number of days to complete non-emergency tree service requests

Responsible Organization: Department of Parks & Parkways
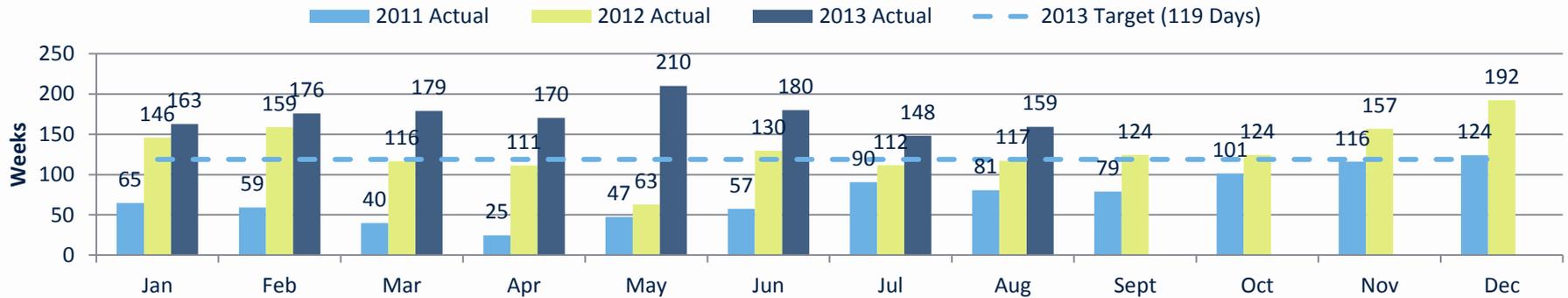
Legend: 2011 Actual | 2012 Actual | 2013 Actual | 2013 Target (119 Days)

Chart — Average number of days (Weeks) by month:

Month	2011 Actual	2012 Actual	2013 Actual
Jan	65	146	163
Feb	59	159	176
Mar	40	116	179
Apr	25	111	170
May	47	63	210
Jun	57	130	180
Jul	90	112	148
Aug	81	117	159
Sept	79	124	
Oct	101	124	
Nov	116	157	
Dec	124	192	

Status legend:
- 🟢 On Target
- 🔺 Within 10% of Target
- 🔴 Off Target

	2011		2012		2013		
	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
	84	🔺	132	🔺	160	≤ 119	🔴

Tree Work Orders Closed by Type

Legend: Non-Emergency | Emergency

Month	Emergency	Non-Emergency
Sep-12	521	35
Oct-12	72	97
Nov-12	42	52
Dec-12	56	78
Jan-13	49	44
Feb-13	57	38
Mar-13	33	48
Apr-13	142	51
May-13	76	48
Jun-13	66	77
Jul-13	65	92
Aug-13	104	57
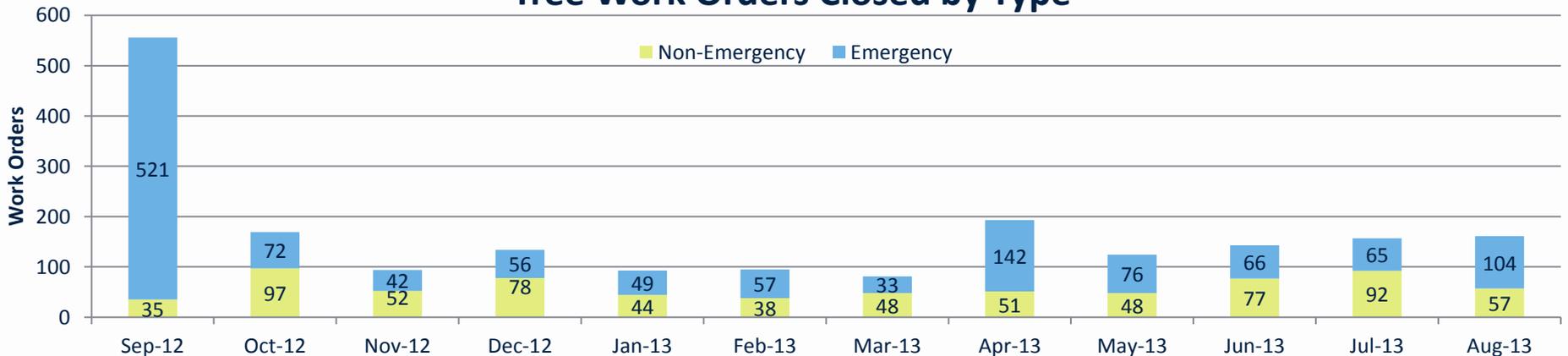
Note: Work orders may include multiple trees.

Data Source: Department of Parks & Parkways

Forestry Activity

Work Orders Completed

Legend: ■ No Work Needed/ Private Trees ■ Emergencies ■ Trims ■ Removals

Month	No Work Needed/ Private Trees	Emergencies	Trims	Removals
Sep-12		502	80	80
Oct-12		35	170	159
Nov-12		11	577	34
Dec-12		24	127	42
Jan-13		24	221	67
Feb-13	5	21	80	50
Mar-13	3	15	47	98
Apr-13		98	104	150
May-13		4	150	87
Jun-13	21	44	122	46
Jul-13	46	65	200	70
Aug-13	24	62	212	83

Permits Issued

Legend: ■ 2011 ■ 2012 ■ 2013

Month	2011	2012	2013
Jan	36	9	19
Feb	26	2	20
Mar	21	15	12
Apr	18	9	36
May	29	16	14
Jun	17	18	8
Jul	10	4	30
Aug	14	23	30
Sept	10	2	
Oct	15	18	
Nov	10	2	
Dec	8	15	

Data Source: Department of Parks & Parkways Database Export

Bandit Signs Removed

Parks and Parkways   Sanitation

Left chart (Signs vs. month Jan-11 through Aug-13): 21,725 (Parks and Parkways), 11,957 (Sanitation)

Right chart — 2011, 2012, 2013:
- Apr: 431
- May: 436
- Jun: 632
- Jul: 846
- Aug: 708
- Feb: 305
- Mar: 201
- Jan: 310

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 French Quarter/Downtown Development District in 3/12 (revised 12/12); draft PSA revised 7/18/13; reminder sent to Communications 8/14/13.
7/12/12	E. Williams, D. Macnamara, 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.

Data Source: Department of Parks & Parkways Database Export and Department of Sanitation Monthly Report

Sanitation Enforcement

Legend: ■ Inspections ■ Summons

Month	Inspections	Summons
Sep-12	149	6
Oct-12	210	10
Nov-12	194	11
Dec-12	199	13
Jan-13	215	7
Feb-13	149	3
Mar-13	199	10
Apr-13	215	12
May-13	238	9
Jun-13	201	6
Jul-13	241	10
Aug-13	253	7
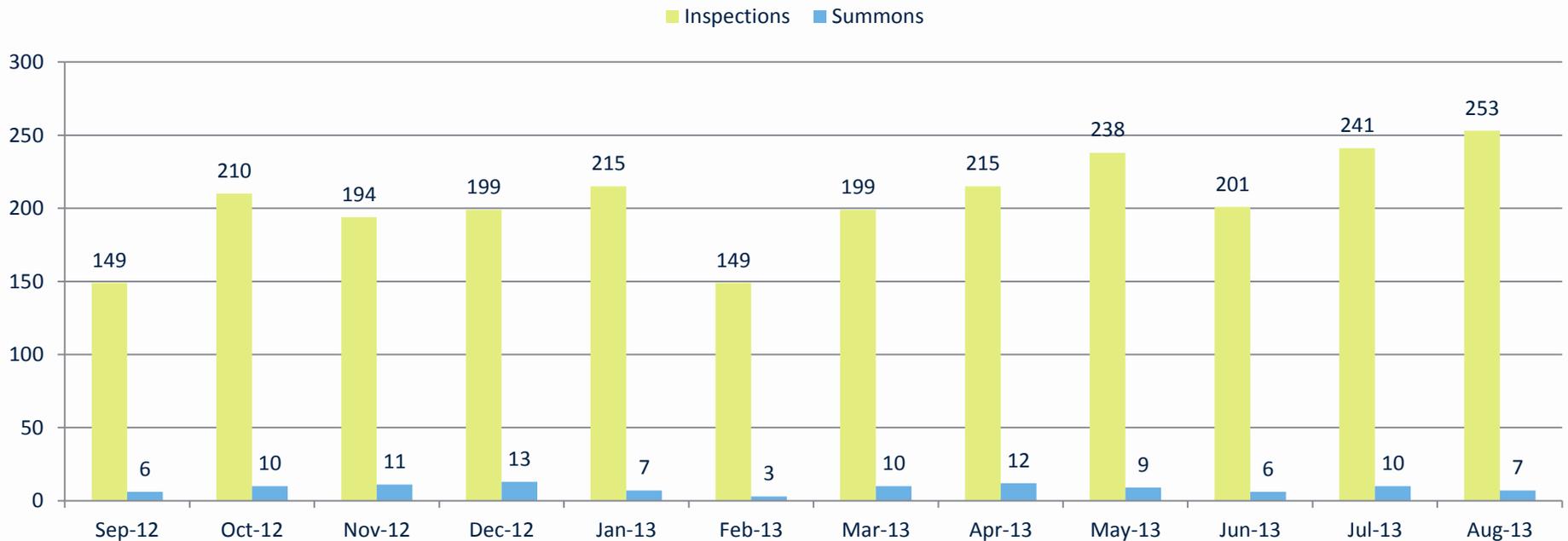
Note: Additional inspections performed and summons issued by the NOPD quality of life officers are not included in the totals.

Action Items

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

Data Source: Department of Sanitation Monthly Report

Key Performance Indicator: Number of illegal dumping sites cleared
Responsible Organization: Department of Sanitation

- 🟢 On Target
- 🔺 Within 10% of Target
- 🔻 Off Target

2011		2012		2013		
Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
1,013	🟢	972	🟢	1,396	900	🟢
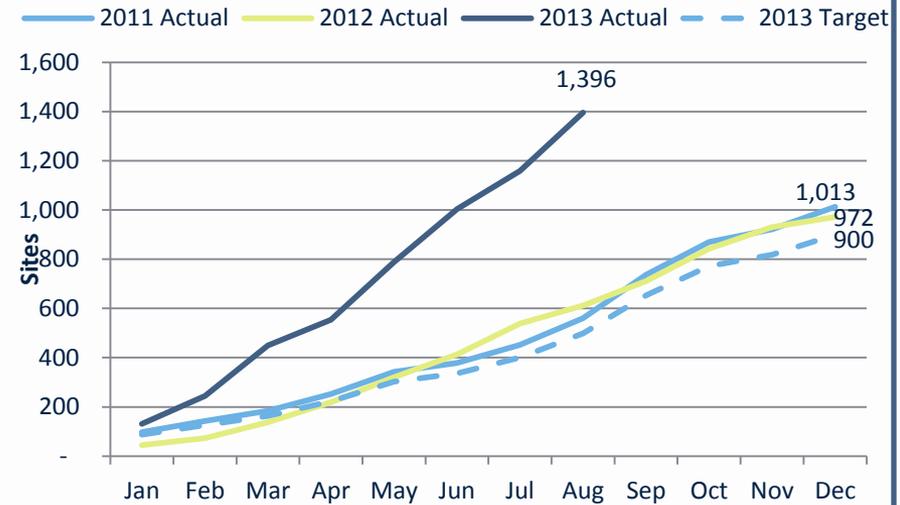
Tires Removed
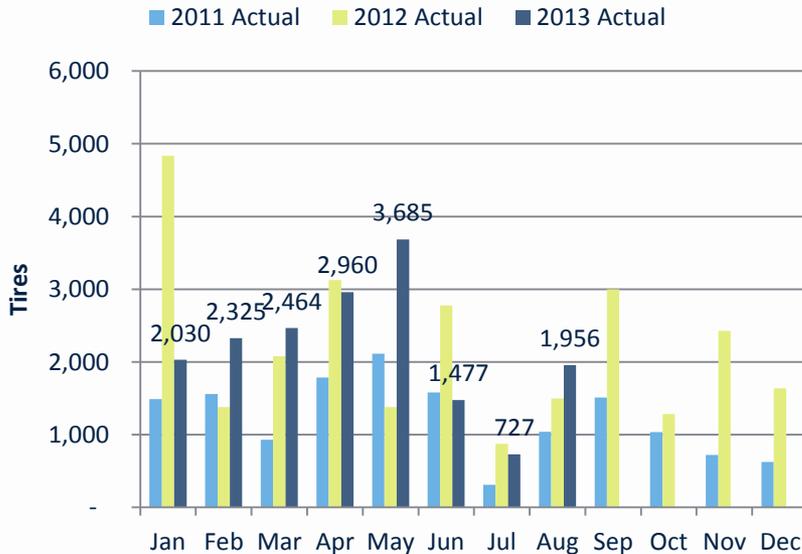
311 Illegal Dumping Service Requests
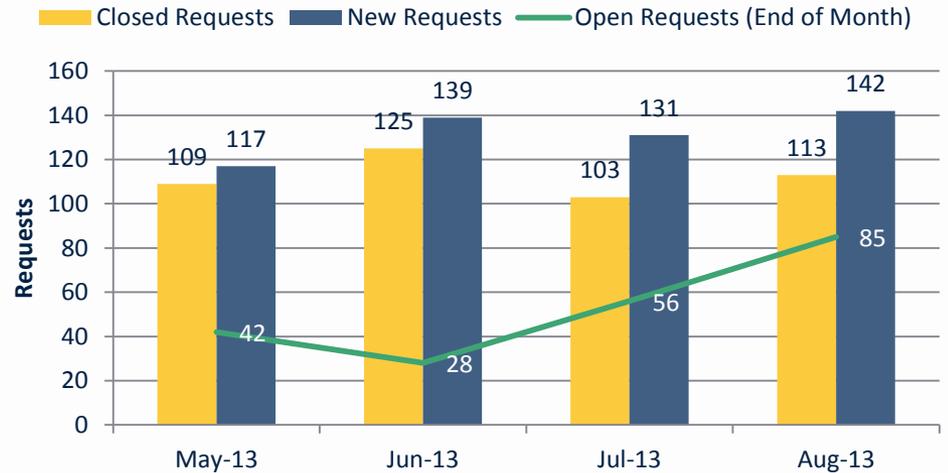
Note: March numbers reflect entering of backlog of 2013 cases from the field.

Data Source: Department of Sanitation Monthly Report and 311

Key Performance Indicator: Average days to close illegal dumping 311 cases
Responsible Organization: Department of Sanitation

Avg. Days to Close (Month of Close) ■ Average Age of Open (End of Month) ■

Month	Avg. Days to Close	Average Age of Open
Sep-12	24	55
Oct-12	17	73
Nov-12	70	51
Dec-12	49	55
Jan-13	37	53
Feb-13	36	49
Mar-13	10	28
Apr-13	25	15
May-13	7	16
Jun-13	8	17
Jul-13	4	14
Aug-13	2	38
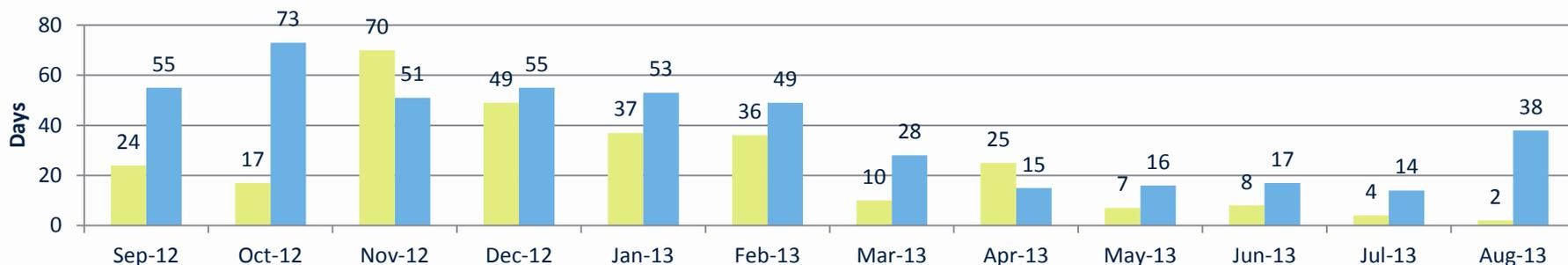
Note: Establishing a baseline in 2013. Expected days to close, developed in 2012: 30 days.

Action Items

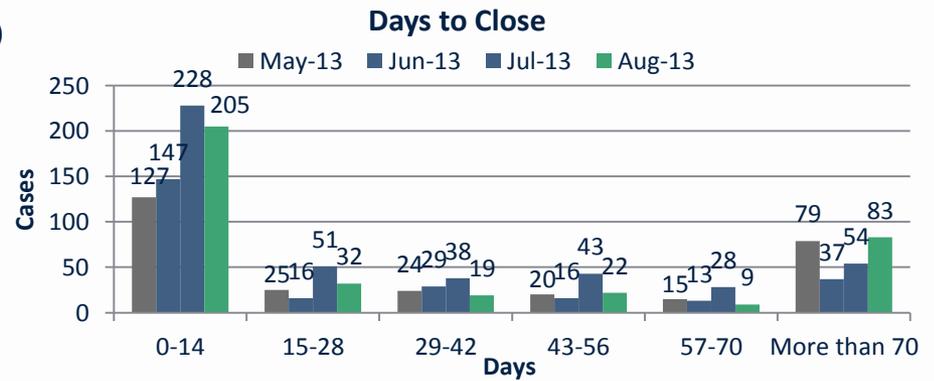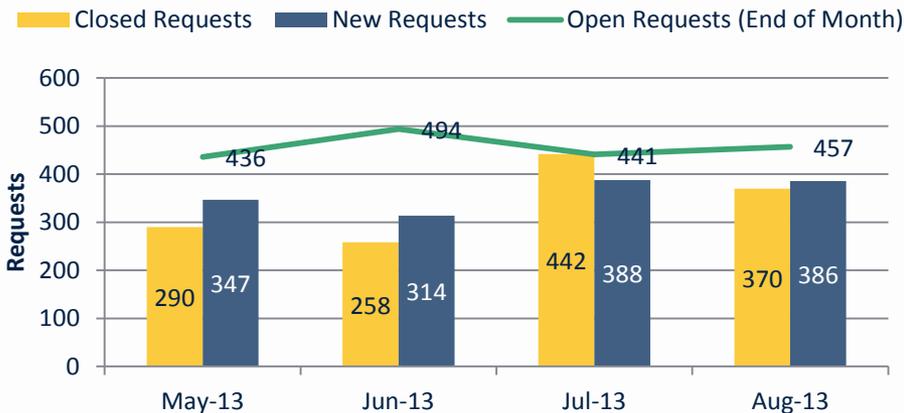| Date	Responsible Parties	Action Item	Due	Status
7/12/12	C. Sylvain-Lear	Explore grants to address tire dumping	Ongoing	To date, unsuccessful. Applied for Keep America Beautiful and Keep Louisiana Beautiful grants for surveillance cameras and other items related to inspections, education, and increased enforcement.
7/12/12	E. Williams, C. Sylvain-Lear, J. Munster	Consider increasing barriers to entry for tire shops via changes in occupational license requirements	Ongoing	Sanitation met with Safety and Permits 7/29 to develop standards for CZO related to tire shops.
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	Office of Neighborhood Engagement	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.

Data Source: 311

Other Sanitation 311 Service Requests

Large Item Pickup (Vendor)

Legend: Closed Requests ■ New Requests ━ Open Requests (End of Month)

Requests chart:
- May-13: Closed 118, New 135, Open 77
- Jun-13: Closed 138, New 136, Open 75
- Jul-13: Closed 217, New 184, Open 43
- Aug-13: Closed 157, New 159, Open 45

Days to Close
■ May-13 ■ Jun-13 ■ Jul-13 ■ Aug-13

Days	May-13	Jun-13	Jul-13	Aug-13
0-10	53	88	147	133
11-20	28	41	16	23
21-30	25	9	14	1
31-40	7	0	14	
41-50	2	0	6	
More than 50	3	0	20	
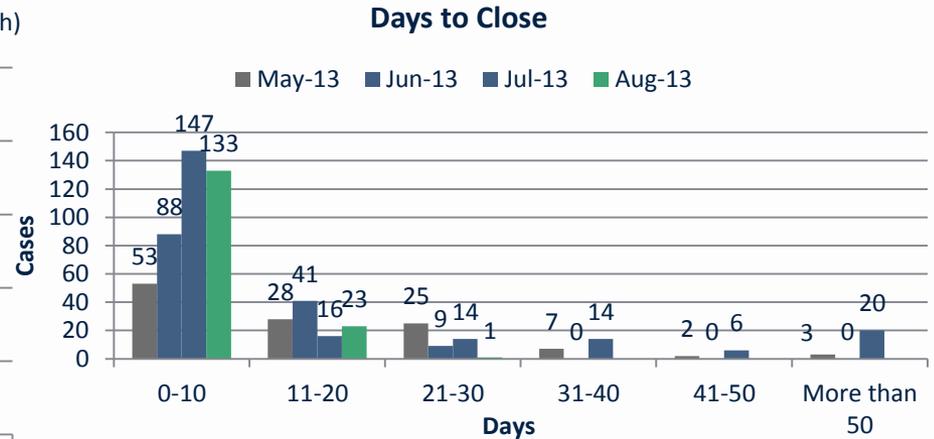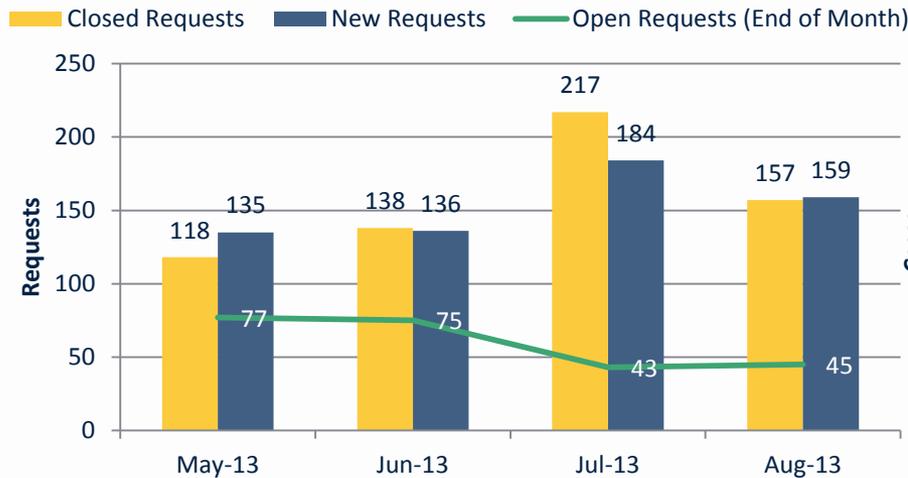
Note: Expected days to close, developed in 2012: 10 days.

Trash/Garbage Pickup (Vendor)

Legend: Closed Requests ■ New Requests ━ Open Requests (End of Month)

Requests chart:
- May-13: Closed 290, New 347, Open 436
- Jun-13: Closed 258, New 314, Open 494
- Jul-13: Closed 442, New 388, Open 441
- Aug-13: Closed 370, New 386, Open 457

Days to Close
■ May-13 ■ Jun-13 ■ Jul-13 ■ Aug-13

Days	May-13	Jun-13	Jul-13	Aug-13
0-14	127	147	228	205
15-28	25	16	51	32
29-42	24	29	38	19
43-56	20	16	43	22
57-70	15	13	28	9
More than 70	79	37	54	83

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

Data Source: 311

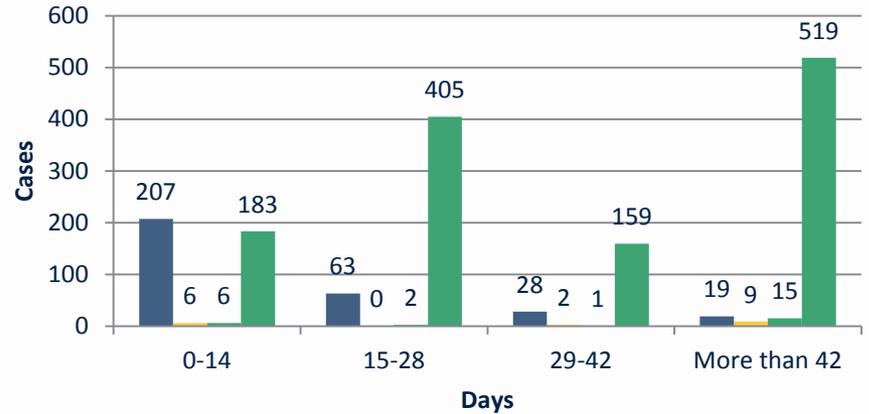# Other Sanitation 311 Service Requests

Residential Recycling Programs

Closed Requests — **New Requests** — **Open Requests (End of Month)**
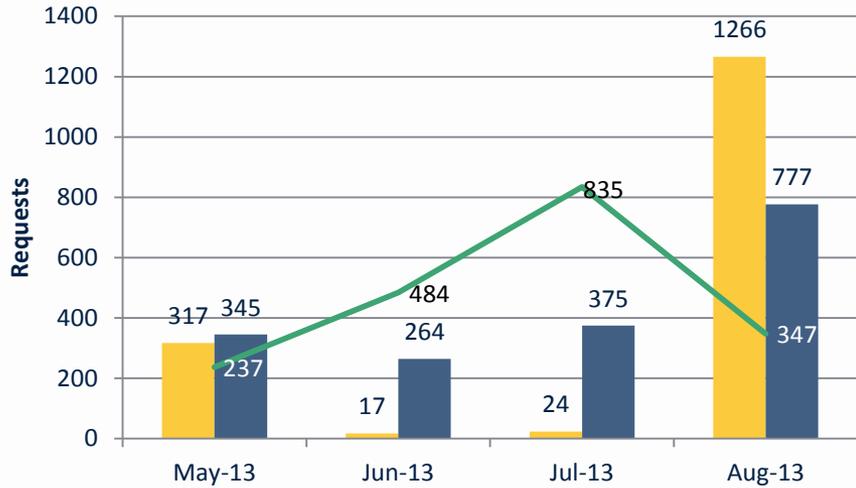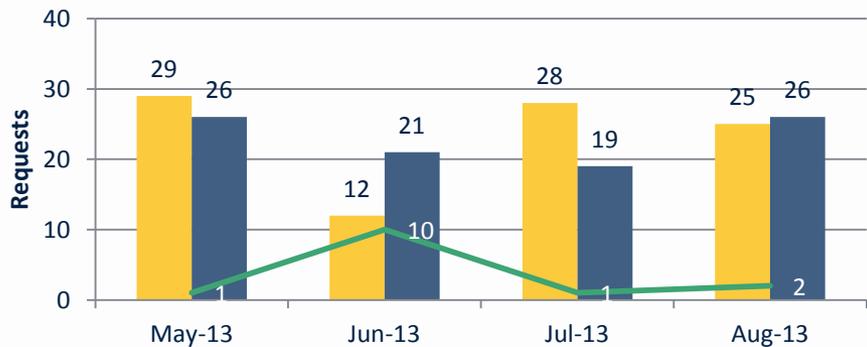

Days to Close

■ May-13 ■ Jun-13 ■ Jul-13 ■ Aug-13

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

Dead Animal Pickup (Vendor)

Closed Requests — **New Requests** — **Open Requests (End of Month)**

311 Issues

Responsible Parties	Issue	Due	Status
C. Sylvain-Lear	Vendors slowly addressing significant case backlog (504 open cases as of 8/31/13).	Ongoing	Monitoring ongoing. Net decrease of 19 cases in August 2013.

Data Source: 311

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

Legend: — 2012 Actual — 2013 Actual --- 2013 Target

On Target
Within 10% of Target
Off Target
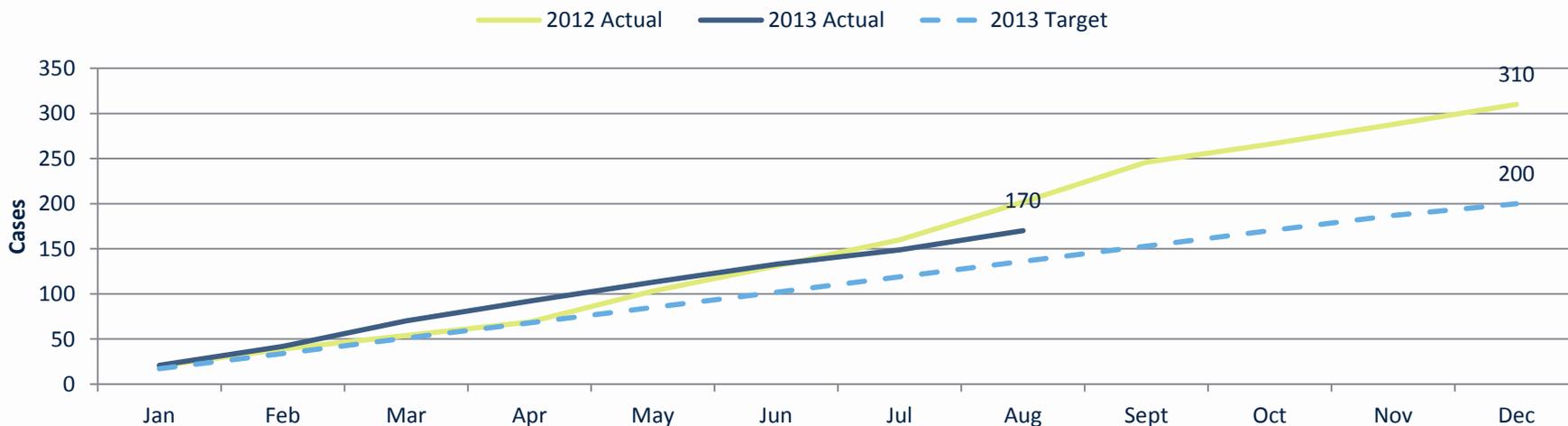
	2011		2012		2013		
	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
	233	●	310	●	170	200	●

Action Items

Date	Responsible Parties	Action Item	Due	Status
11/1/12	D. Macnamara, D. Albert	Use murder and shooting data to prioritize ABO prosecutions.	Ongoing	Innovation Delivery Team provided list of ABOs in vicinity of murders and shootings, and a sweep of 10 ABOs was conducted on June 25.

Data Source: Law Department

NOPD Quality of Life Sweeps

- NOPD and the Louisiana Office of Alcohol and Tobacco Control participated in a sweep of ABOs on August 29th

- Participants checked 13 locations and issued 3 summons

- Citations:
  - 2 for dumpsters to be secured
  - 1 for lack of non-alcoholic beverage permit

Children and Families

Goal: Promote the health and well-being of youth and families by ensuring that quality educational, economic, health and recreational programming opportunities are available for all.

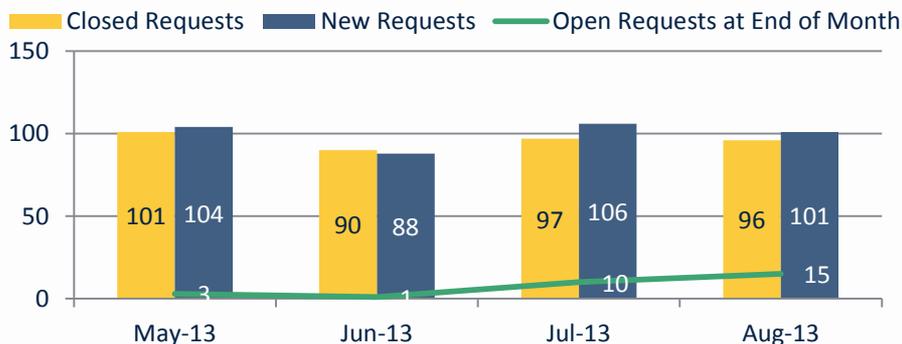| Objectives and Strategies	Outcome Measures
Improve health outcomes for City residents 1. Improve access to healthcare for city residents (including access to mental health services) 2. Provide public health services to City residents, including community health education and preventing the spread of communicable diseases	• Rate of low birth weight babies • County Health Ranking (University of Wisconsin) • American Fitness Index ranking (metro) (American College of Sports Medicine)
Support the development of strong and resilient youth and families, including children in schools 1. Support increased student achievement and school success, including closing achievement gaps 2. Encourage the development of strong and resilient families 3. Support the social and emotional needs of youth	• Graduation rate • LEAP test passage rates • Teen pregnancy rate • Truancy rate
Provide high-quality cultural and recreational opportunities to City residents and visitors 1. Support cultural institutions and experiences 2. Provide recreational opportunities to residents	• Citizen satisfaction with culture and recreational opportunities (UNO Quality of Life Survey) • Registered arts and culture nonprofit organizations per 100,000 population
Facilitate the provision of effective human services to City residents 1. Provide quality, secure housing to residents and reduce homelessness 2. Ensure a safety net of needed services is available to all residents 3. Ensure residents' access to a variety of healthy nutritional options 4. Honor the service of veterans and wounded warriors by recognizing their unique needs	• Point-in-Time homelessness count • Food Insecurity Rate (US Department of Agriculture, Feeding America)

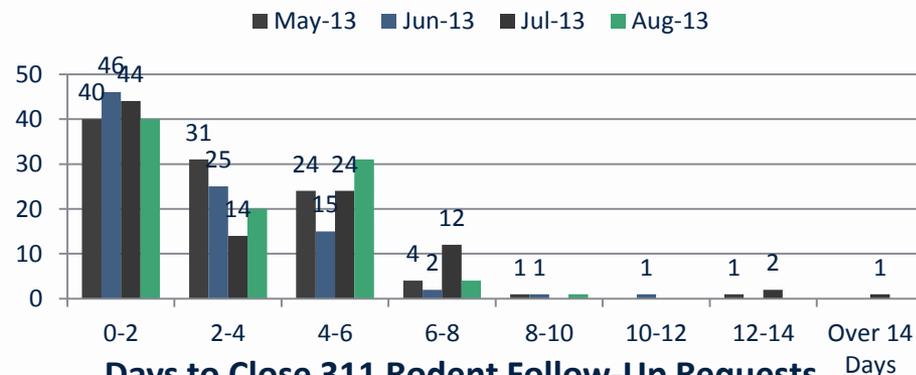# Average Number of Business Days to Respond to Rodent Service Requests

Chart values:
- Jun-13: 1.1
- Jul-13: 1.0
- Aug-13: 1.2
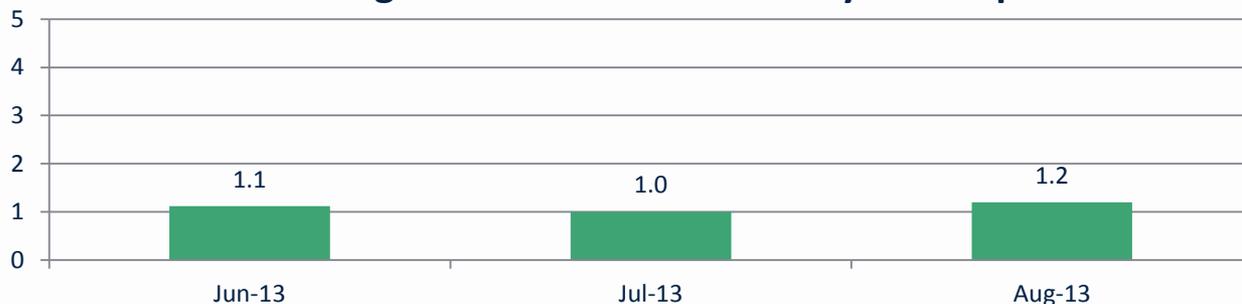
2013		
YTD Actual	Annual Target	Status
1.4	3	🟢

311 Rodent Complaint Requests

311 Rodent Complaints

Legend: Closed Requests, New Requests, Open Requests at End of Month

	May-13	Jun-13	Jul-13	Aug-13
Closed Requests	101	90	97	96
New Requests	104	88	106	101
Open Requests at End of Month	3	1	10	15

Days to Close 311 Rodent Requests

Legend: May-13, Jun-13, Jul-13, Aug-13

Days	May-13	Jun-13	Jul-13	Aug-13
0-2	40	46	44	40
2-4	31	25	14	20
4-6	24	15	24	31
6-8	4	2	12	4
8-10	1	1		1
10-12		1		
12-14	1	2		
Over 14 Days				1

311 Rodent Follow-up Inspections

Legend: Closed Requests, New Requests, Open Requests at End of Month

	Jun-13	Jul-13	Aug-13
Closed Requests	5	10	2
New Requests	8	7	3
Open Requests at End of Month	3	0	1
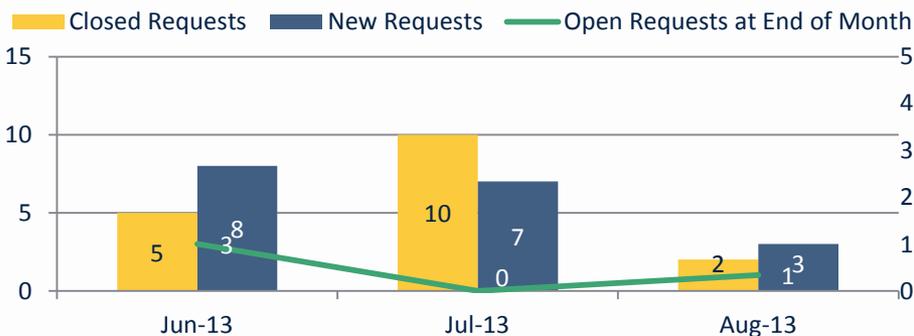
Days to Close 311 Rodent Follow-Up Requests
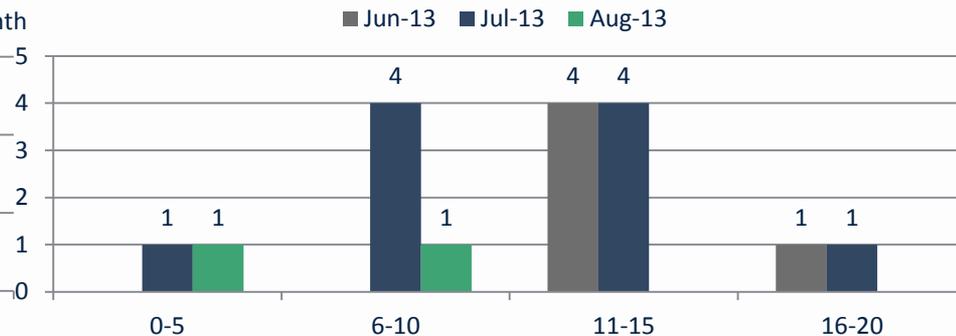
Legend: Jun-13, Jul-13, Aug-13

	Jun-13	Jul-13	Aug-13
0-5		1	1
6-10		4	1
11-15	4	4	
16-20	1	1	

Data Source: MCTB and 311

Average Number of Business Days to Respond to Mosquito Service Requests

Chart — Average Number of Business Days to Respond to Mosquito Service Requests:
- Jun-13: 2.9
- Jul-13: 2.8
- Aug-13: 3.2

2013		
YTD Actual	Annual Target	Status
2.4	3	🟢

311 Mosquito Control Requests

311 Mosquito Control Service Requests

Legend: Closed Requests | New Requests | Open Requests at End of Month

Month	Closed Requests	New Requests	Open Requests at End of Month
May-13	33	37	4
Jun-13	58	63	9
Jul-13	68	71	12
Aug-13	46	17	13
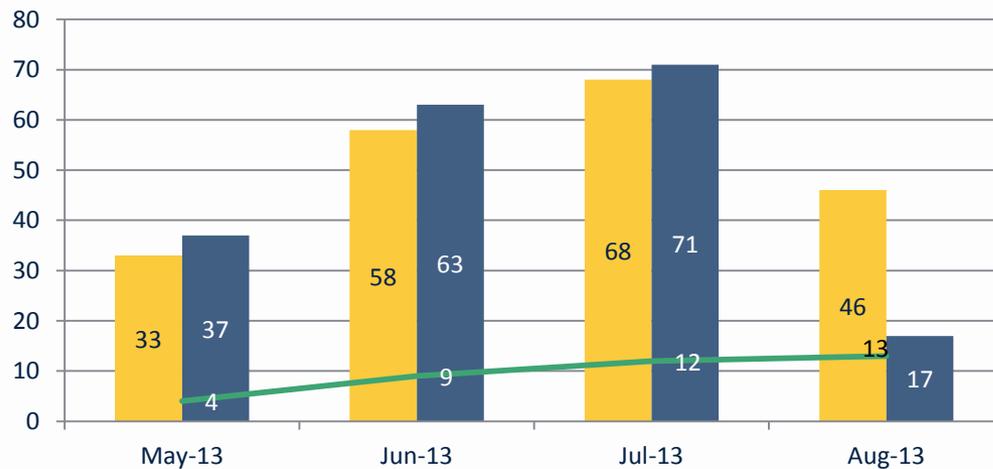
Days to Close Mosquito Control 311 Requests

Legend: May-13 | Jun-13 | Jul-13 | Aug-13

Days	May-13	Jun-13	Jul-13	Aug-13
0-3	23	33	25	16
3-6	6	6	20	8
6-9	4	11	12	14
9-12		7	5	4
12-15		1	1	3
Over 15 Days			5	1

Data Source: MTCB and 311
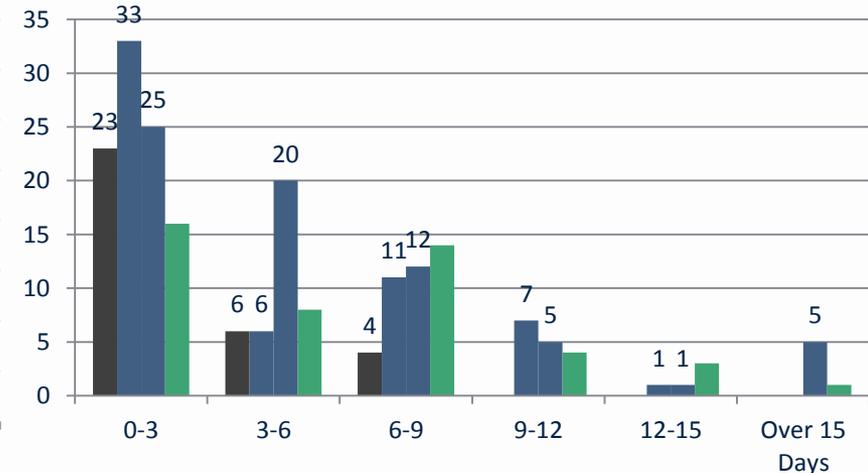
Evaluation Form

- 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?