



CITY OF NEW ORLEANS

QualityofLifeSTAT

August 15th, 2013

(Reporting Period: July 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.

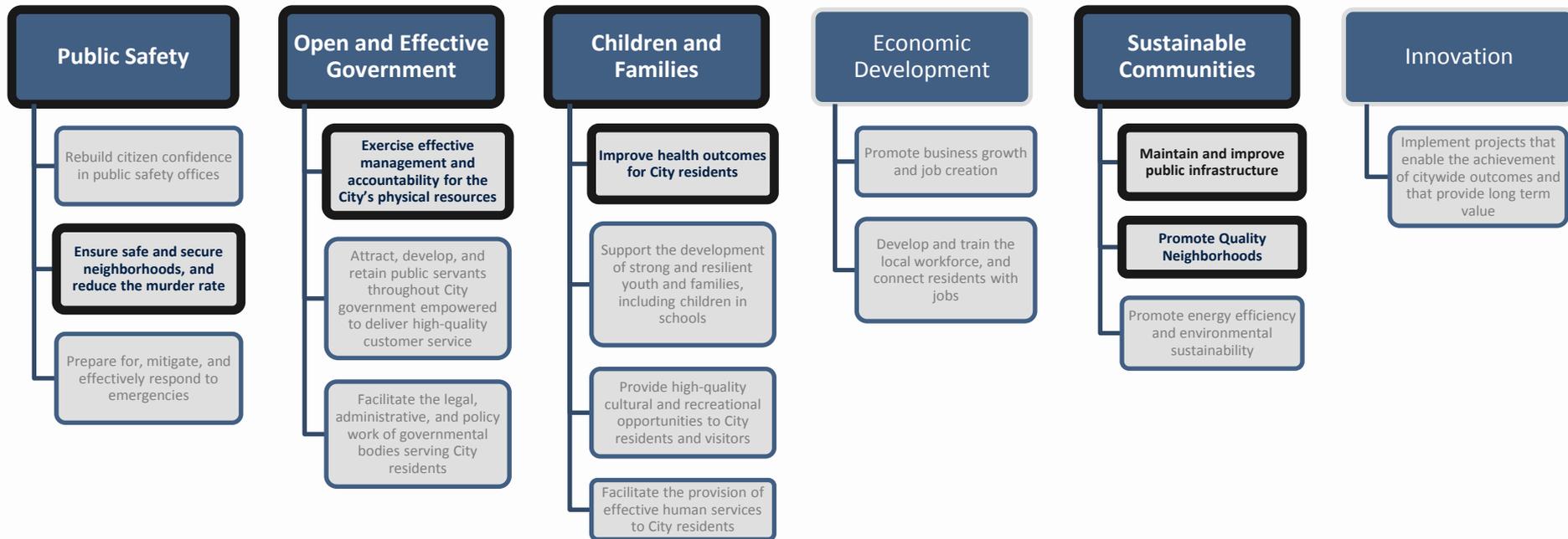
Values

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



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



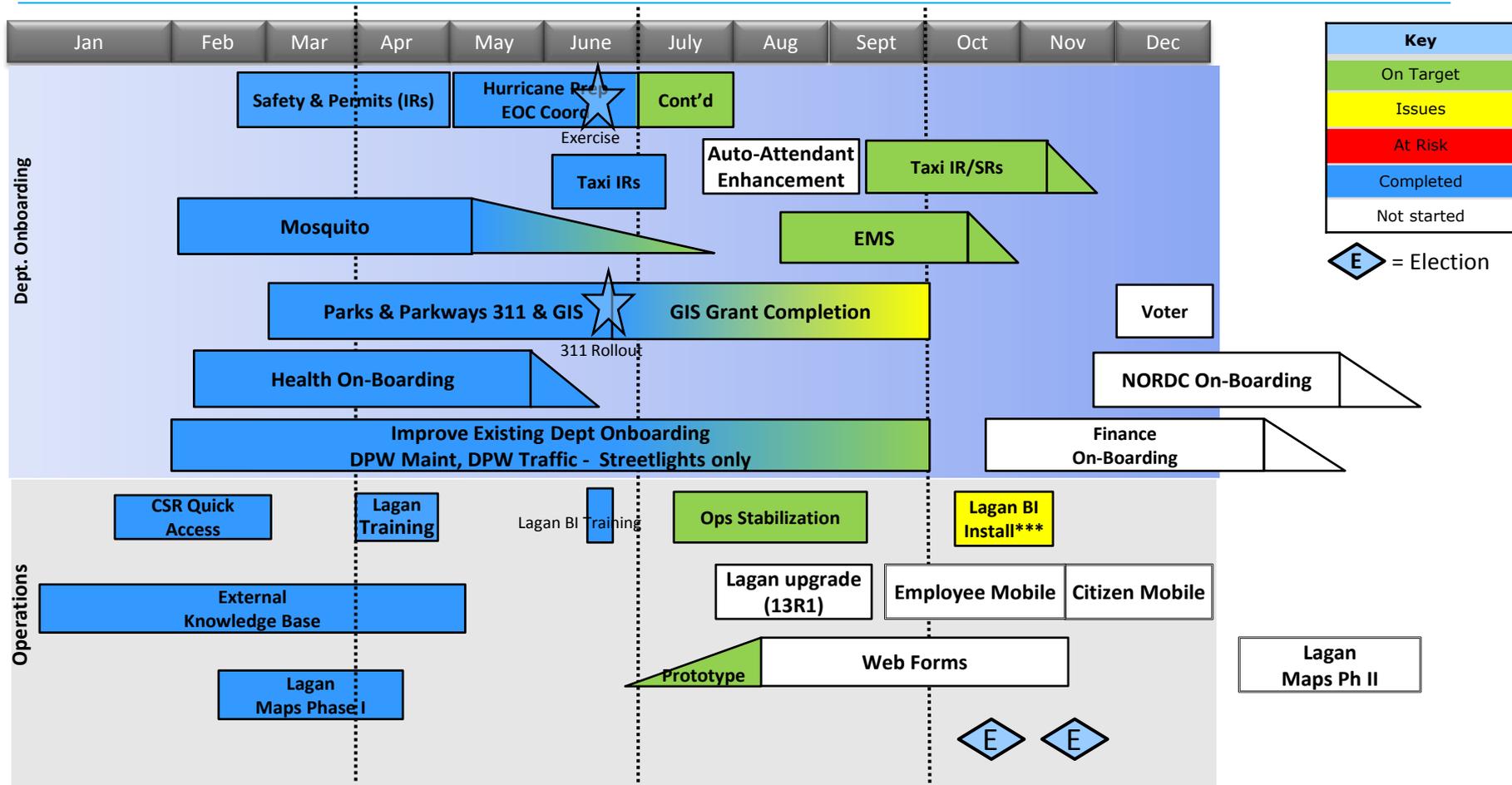
311 Dashboard



Existing Onboarded Departments

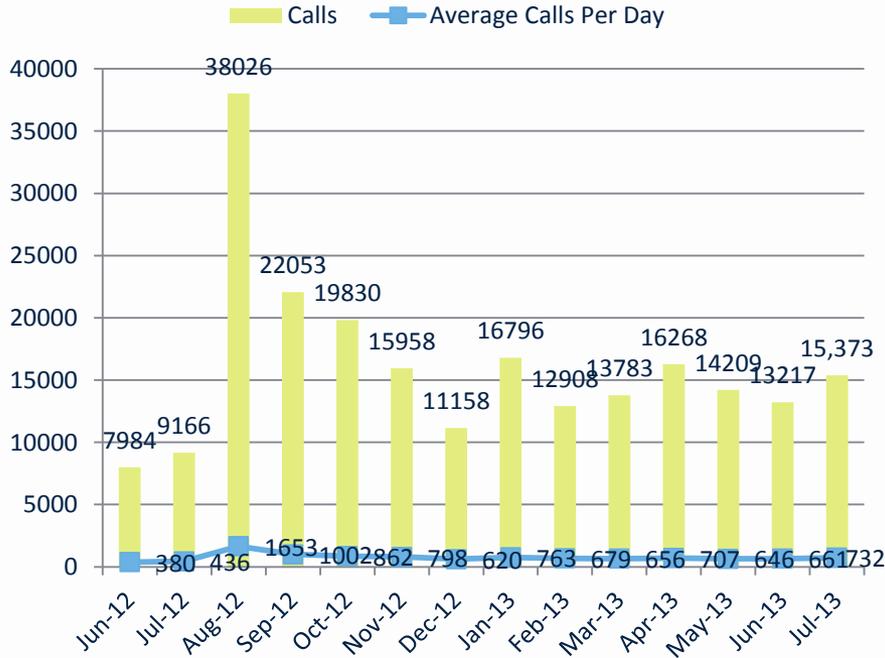
Onboarding Metrics	Code Enforce	DPW Main.	DPW Parking	DPW Traffic	Health	MTCB	Parks & Parkways	Sanitation
Timeliness to Close Requests (Closed cases meeting target > 80%, 50-80%, <50%)								
Request Closure Rate (Closed Cases >= New Cases Yes/No)								
Backlog to Closed Requests Ratio (1-4, 5-7, >=8)								
311 Tool Usage (Resources actively managing cases using Lagan)								
Overall								
Actions Pending	<i>Note: Case closures reflect Lagan, not LAMA</i>	Address case backlog	Capture all work in 311	Address case backlog and actively manage cases in 311	None	<i>Establish Expected Days to Close Target(s)</i>	Monitor & refine Tree Service Emergency request creation process.	Procure recycle carts. Address vendor backlog.

311 Roadmap

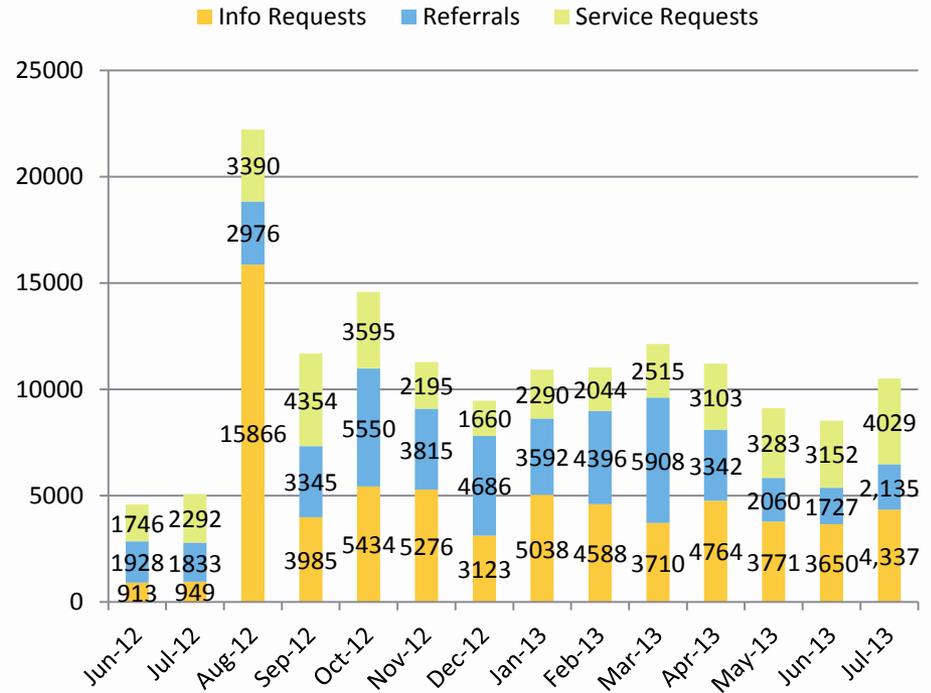


NOLA 311

Total Calls



311 Requests



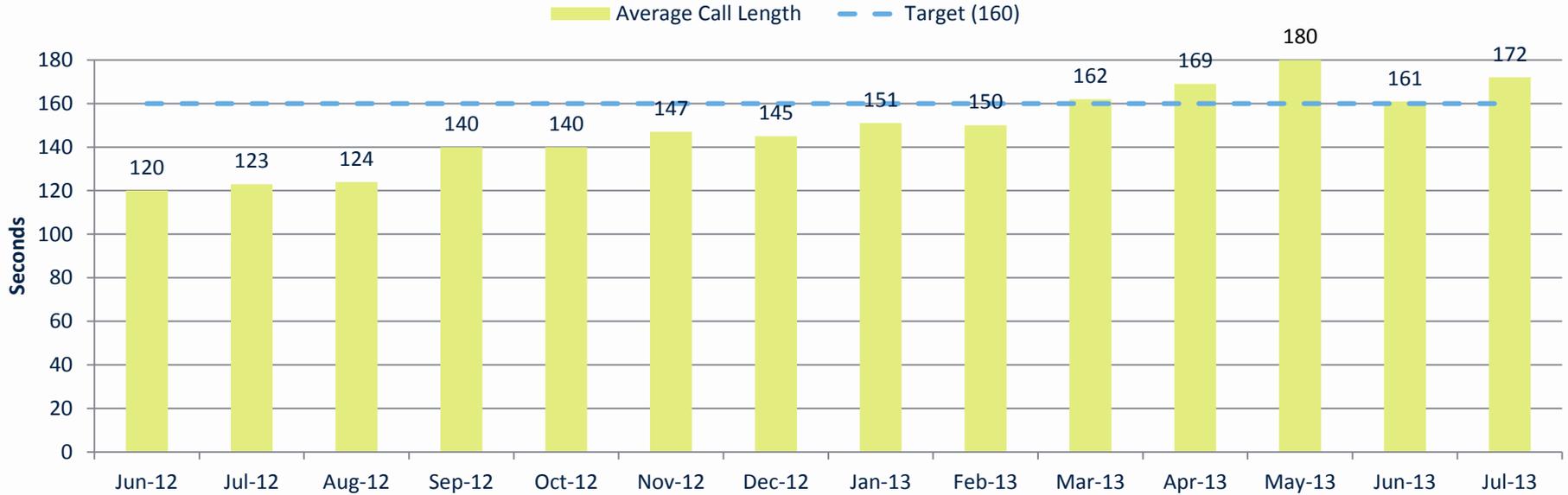
Action Items

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

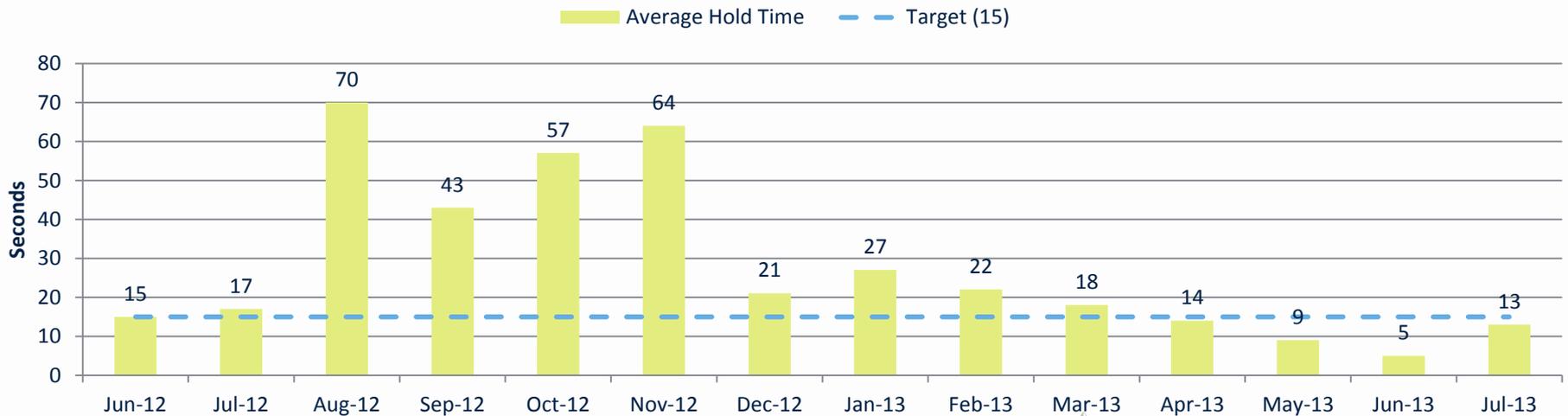


NOLA 311

Average Call Length



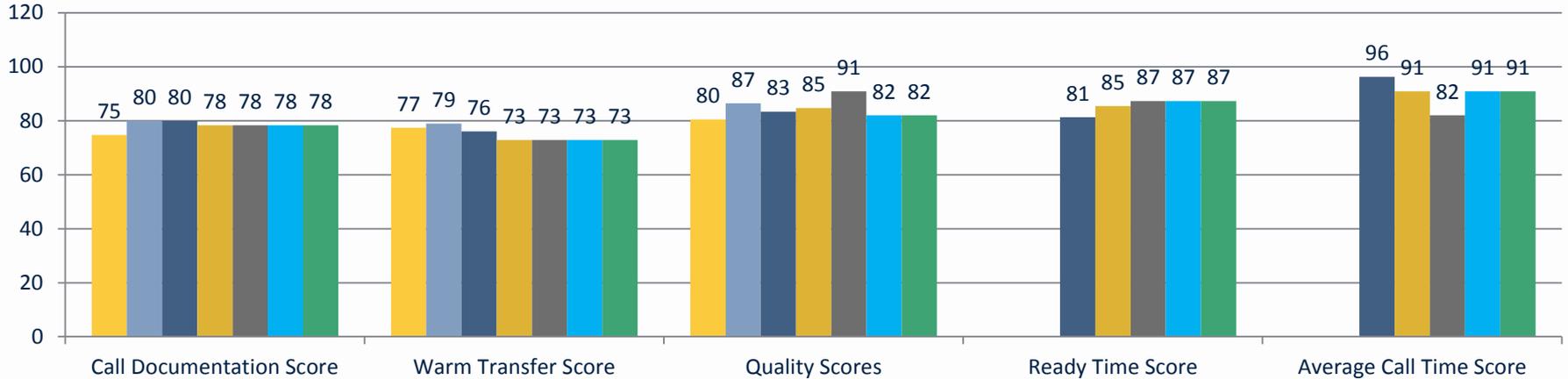
Average Hold Time



NOLA 311

Average Agent Scores

Jan-13 Feb-13 Mar-13 Apr-13 May-13 Jun-13 Jul-13



Average Agent Scores YTD by Agent

Call Documentation Score Warm Transfer Score Quality Scores Average Call Time Score Ready Time Score



*Note: Agents 9, 10 and 11 hired in mid-March.

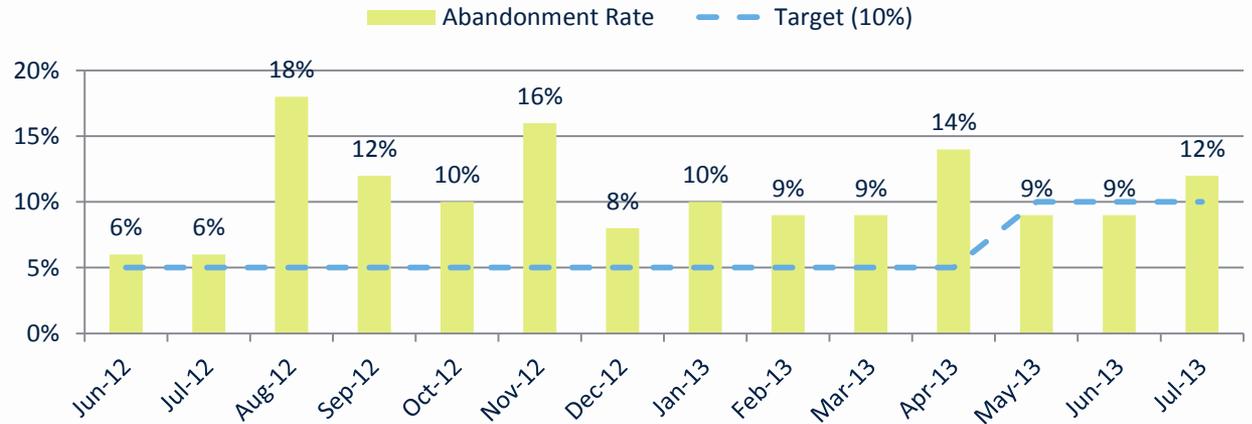


Key Performance Indicator: Call abandonment rate for 311

Responsible Organization: Information Technology and Innovation

2013		
YTD Actual	Annual Target	Status
10%	≤ 10%	●

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

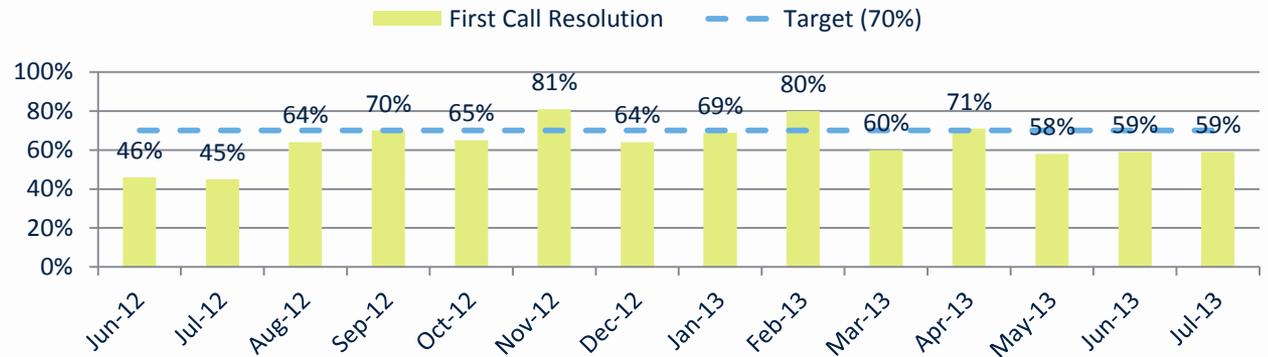


Key Performance Indicator: Average monthly percent of 311 first call resolution

Responsible Organization: Information Technology and Innovation

2013		
YTD Actual	Annual Target	Status
65%	70%	▲

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



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

NOLA 311 Top Requests and Referrals in July

	Service Requests	No.	Prior Month (June) Rank		Information Requests	No.	Prior Month (June) Rank		Department Referrals	No.	Prior Month (June) Rank
1	Code Enforcement General Request	926	1	1	Sanitation Service Fees	212	1	1	Safety & Permits	263	1
2	Street Light	416	2	2	Birth Certificates	138	3	2	Parks & Parkways	196	-
3	Trash/Garbage	388	3	3	Traffic Court	131	2	3	Code Enforcement	141	3
4	Residential Recycling Programs	375	4	4	Assessor	113	4	4	Taxicab Bureau	121	-
5	Abandoned Vehicle	257	5	5	Code Enforcement	62	-	5	Public Works	112	2

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

Department	Deputy Mayor Escalations	CAO Escalations
Code Enforcement	2	
DPW-Parking	1	1
MTCB	1	

Sustainable Communities

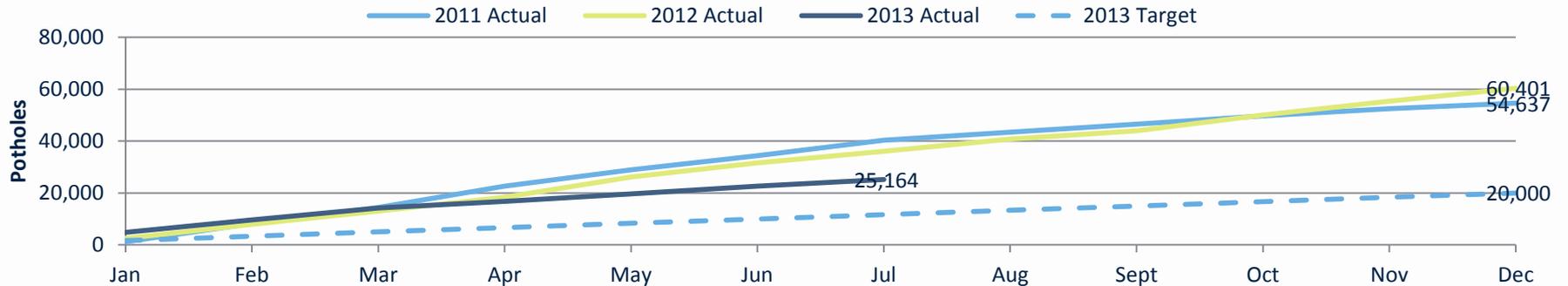
Goal: Support sustainable communities that integrate quality housing, transportation, schools, commercial development, energy efficiency, parks and green space, flood protection and cultural assets.

Objectives and Strategies	Outcome Measures
<p>Maintain and improve public infrastructure</p> <ol style="list-style-type: none"> Maintain and improve road surface infrastructure Consistently implement Complete Streets philosophy in streets investments Effectively administer the City's capital improvements program 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"> Reduce blighted properties by 10,000 by the end of 2014 Provide effective sanitation services to residents and businesses Protect and preserve parks and other green spaces 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"> Restore the City's marshes and coastline Promote green energy and other sustainability measures 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



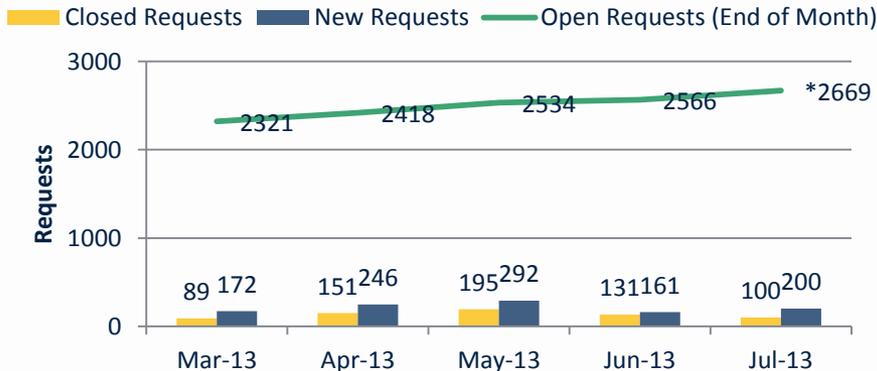
	2011		2012		2013		
	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
	54,637	●	60,401	●	25,164	20,000	●

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

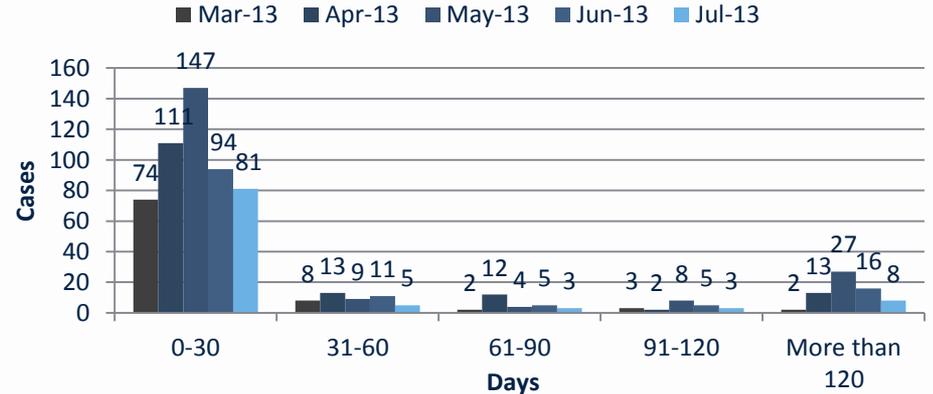
311 Pothole/Roadway Surface Repair Service Requests

Days to Close Pothole/Roadway Surface Repair

*Pothole/Roadway Surface Repair



*Includes 3 cases re-opened in July.

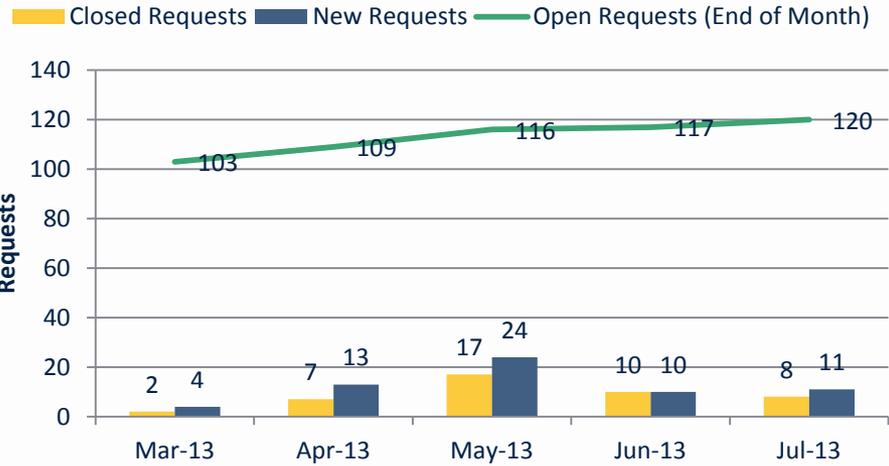


Note: Expected days to close, developed in 2012: 60-365 days.

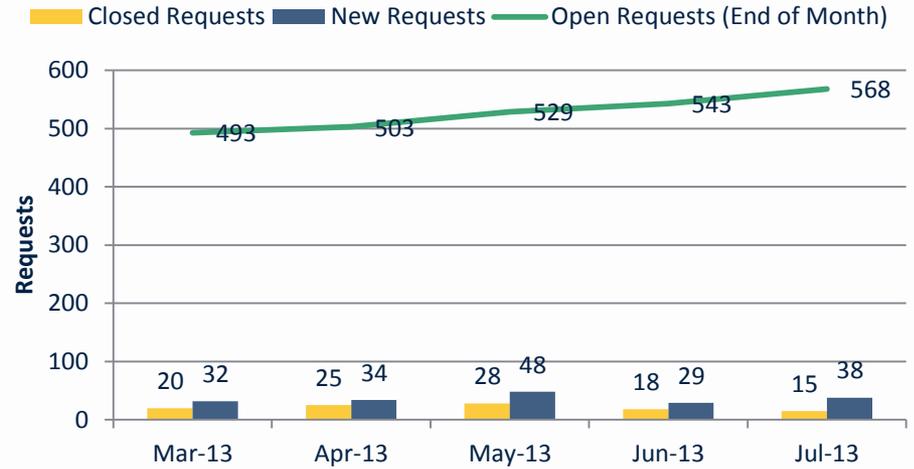


DPW Maintenance 311 Service Requests

Manhole Cover Maintenance

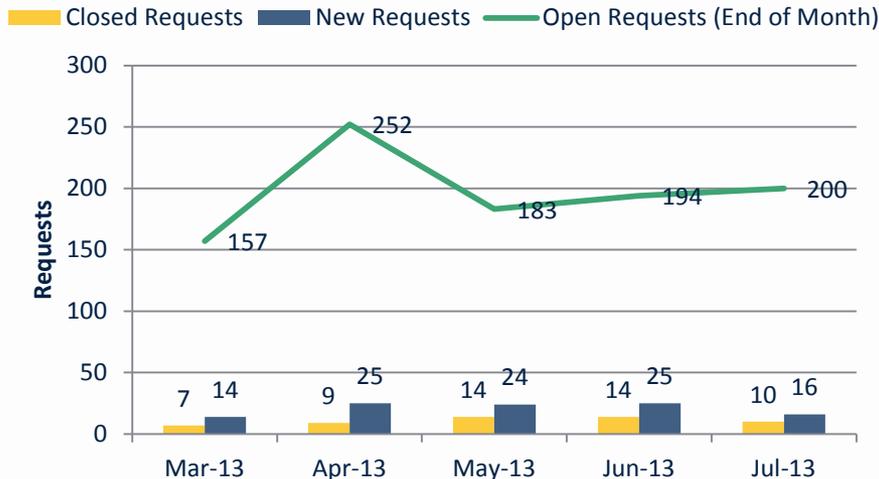


*Sidewalk Repair



*Includes 3 cases re-opened in July.

Road Shoulder Repair



311 Issues

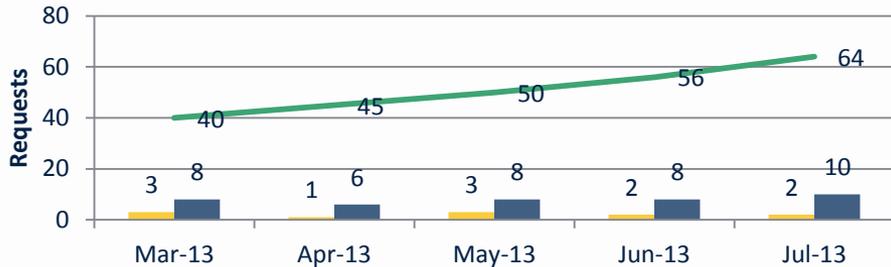
Responsible Parties	Issue/Status	Due
M. Jernigan	Service request closure targets are set to 365 days. Need to review and revise.	Past Due
M. Nolan	Significant case backlog exists. Resources/funding unavailable to address requests. 5799 open cases at end of July 2013.	Ongoing



DPW Traffic 311 Service Requests

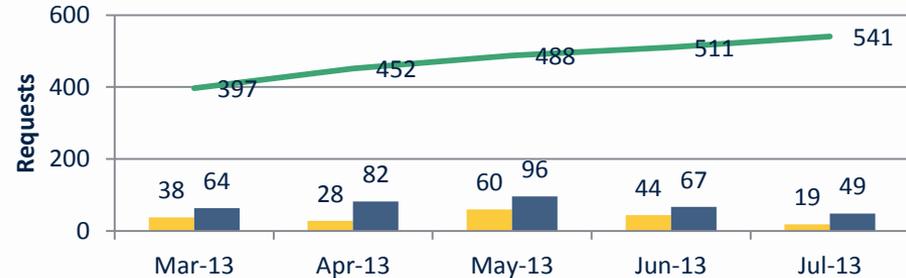
Road Surface Marking

Closed Requests New Requests Open Requests (End of Month)



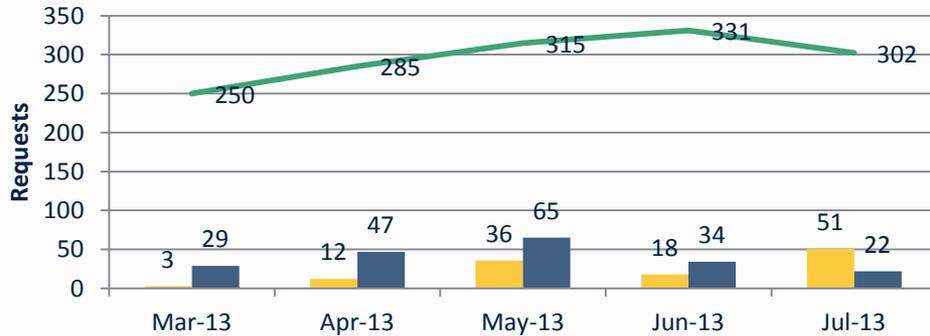
Traffic Sign

Closed Requests New Requests Open Requests (End of Month)



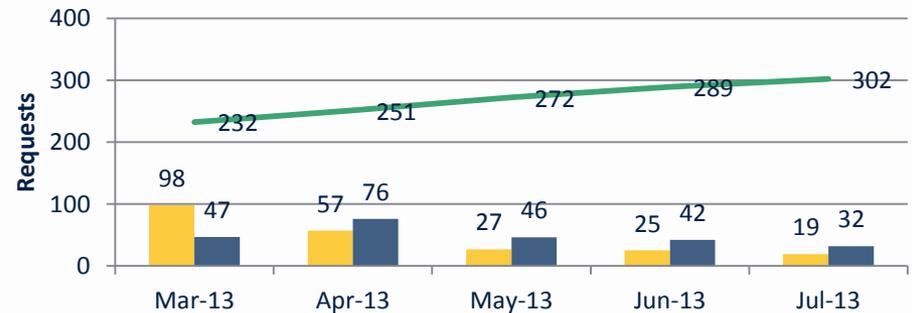
Street Name Sign

Closed Requests New Requests Open Requests (End of Month)



Traffic Signal

Closed Requests New Requests Open Requests (End of Month)



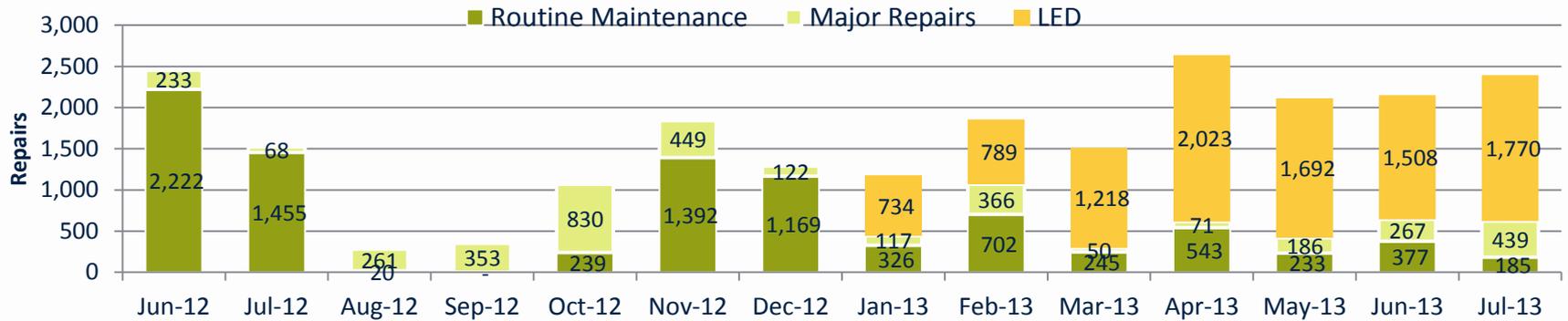
311 Issues

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.



Key Performance Indicator: Number of streetlight outages restored

Responsible Organization: Department of Public Works

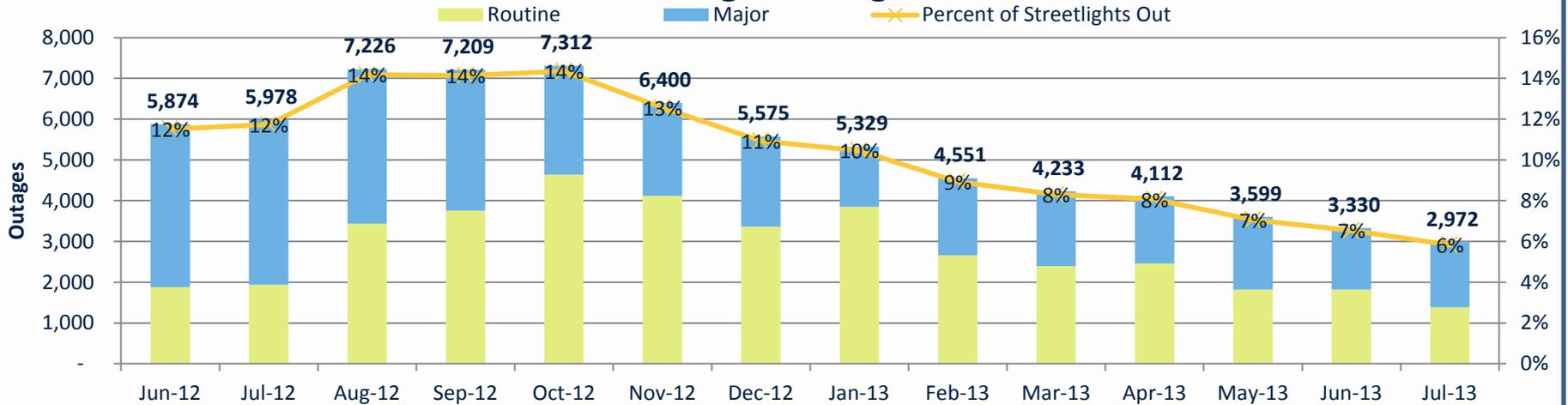


2011		2012		2013		
Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
10,891	Off Target	12,500	Off Target	13,841	8,000	On Target

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

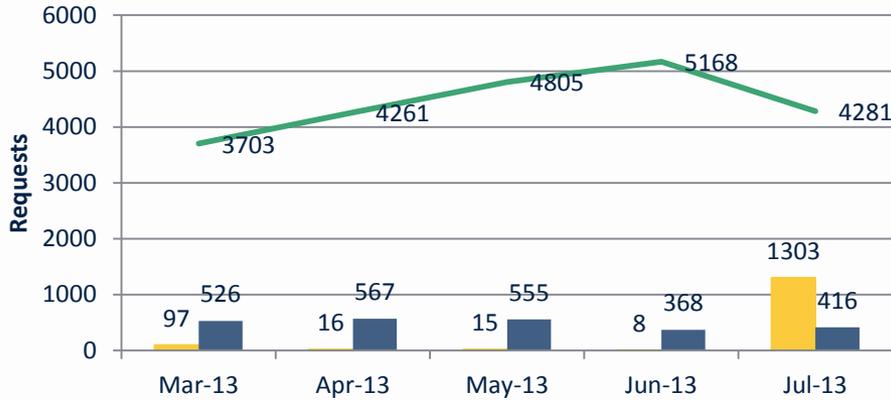
Note: Totals do not include 313 Hurricane Isaac related repairs in Q4 2012.

Streetlight Outages

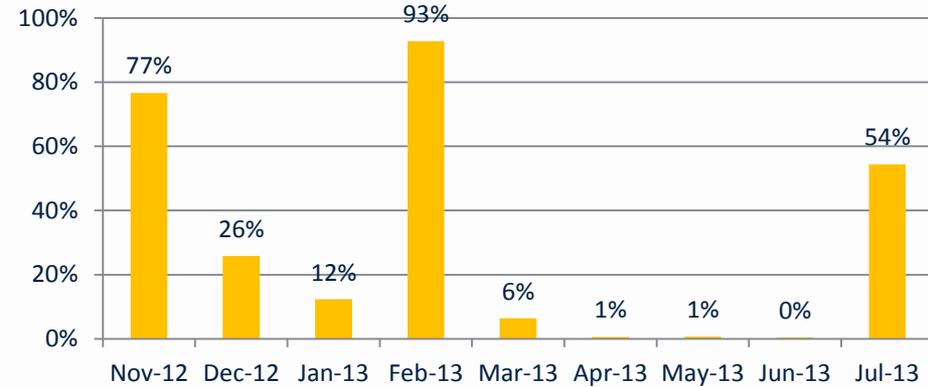


311 Streetlight Service Requests

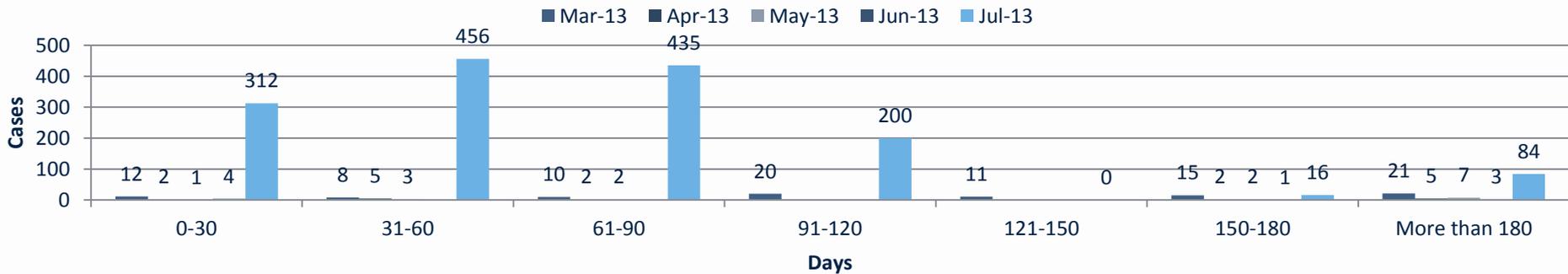
■ Closed Requests
 ■ New Requests
 — Open Requests (End of Month)



Closed 311 Requests as Percentage of All Outages Restored



Days to Close



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

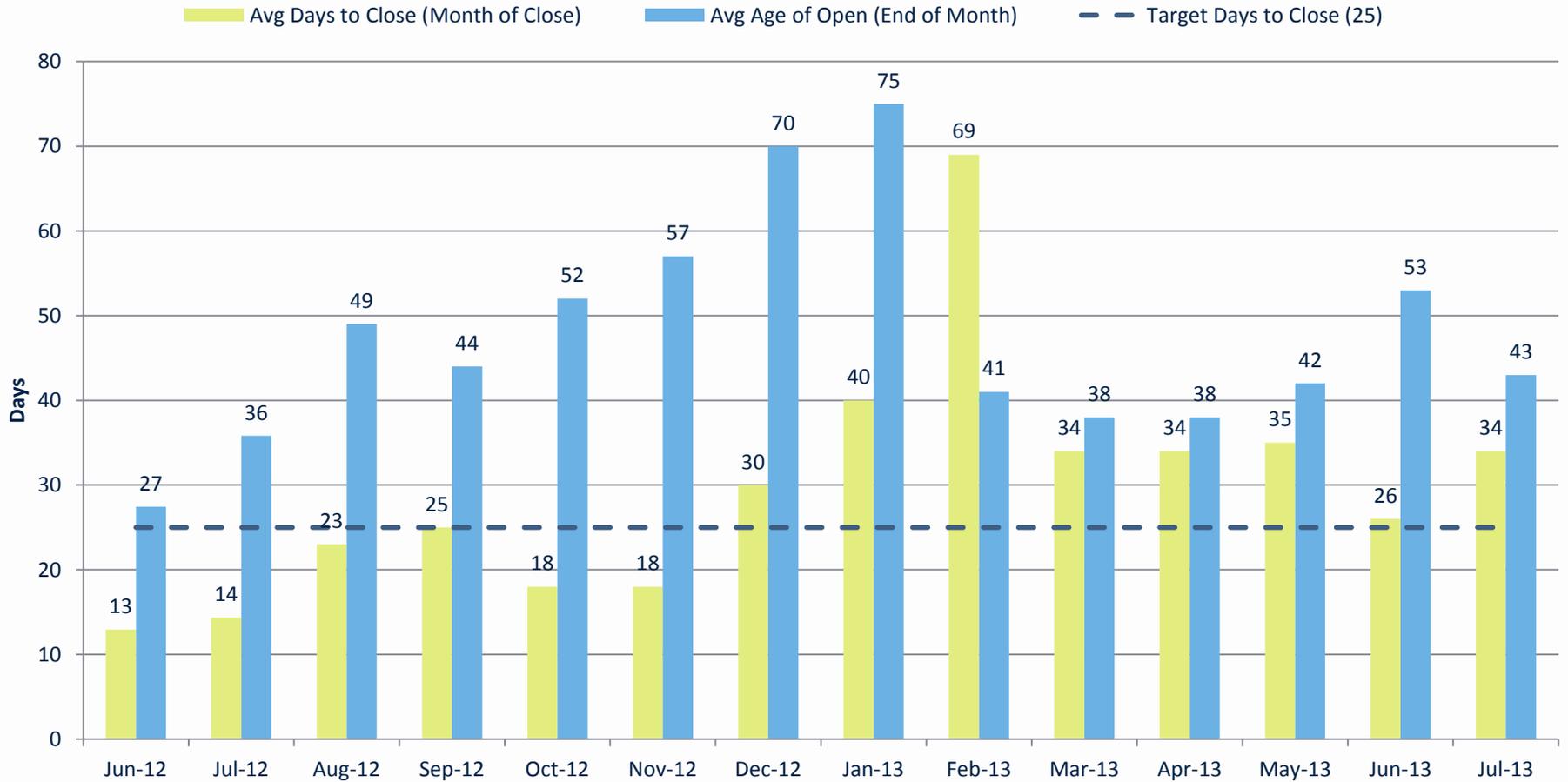
311 Issues

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.



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

Responsible Organization: Department of Public Works

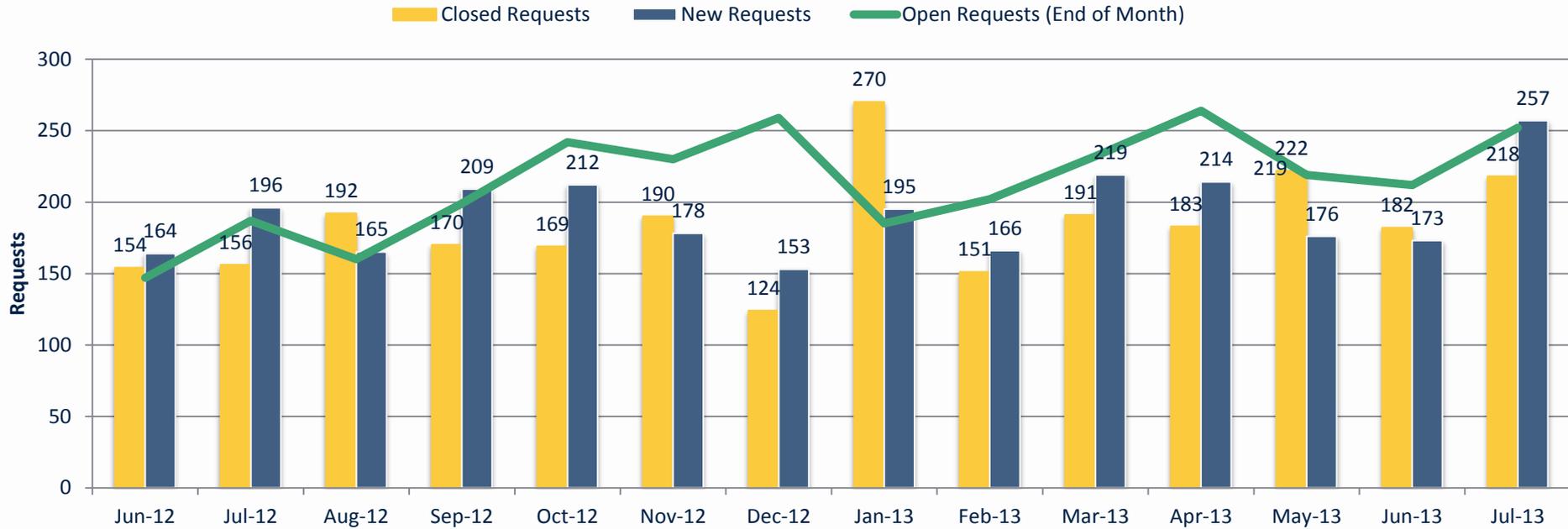


2011		2012		2013		
Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
17	-	18	●	38	≤ 25	◆

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



311 Abandoned Vehicle Service Requests



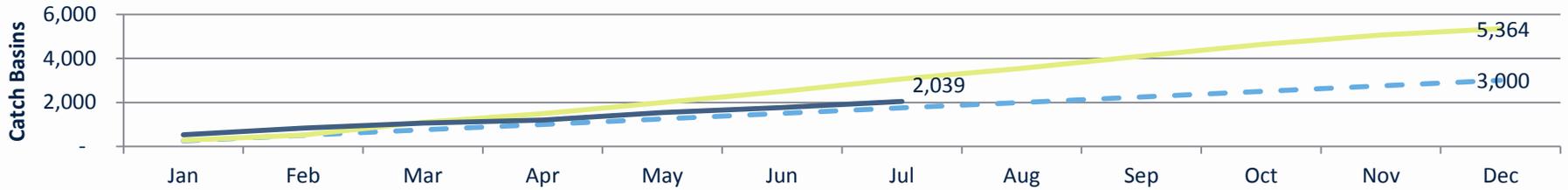
Action Items

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.

Key Performance Indicator: Number of catch basins cleaned

Responsible Organization: Department of Public Works

— 2013 Target — 2012 Actual — 2013 Actual



2011		2012		2013		
Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
3,339	❖	5,364	●	2,039	3,000	●

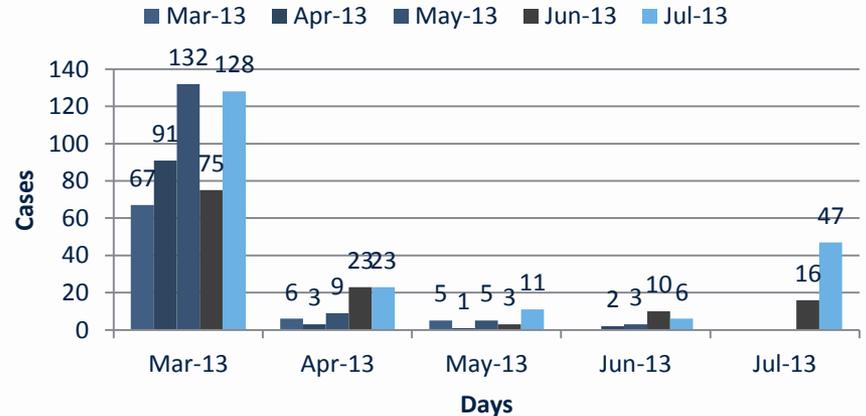
- On Target
- ▲ Within 10% of Target
- ◆ Off Target

311 Street Flooding/Drainage Service Requests

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



Days to Close



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



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.	Pending



Sewerage and Water Board of New Orleans

Customer Service Report

Indicators of Metric Results

July 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



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

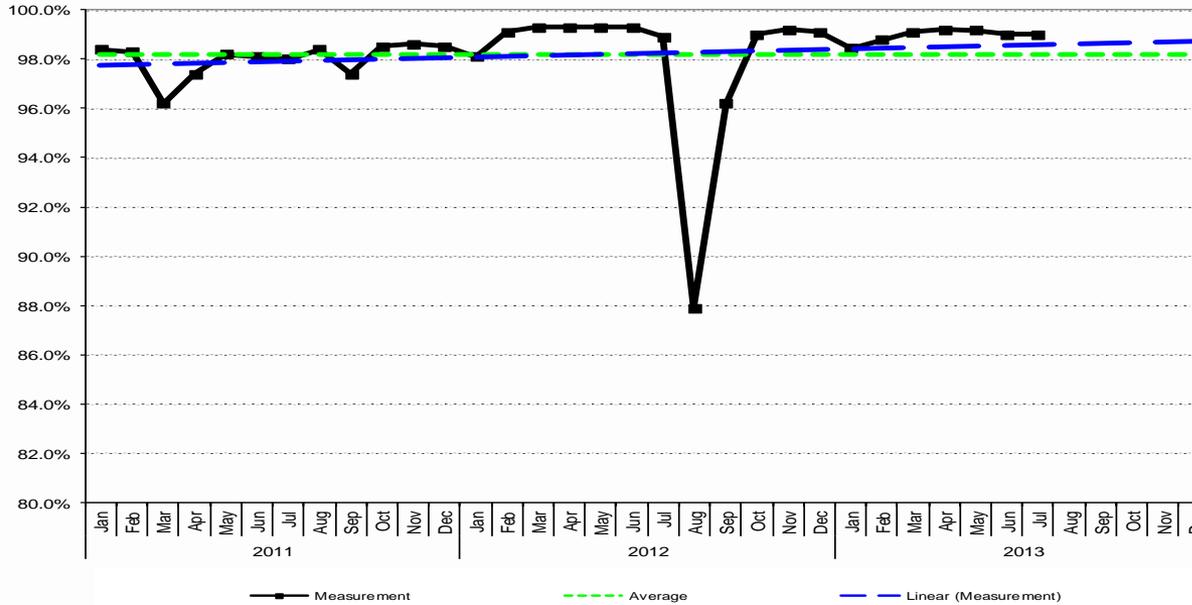
Trend: Favorable

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.



	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%					



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

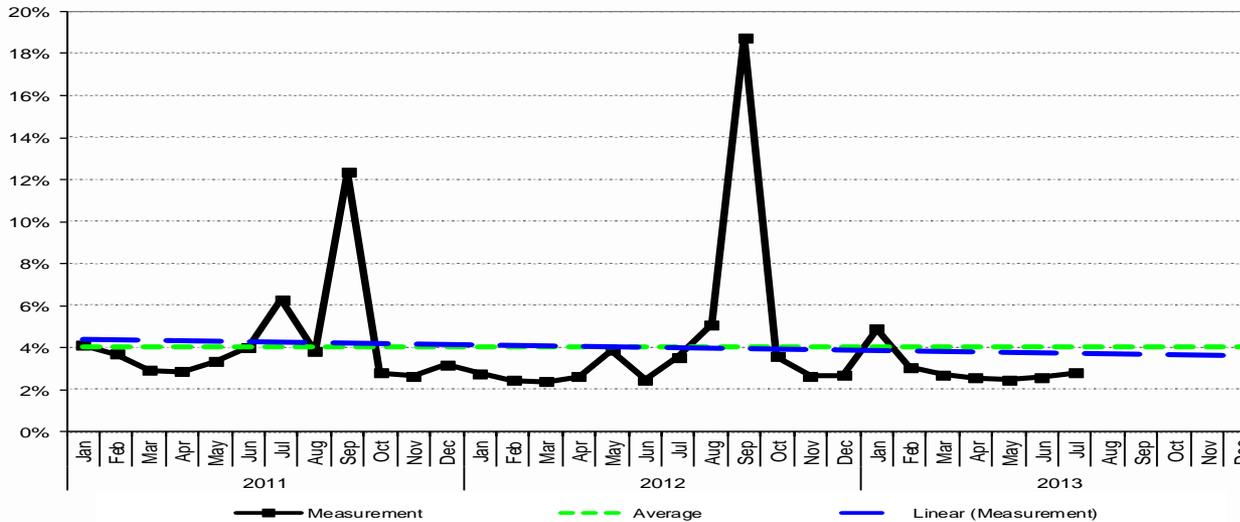
Trend: Favorable

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 metering 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%	2.5%	3.6%	12.4%	2.8%	2.7%	2.7%
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%					



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

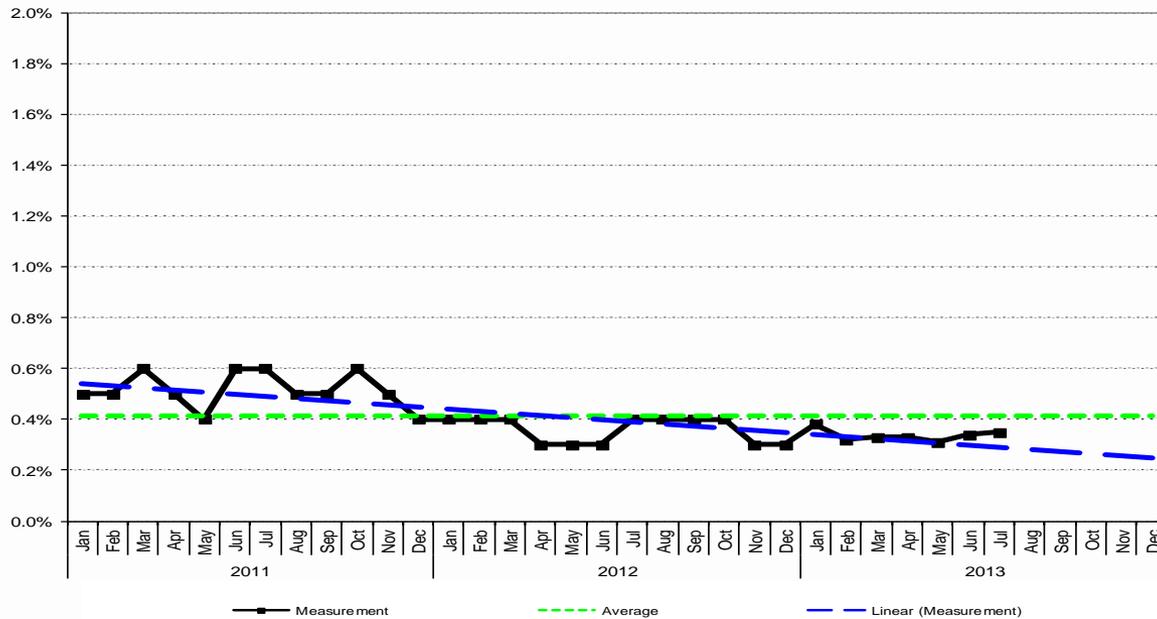
Trend: **Favorable**

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.



	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%	0.4%	0.4%	0.4%	0.3%	0.3%



Sewerage and Water Board of New Orleans

Bills Adjusted as a Percentage of Total Bills Computed

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Reduce
percentage over time

**Currently Meeting
Goal:** Yes

**Process Operating
Within Control Limits:**
Yes

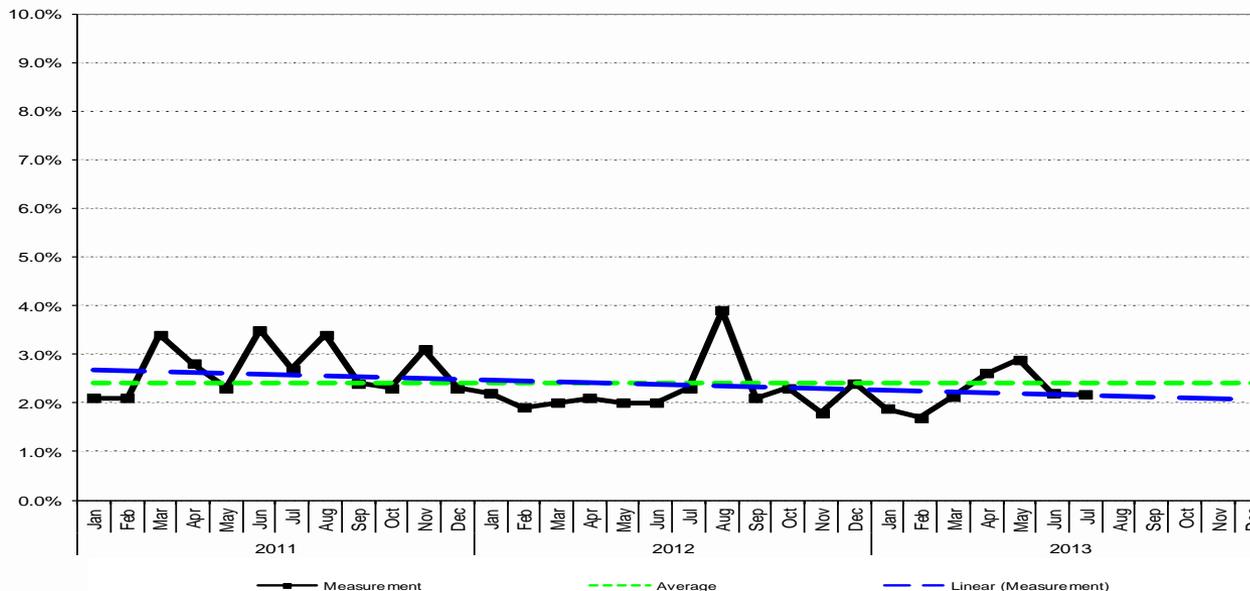
Trend: Favorable

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



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:** Yes

**Process Operating
Within Control
Limits:** Yes

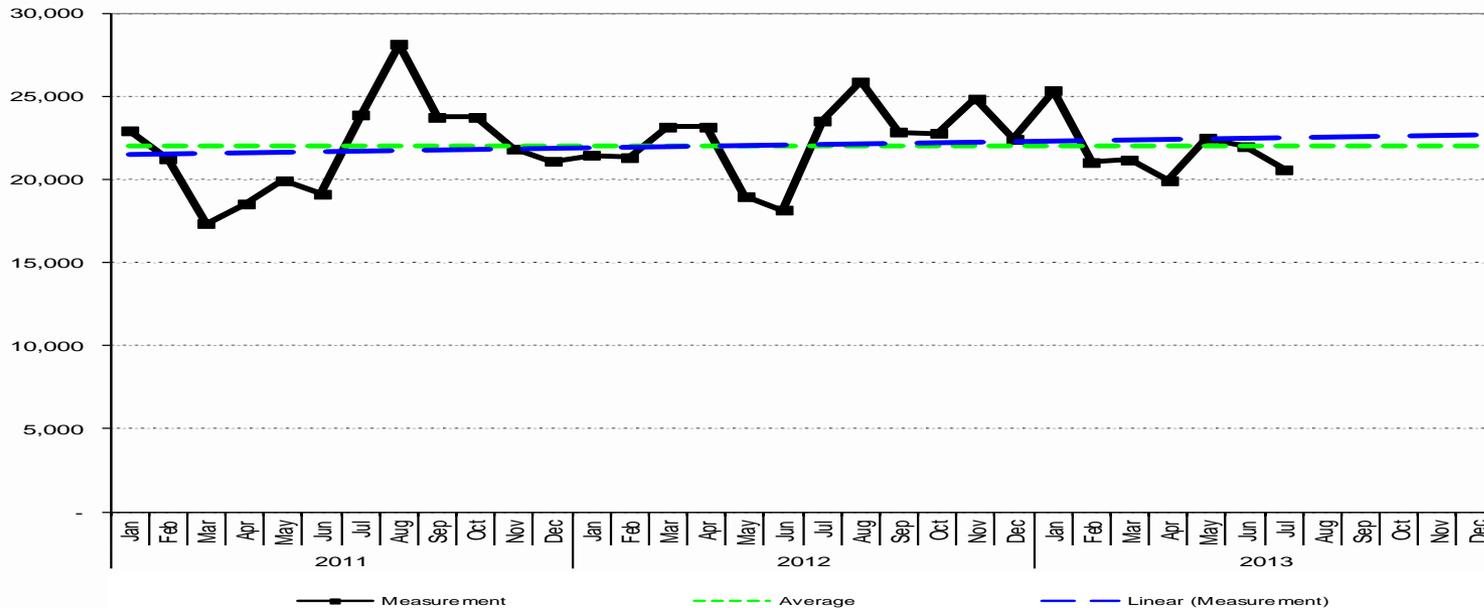
Trend: Close

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.

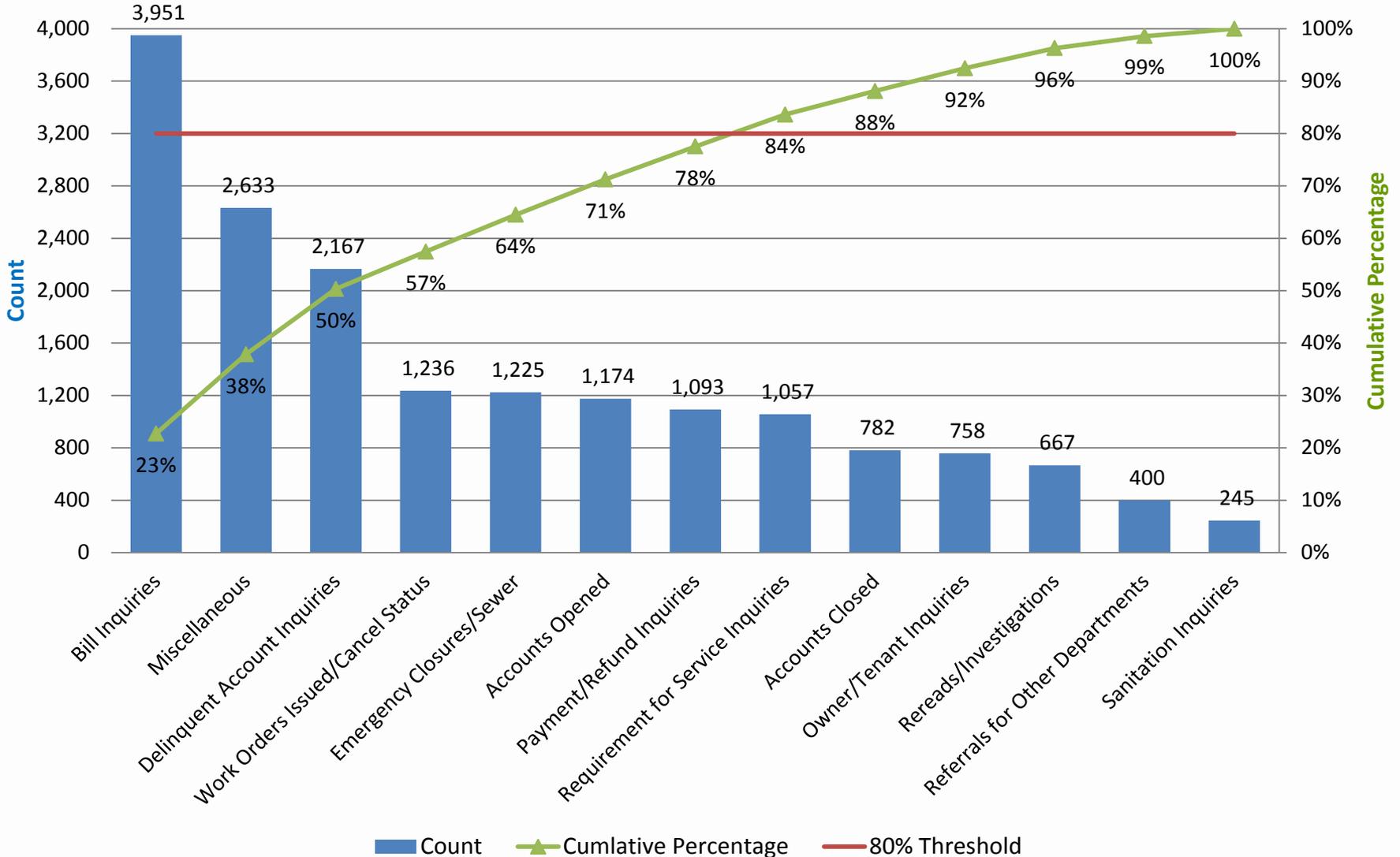


Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	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					



Sewerage and Water Board of New Orleans Pareto Chart of Types of Customer Calls July 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

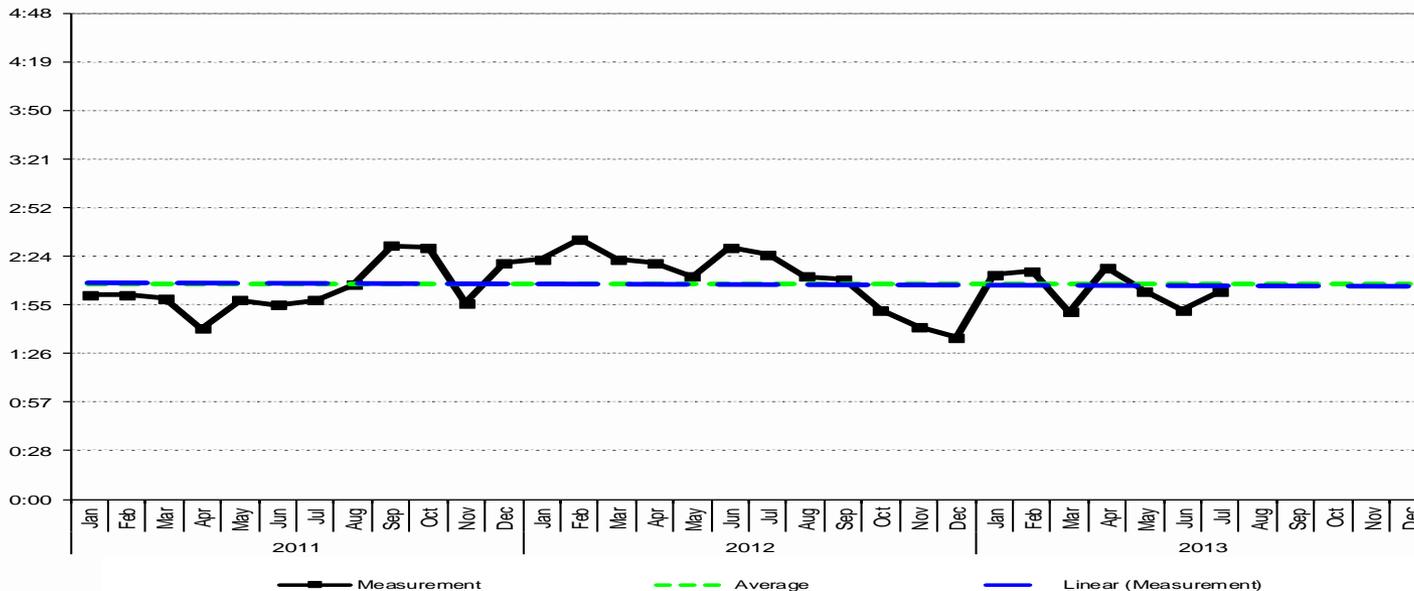
Trend: Level

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



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

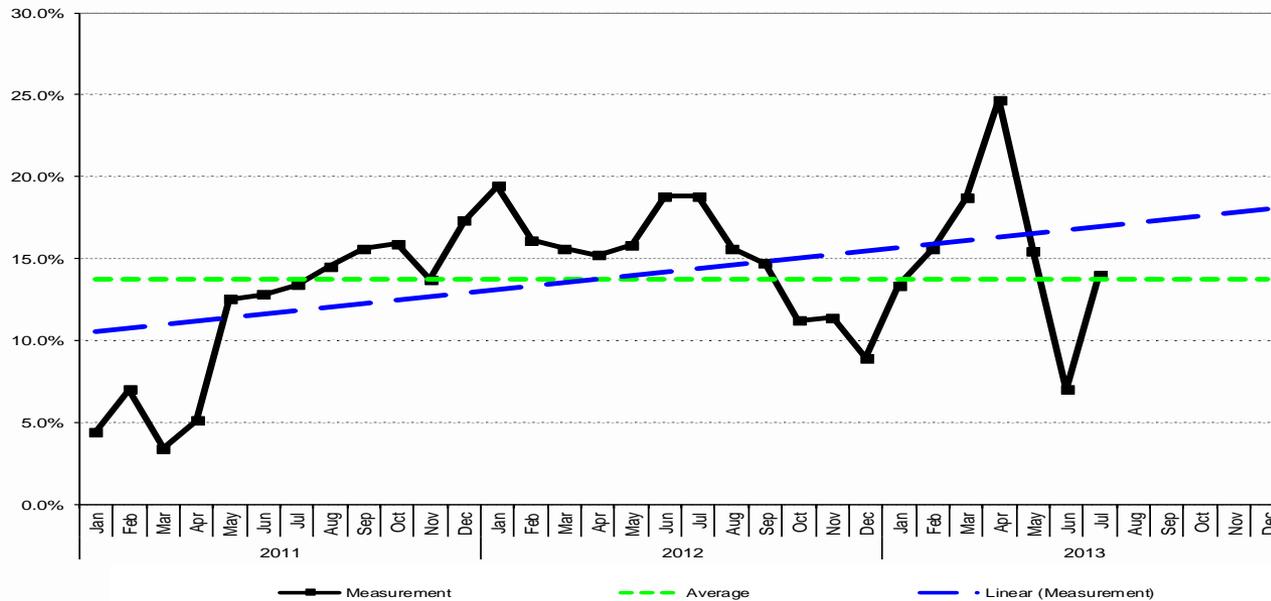
Trend: Unfavorable

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 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	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%	15.6%	18.7%	24.7%	15.4%	7.0%	14.0%					



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

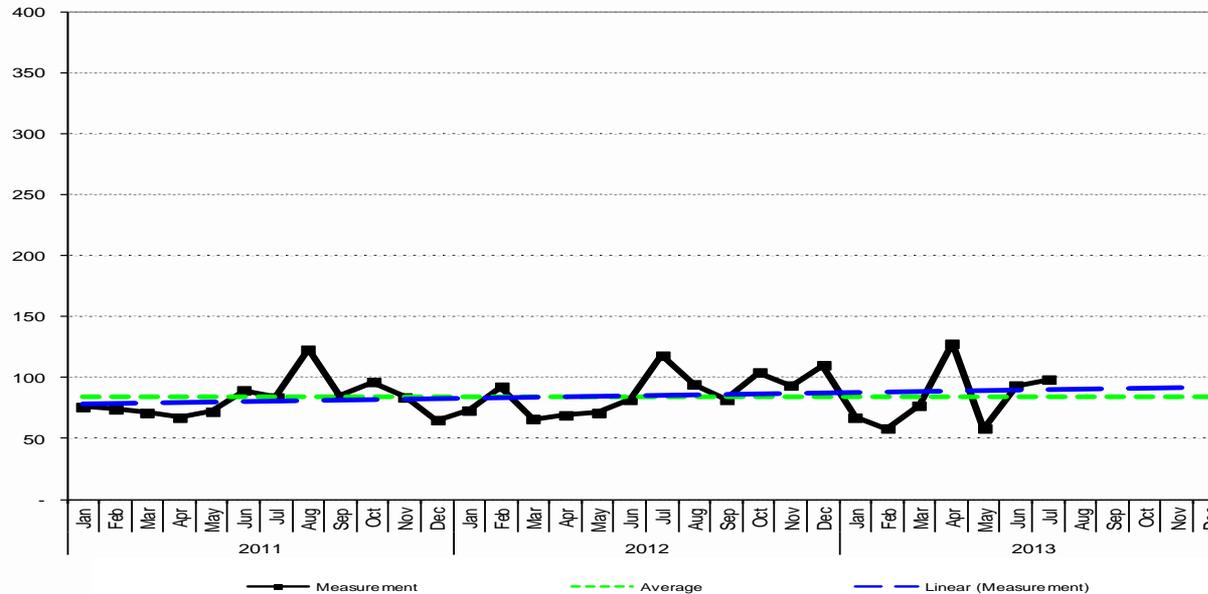
Trend: Close

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	58	77	128	58	93	98					



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

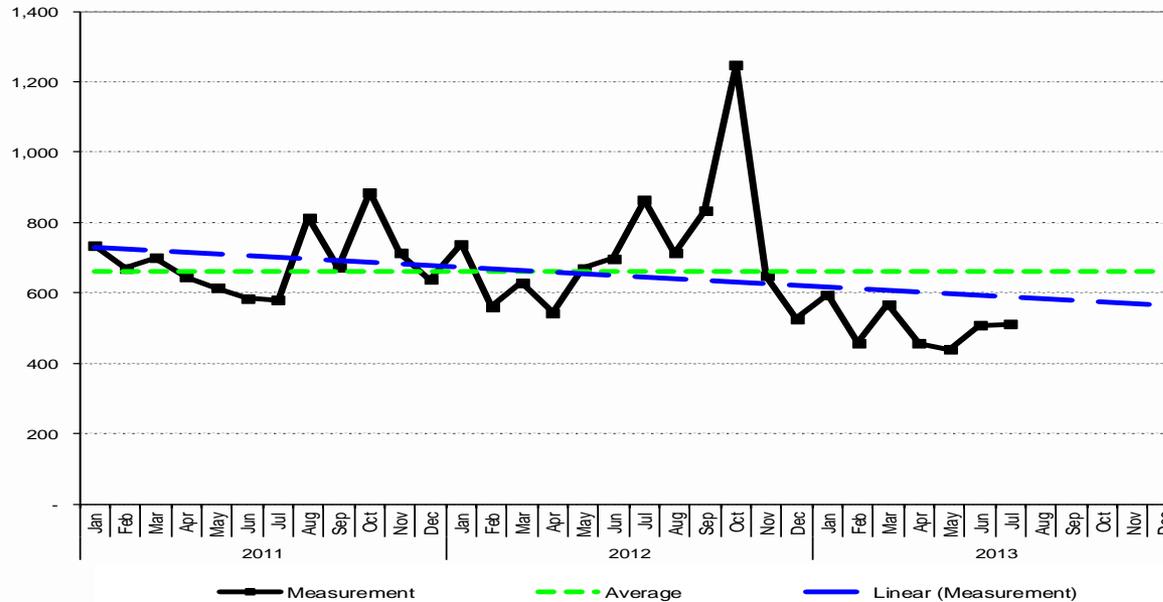
Trend: Favorable

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.



		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	457	567	456	439	508	511					



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

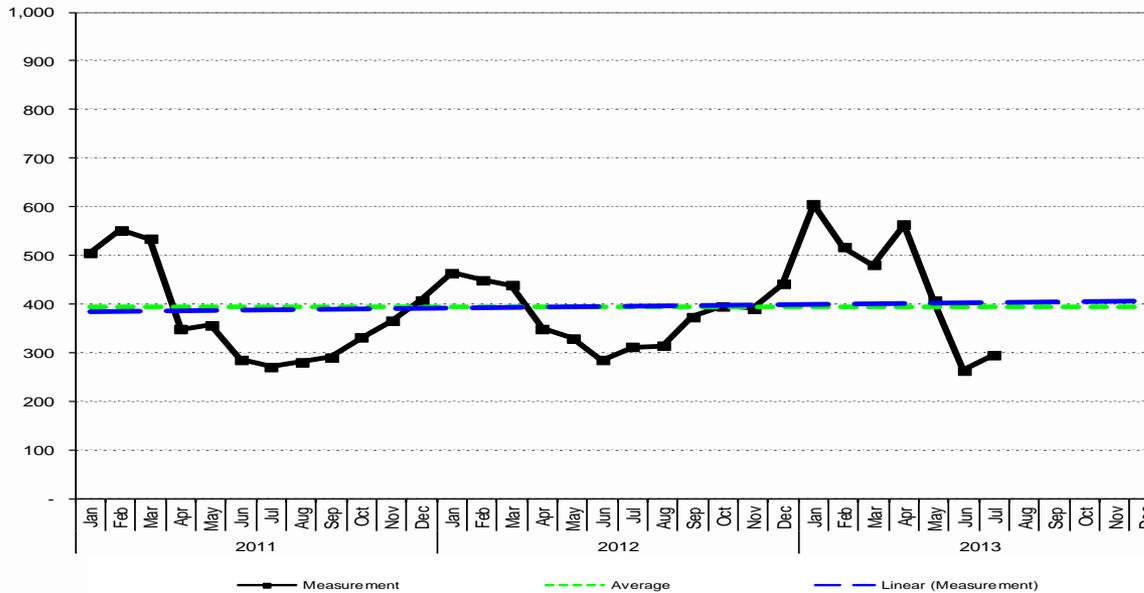
Trend: Close

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	349	280	286	271	280	290	331	365
2012	464	449	438	349	329	284	311	313	374	396	391	441
2013	604	516	480	563	406	264	295					



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

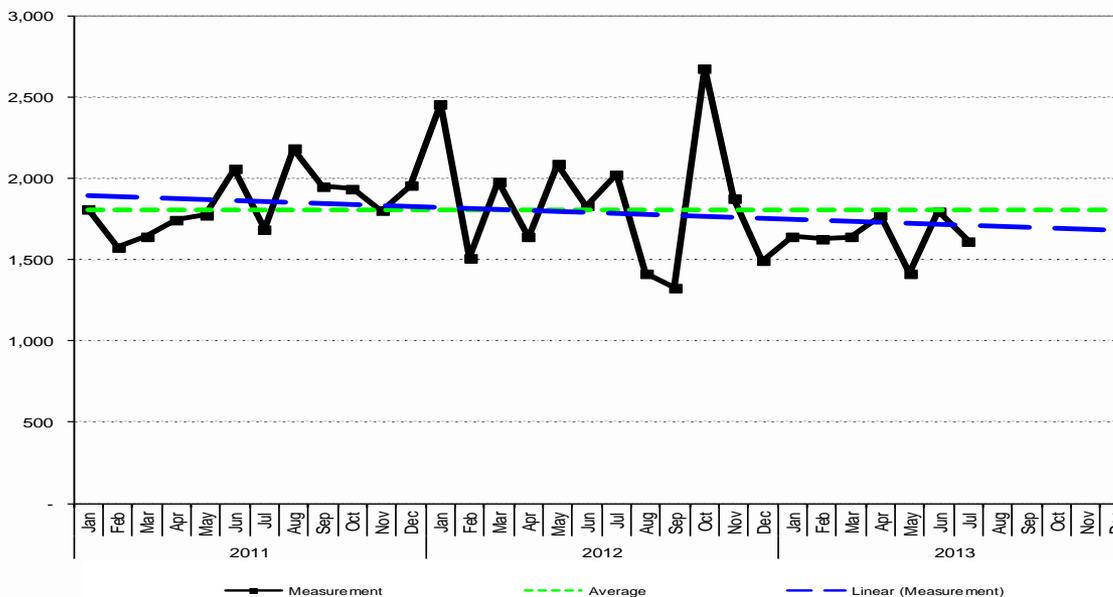
Trend: Favorable

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					



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

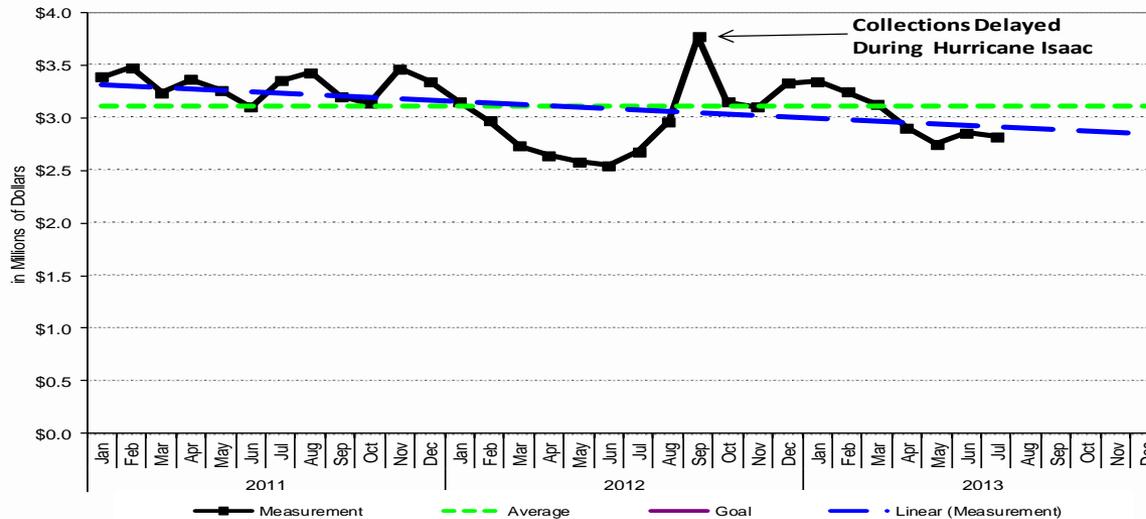
Trend: Favorable

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.



	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					



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

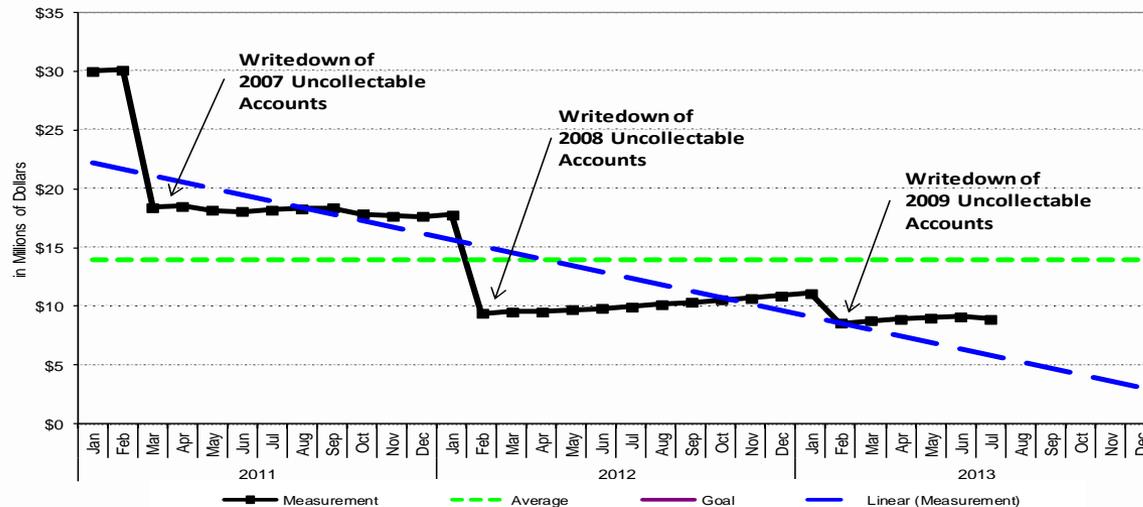
Trend: Favorable

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.



	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					



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

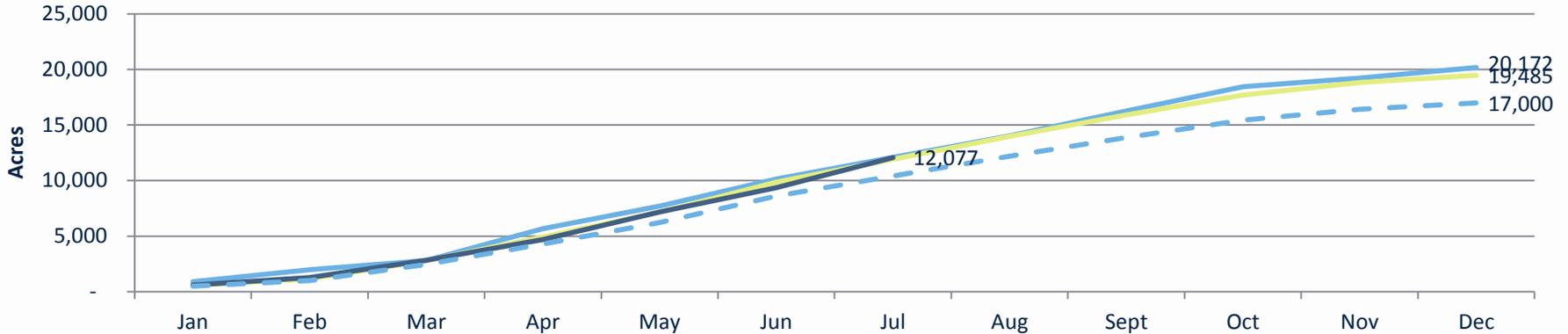
1. Restore the City's marshes and coastline
2. Promote green energy and other sustainability measures
3. Remediate brownfields, lead, and other environmental hazards

- 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

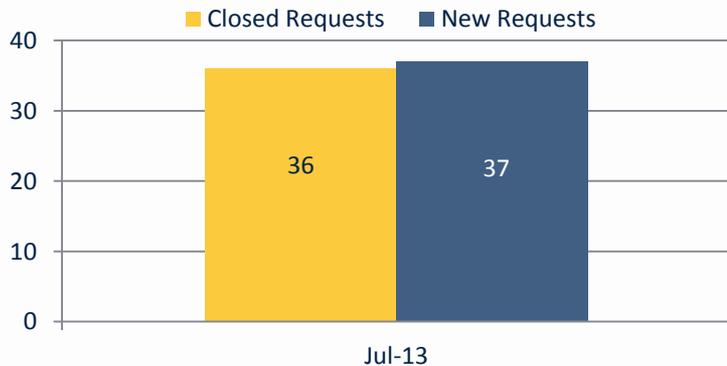
— 2011 Actual — 2012 Actual — 2013 Actual - - 2013 Target



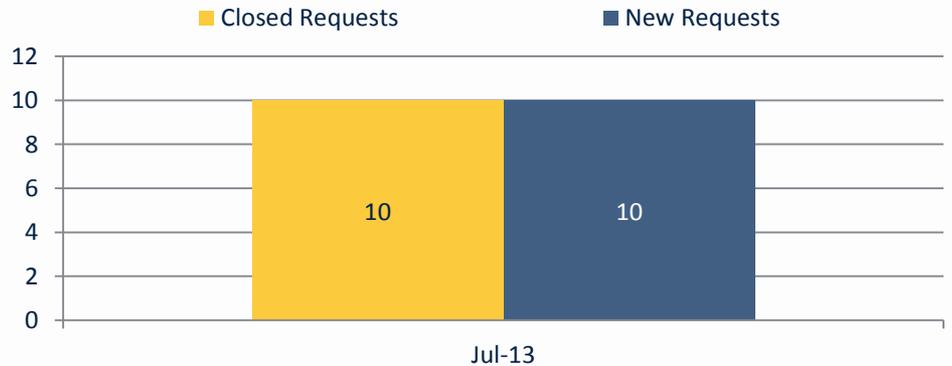
- On Target
- ▲ Within 10% of Target
- ◆ Off Target

2011		2012		2013		
Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
20,172	●	19,485	●	12,077	17,000	●

311 Grass Service Requests (1 open at end of July)



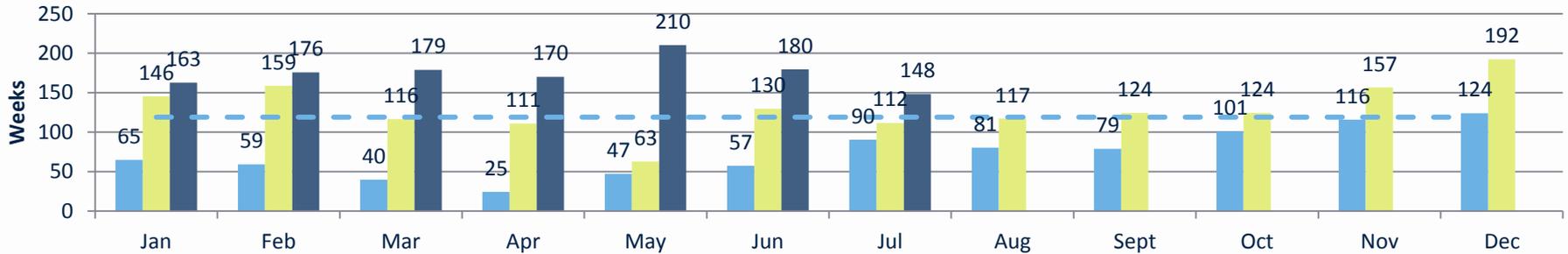
311 Park Maintenance/Repair Requests (0 open at end of July)



Key Performance Indicator: Average number of days to complete non-emergency tree service requests

Responsible Organization: Department of Parks & Parkways

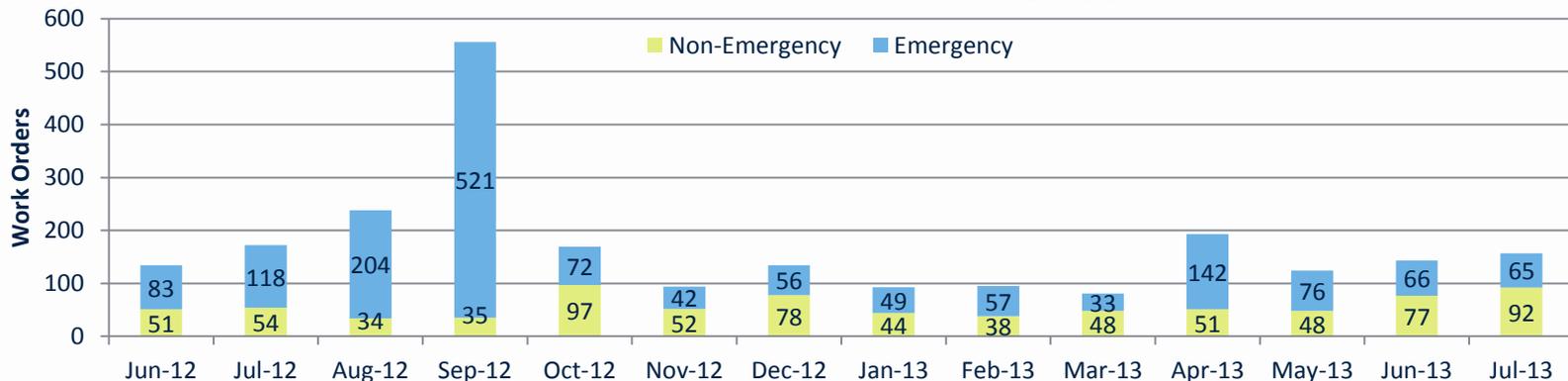
2011 Actual 2012 Actual 2013 Actual 2013 Target (119 Days)



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

2011		2012		2013		
Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
84	▲	132	▲	173	≤ 119	◆

Tree Work Orders Closed by Type

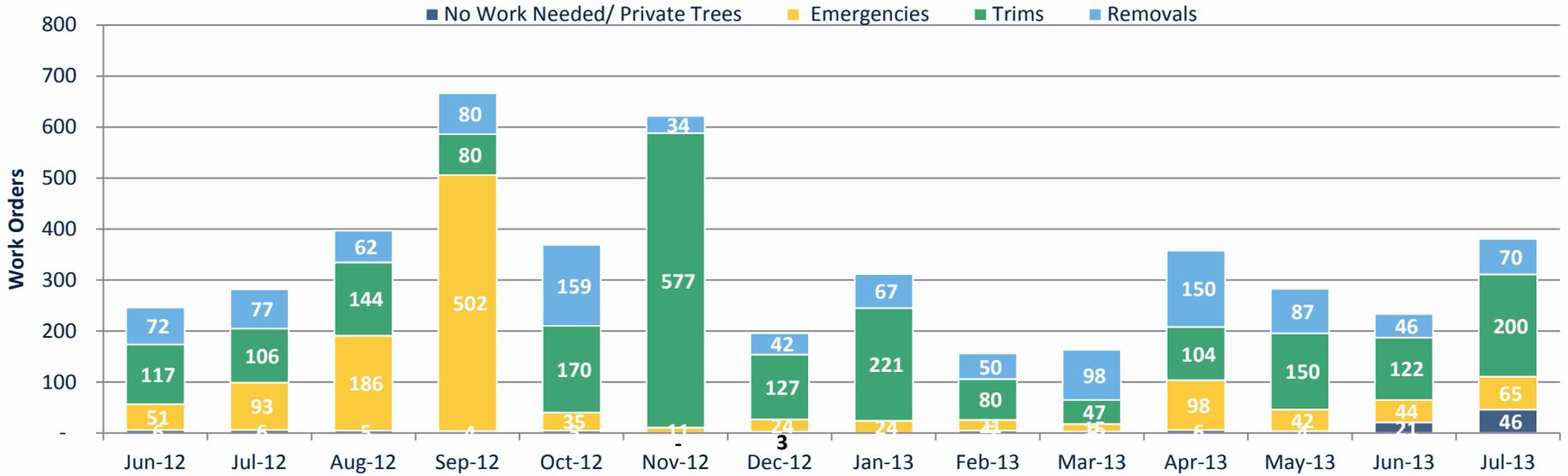


Note: Work orders may include multiple trees.



Forestry Activity

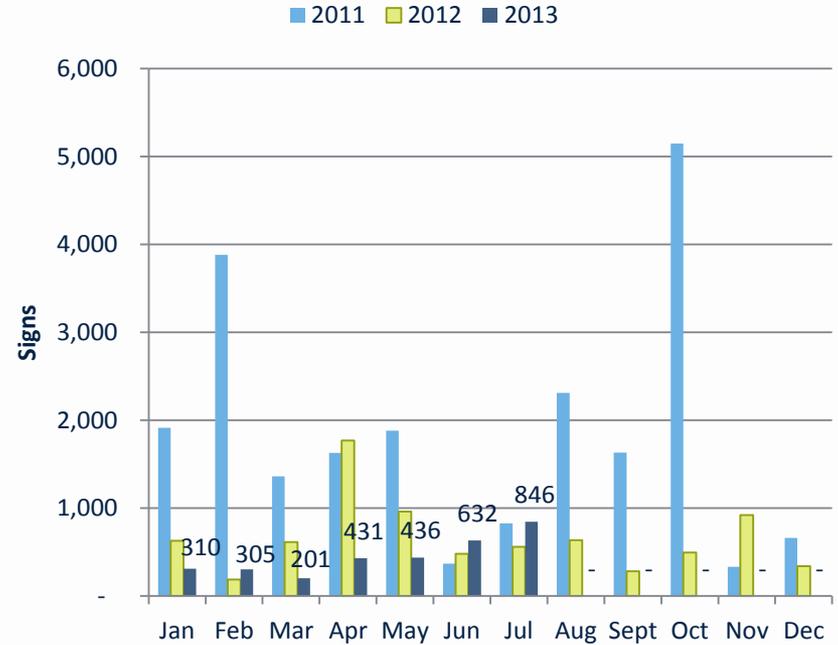
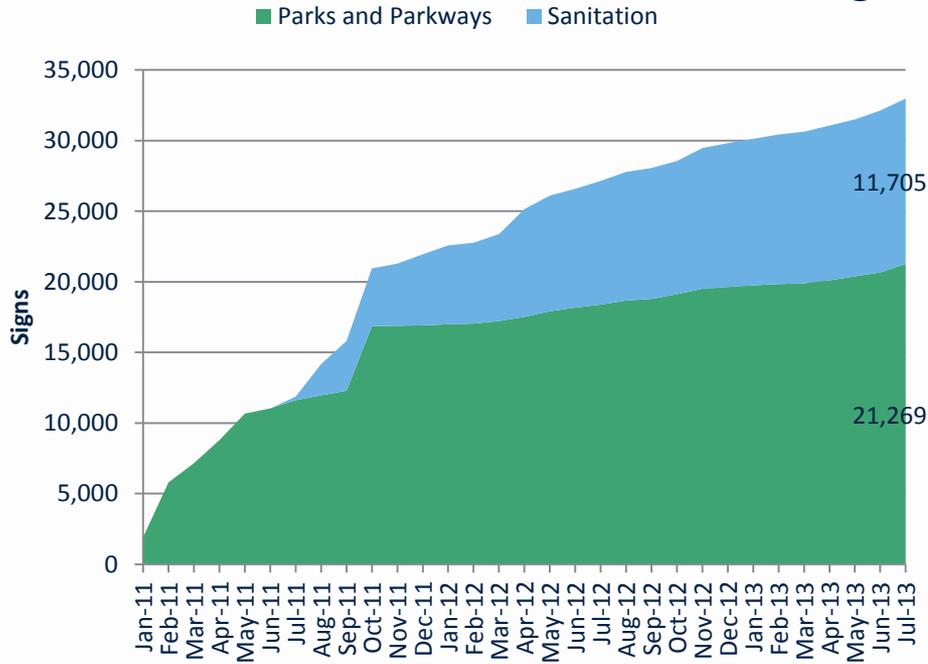
Work Orders Completed



Permits Issued



Bandit Signs Removed

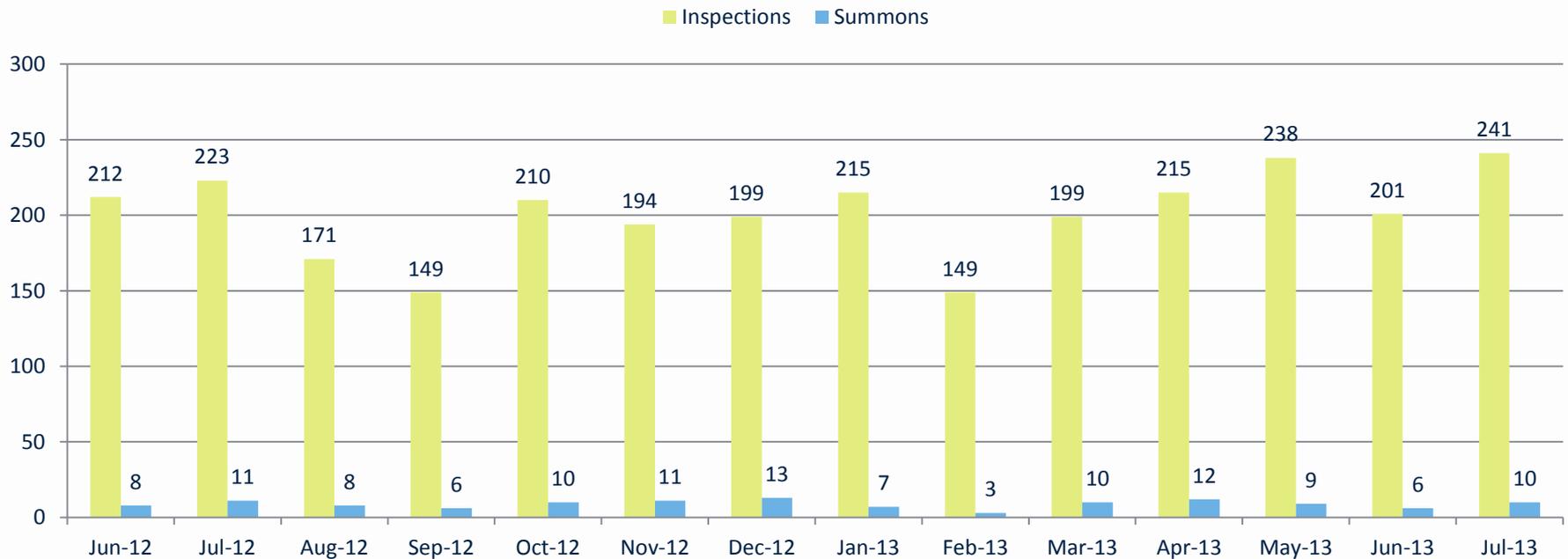


Action Items

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 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.



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	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.

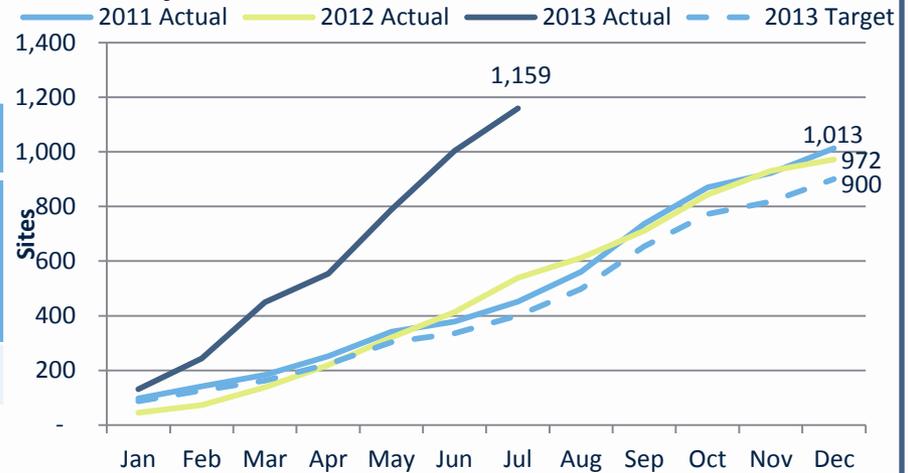


Key Performance Indicator: Number of illegal dumping sites cleared

Responsible Organization: Department of Sanitation

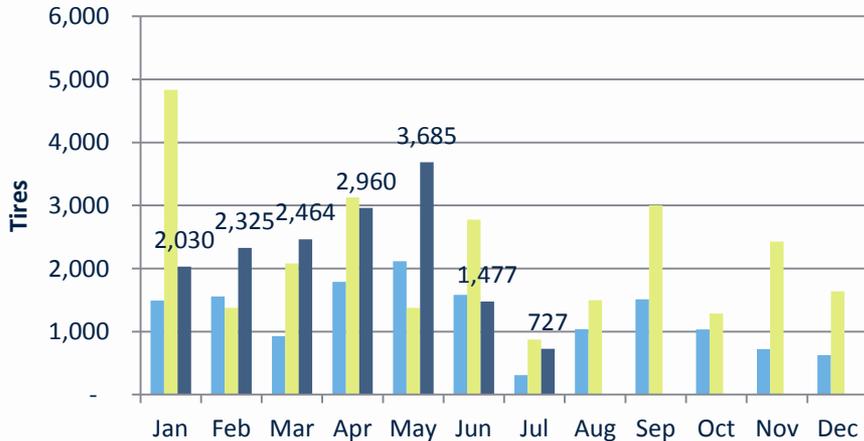
- On Target
- ▲ Within 10% of Target
- ◆ Off Target

2011		2012		2013		
Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
1,013	●	972	●	1,159	900	●



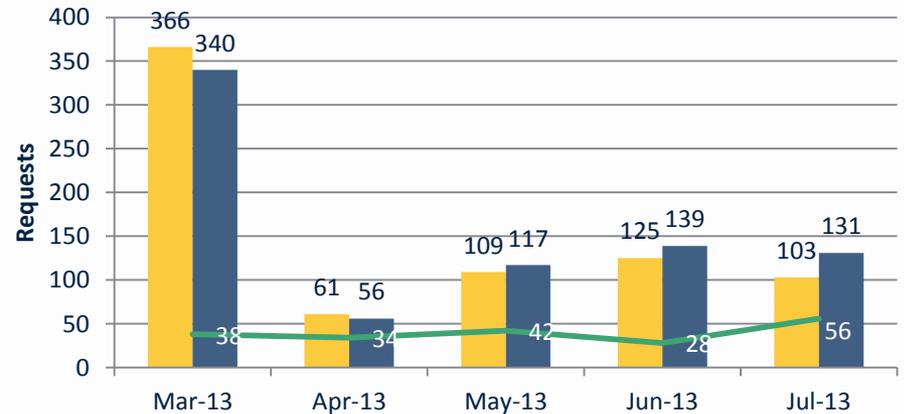
Tires Removed

■ 2011 Actual ■ 2012 Actual ■ 2013 Actual



311 Illegal Dumping Service Requests

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



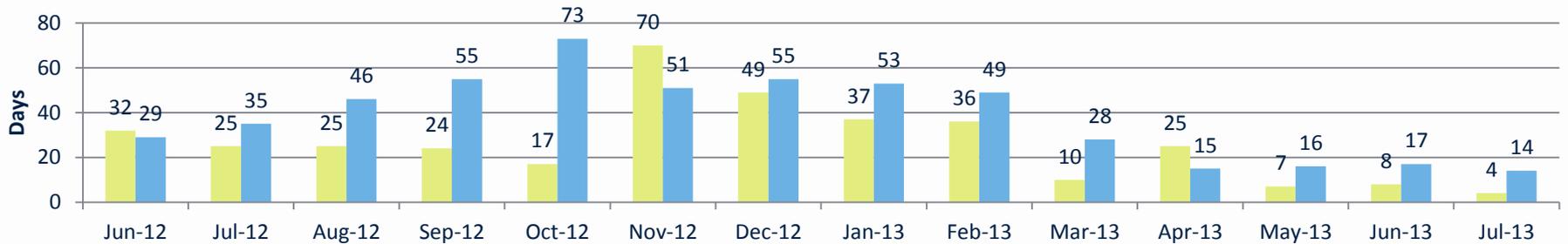
Note: March numbers reflect entering of backlog of 2013 cases from the field.



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)



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

Action Items

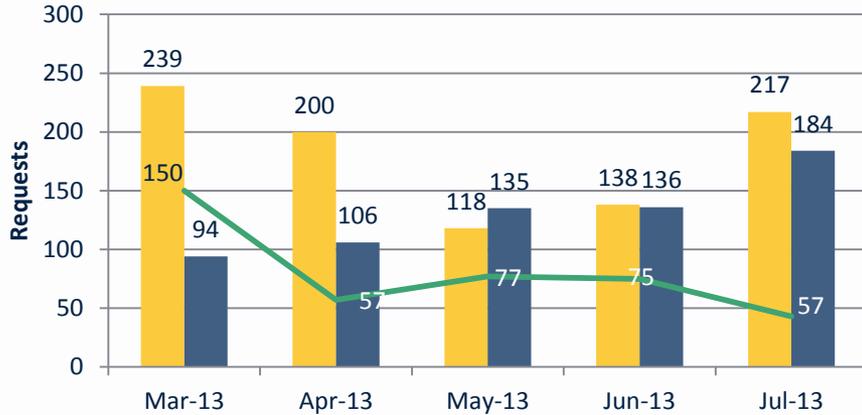
Date	Responsible Parties	Action Item	Due	Status
7/12/12	C. Sylvain-Lear	Explore grants to address tire dumping	Ongoing	To date, unsuccessful. Applied for Keep America Beautiful and Keep Louisiana Beautiful grants for surveillance cameras and other items related to inspections, education, and increased 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	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.



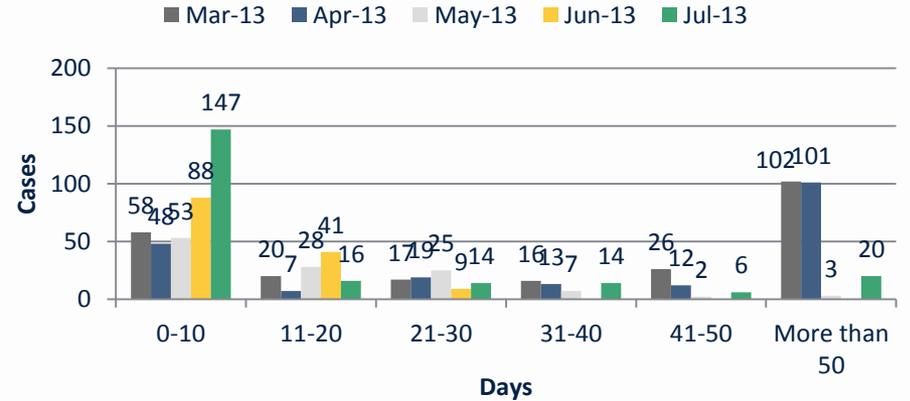
Other Sanitation 311 Service Requests

Large Item Pickup (Vendor)

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



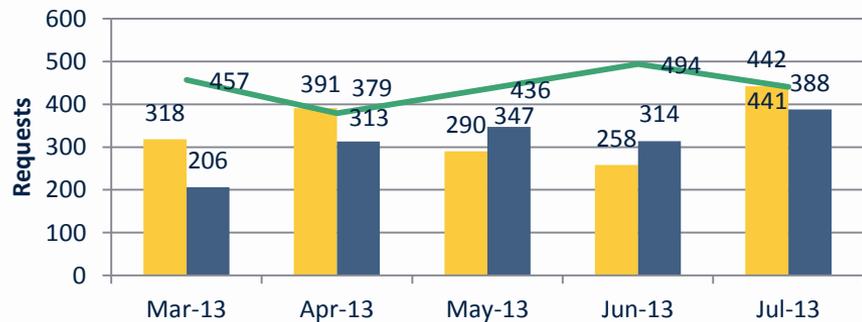
Days to Close



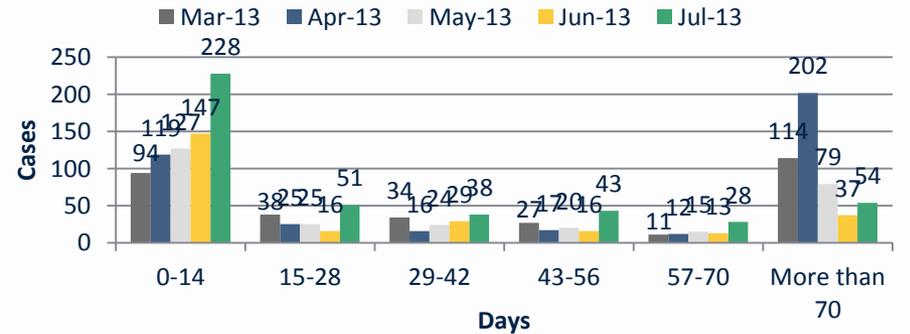
Note: Expected days to close, developed in 2012: 10 days.

Trash/Garbage Pickup (Vendor)

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



Days to Close

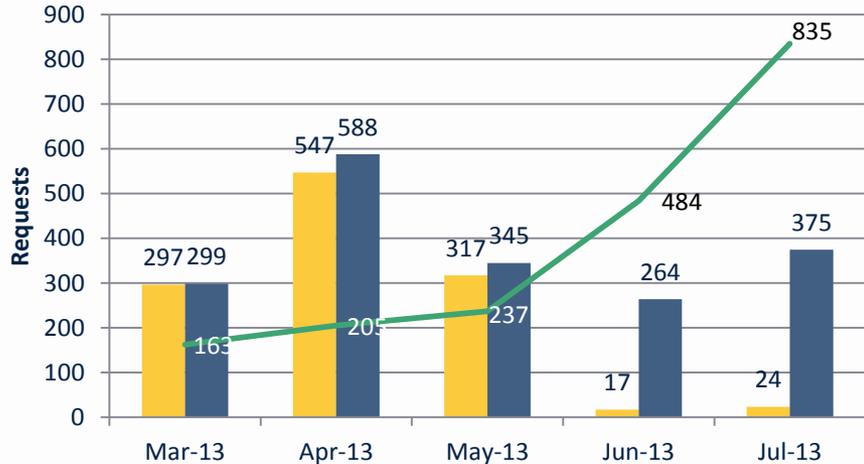


Note: Expected days to close, developed in 2012: 4-14 days.

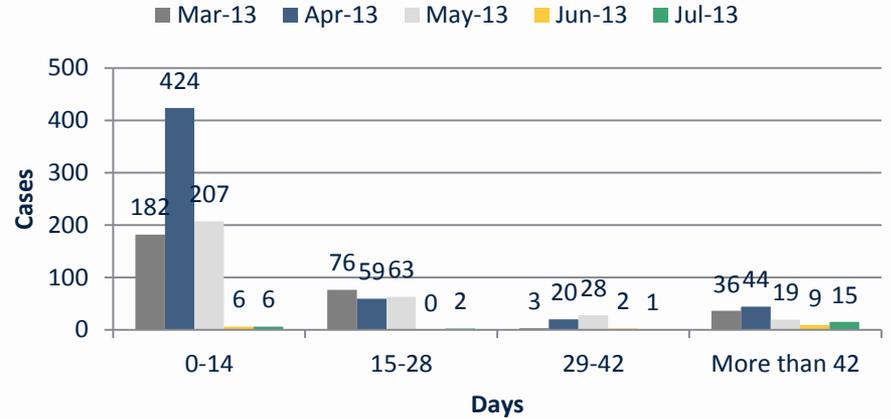
Other Sanitation 311 Service Requests

Residential Recycling Programs

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



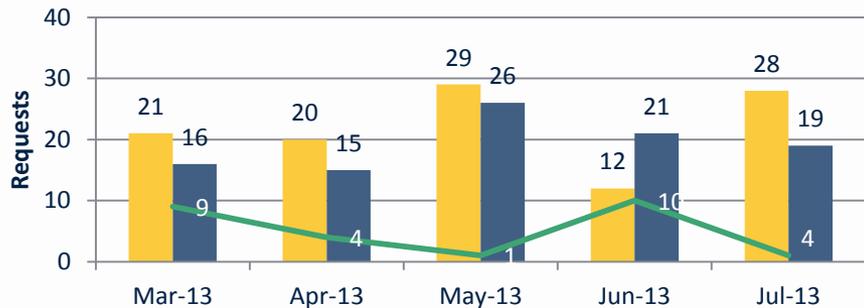
Days to Close



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 (485 open cases as of 7/31/13).	Ongoing	Monitoring ongoing. Net decrease of 94 cases in July 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

— 2012 Actual — 2013 Actual - - - 2013 Target



2011		2012		2013		
Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
233	●	310	●	149	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	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.



NOPD Quality of Life Sweeps

- NOPD, Law, Revenue, Safety and Permits, and the Louisiana Office of Alcohol and Tobacco Control participated in a sweep of ABOs on July 25th
- 12 locations were checked, and 6 summons were issued
- Citations included:
 - 3 for no manager on premises
 - 3 for dumpster to be secured
 - 3 for administration violations
 - 1 for no live entertainment permit
 - 1 for lack of non-alcoholic beverage permit
 - 1 for failing to pick up from sweeping of premises and sidewalk
- The next Quality of Life Sweep is scheduled for August 29th at 7:00pm.



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
<p>Improve health outcomes for City residents</p> <ol style="list-style-type: none"> 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 	<ul style="list-style-type: none"> • Rate of low birth weight babies • County Health Ranking (University of Wisconsin) • American Fitness Index ranking (metro) (American College of Sports Medicine)
<p>Support the development of strong and resilient youth and families, including children in schools</p> <ol style="list-style-type: none"> 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 	<ul style="list-style-type: none"> • Graduation rate • LEAP test passage rates • Teen pregnancy rate • Truancy rate
<p>Provide high-quality cultural and recreational opportunities to City residents and visitors</p> <ol style="list-style-type: none"> 1. Support cultural institutions and experiences 2. Provide recreational opportunities to residents 	<ul style="list-style-type: none"> • Citizen satisfaction with culture and recreational opportunities (UNO Quality of Life Survey) • Registered arts and culture nonprofit organizations per 100,000 population
<p>Facilitate the provision of effective human services to City residents</p> <ol style="list-style-type: none"> 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 	<ul style="list-style-type: none"> • Point-in-Time homelessness count • Food Insecurity Rate (US Department of Agriculture, Feeding America)



Average Number of Business Days to Respond to Mosquito Service Requests*

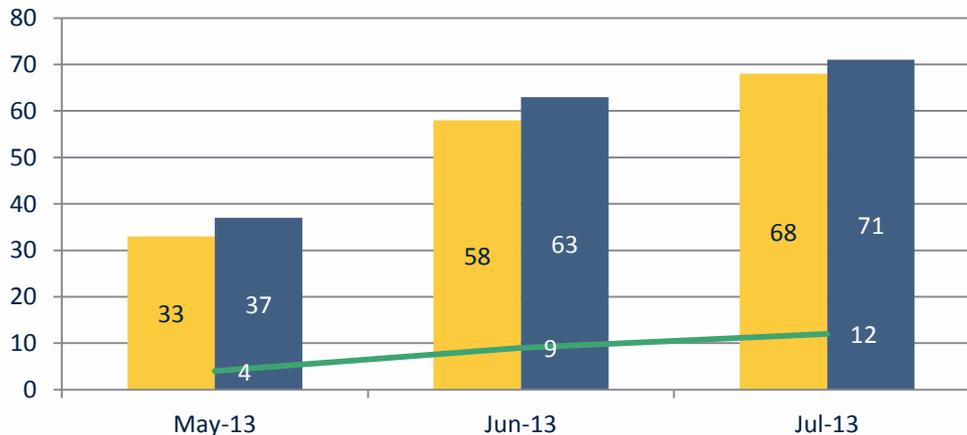
2013		
January-June Actual	Annual Target	Status
1.8	3	●

Note: July data not provided.

311 Mosquito Control Requests

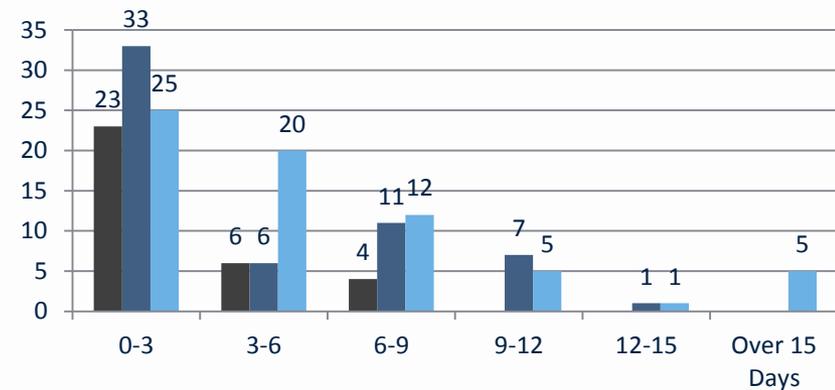
311 Mosquito Control Service Requests

■ Closed Requests
 ■ New Requests
 — Open Requests at End of Month



Days to Close Mosquito Control 311 Requests

■ May-13
 ■ Jun-13
 ■ Jul-13



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

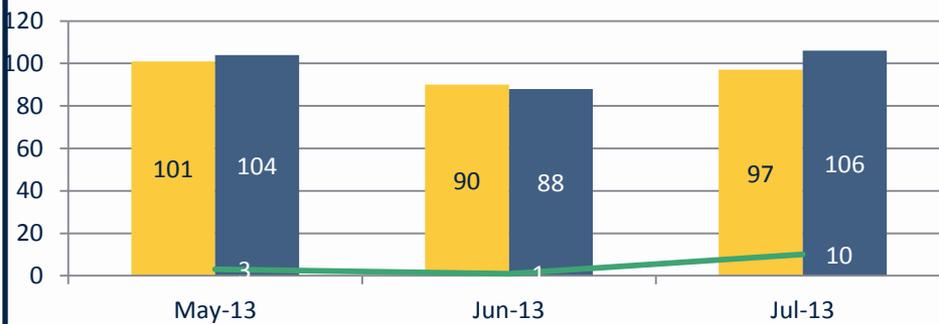
2013		
January-June Actual	Annual Target	Status
1.6	3	●

Note: July data not provided.

311 Rodent Complaint Requests

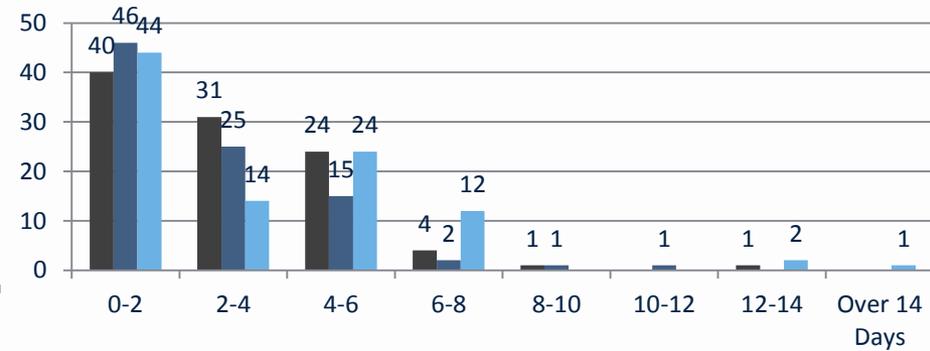
311 Rodent Complaints

■ Closed Requests
 ■ New Requests
 — Open Requests at End of Month



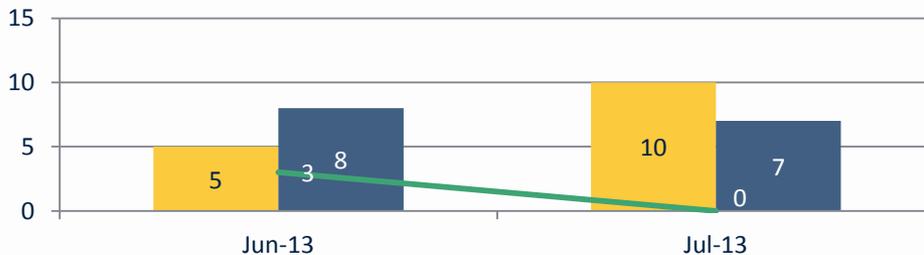
Days to Close 311 Rodent Requests

■ May-13
 ■ Jun-13
 ■ Jul-13



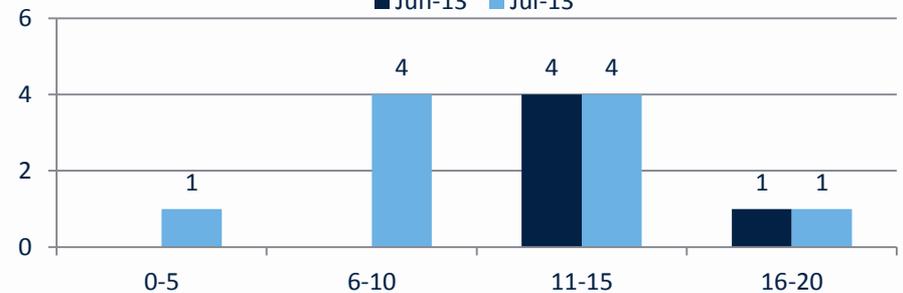
311 Rodent Follow-up Inspections

■ Closed Requests
 ■ New Requests
 — Open Requests at End of Month



Days to Close

■ Jun-13
 ■ Jul-13



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?

