# CITY OF NEW ORLEANS

# QualityofLifeSTAT

**June 20th, 2013**
**(Reporting Period: May 2013)**

www.nola.gov/opa

# Agenda

8:00-8:05   Introduction and Announcements

8:05-8:40   Open and Effective Government

8:40-9:40   Sustainable Communities

9:40-9:50   Public Safety

9:50-10:00 Economic Development

# Purpose and Scope

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

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

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

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

# City Strategic Framework

## Mission

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

## Values

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

## Vision

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

## Result Area Goals and Objectives

| **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**<br>1. Effectively steward the City's financial resources<br>2. Manage the City's information and analyze the City's performance data<br>3. Manage vendor relationships and provide oversight of City contracts<br>4. Responsibly support the City's capital assets | • Bond ratings (S&P, Fitch, Moody's)<br>• Comprehensive Financial Statement Audit Opinion<br>• Property tax collection rate (two year)<br>• Satisfaction with ITI services<br>• Average number of respondents to bids and RFPs |
| **Attract, develop, and retain public servants throughout City government empowered to deliver high-quality customer service**<br>1. Cultivate a high-quality City workforce<br>2. Provide fair and reasonable benefits to City employees and retirees | • Turnover rate<br>• Employee engagement and satisfaction (specific questions TBD from an internal survey) |
| **Facilitate the legal, administrative, and policy work of governmental bodies serving City residents**<br>1. Govern the City with integrity and accountability<br>2. Defend the City's legal interests<br>3. Promote civic engagement<br>4. Facilitate, link, and leverage resources with external organizations | • Citizen satisfaction with overall government services (UNO Quality of Life Survey)<br>• Philanthropic resources secured |

# 2013 311 Dashboard
## Department Onboarding

### Active 2013 New Department Onboardings

| Department | Status | Current Phase | Knowledge Articles | Service Requests |
|---|---|---|---|---|
| Parks & Parkways | **On Target 6/19** | Development and testing of forms and reports underway. User Acceptance test conducted on 6/11. | 16 | 4 |
| Taxi Bureau | **On Target 7/3** | Phase I launch limited to information requests. Knowledge base content approval targeted for 6/21. | 20 | NA |

### Existing Onboarded Departments

| Onboarding Metrics | Code Enforce | DPW Maint. | DPW Parking | DPW Traffic | Health | MTCB | 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** | *Note: Case closures reflect Lagan, not LAMA* | Address case backlog | Capture all work in 311 | Address case backlog and actively manage cases in 311 | *Note: Launched 5/29* | *Note: Launched 5/8* | Address vendor backlog (514 cases) |

# 2013 311 Roadmap



| | Jan | Feb | Mar | Apr | May | June | July | Aug | Sept | Oct | Nov | Dec |
|---|---|---|---|---|---|---|---|---|---|---|---|---|

**Dept. Onboarding**

- Safety & Permits [1]
- Hurricane Prep EOC Coord
- Cont'd
- Exercise
- Taxi IRs
- Taxi SR/IRs
- Safety and Permits On-Boarding
- Mosquito
- EMS
- Voter
- Parks & Parkways 311 & GIS
- GIS Grant Completion
- 311 Rollout
- Health On-Boarding
- NORDC On-Boarding
- Improve Existing Dept Onboarding DPW Maint, DPW Traffic - Streetlights only
- Finance On-Boarding

**Operations**

- Lagan BI Install***
- Lagan 8.0.4 Patches
- Lagan 8.0.5 upgrade
- CSR Quick Access
- Lagan Training
- Lagan BI Training
- External Knowledge Base
- 311 Website Public Rollout
- Lagan Maps Ph II
- Prototype
- Web Forms***
- Lagan Maps Phase I
- Mobile case entry & Update

## Q213 Accomplishments

- MTCB onboarded 5/8
- Health onboarded 5/29
- P&P onboarding 6/19
- Taxi Phase I onboarding 7/3
- Lagan Business Intelligence installation and training ongoing
- Hurricane prep and EOC exercise support ongoing
- Developing Web Forms prototype

| Key | |
|---|---|
| On Target | |
| Issues | |
| At Risk | |
| Completed | |
| Not started | |

# NOLA 311

## Total Calls



Legend: Calls, Average Calls Per Day

Calls values: Jun-12: 7984, Jul-12: 9166, Aug-12: 38026, Sep-12: 22053, Oct-12: 19830, Nov-12: 15958, Dec-12: 11158, Jan-13: 16796, Feb-13: 12908, Mar-13: 13783, Apr-13: 16268, May-13: 14209

Average Calls Per Day: Jun-12: 380, Jul-12: 436, Aug-12: 1653, Sep-12: 1002, Oct-12: 862, Nov-12: 798, Dec-12: 620, Jan-13: 763, Feb-13: 679, Mar-13: 656, Apr-13: 707, May-13: 646

## 311 Requests



Legend: Info Requests, Referrals, Service Requests

| Month | Info Requests | Referrals | Service Requests |
|---|---|---|---|
| Jun-12 | 913 | 1928 | 1746 |
| Jul-12 | 949 | 1833 | 2292 |
| Aug-12 | 15866 | 2976 | 3390 |
| 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 |

## Action Items

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

**Data Source:** 311

# NOLA 311

## Average Call Length

Legend: Average Call Length | Target (160)

| Month | Average Call Length (Seconds) |
|-------|-------------------------------|
| Jun-12 | 120 |
| Jul-12 | 123 |
| Aug-12 | 124 |
| Sep-12 | 140 |
| Oct-12 | 140 |
| Nov-12 | 147 |
| Dec-12 | 145 |
| Jan-13 | 151 |
| Feb-13 | 150 |
| Mar-13 | 162 |
| Apr-13 | (not labeled) |
| May-13 | 169 |

## Average Hold Time

Legend: Average Hold Time | Target (15)

| Month | Average Hold Time (Seconds) |
|-------|-----------------------------|
| Jun-12 | 15 |
| Jul-12 | 17 |
| Aug-12 | 70 |
| 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 |

**Data Source:** 311
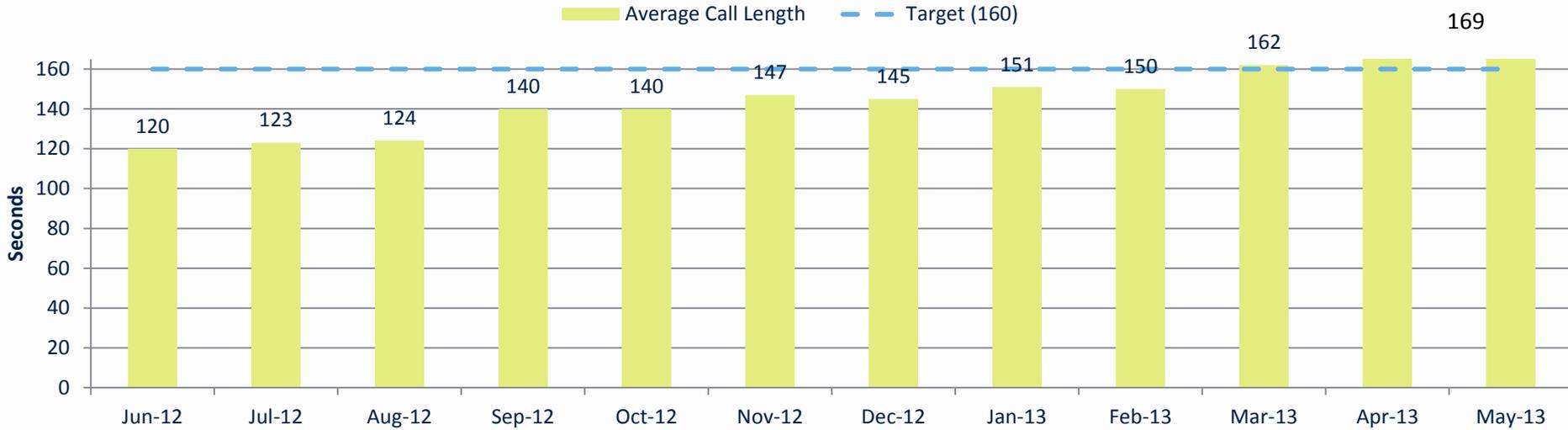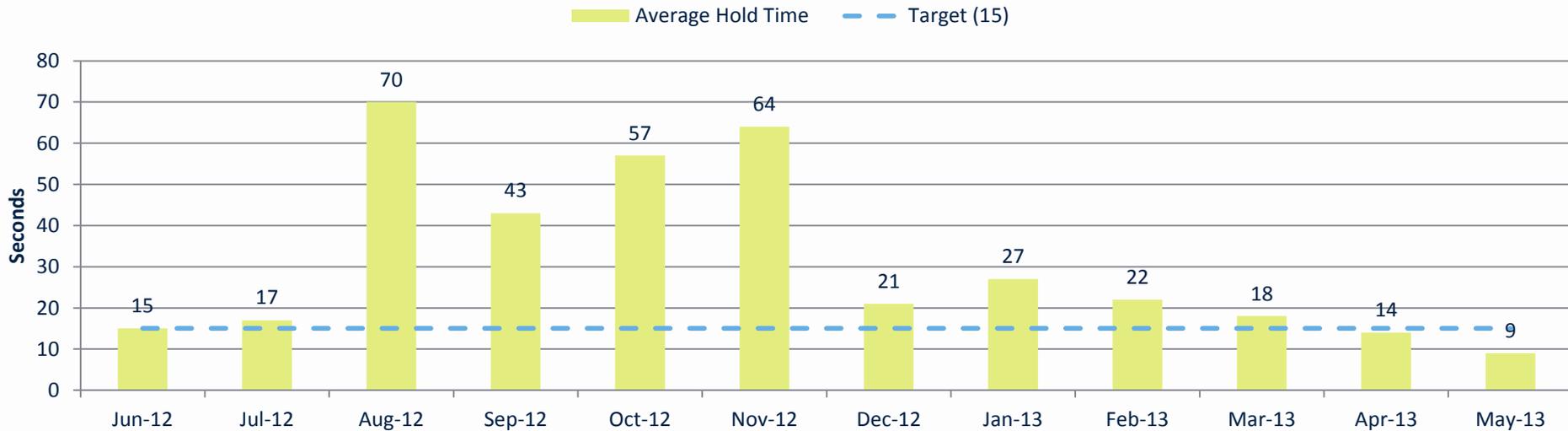
# NOLA 311

## Average Agent Scores

Legend: Jan-13 ■ Feb-13 ■ Mar-13 ■ Apr-13 ■ May-13



Chart: Average Agent Scores (scale 0–120)

| Category | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 |
|---|---|---|---|---|---|
| Call Documentation Score | 75 | 80 | 80 | 78 | 78 |
| Warm Transfer Score | 77 | 79 | 76 | 73 | 73 |
| Quality Scores | 80 | 87 | 83 | 85 | 91 |
| Ready Time Score | | | 81 | 85 | 87 |
| Average Call Time Score | | | 96 | 91 | 82 |

## Average Agent Scores YTD by Agent

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



Chart: Average Agent Scores YTD by Agent (scale 0–100)

| Agent | Call Documentation | Warm Transfer | Quality | Average Call Time | Ready Time |
|---|---|---|---|---|---|
| Agent 1 | 98 | 90 | 97 | 93 | 97 |
| Agent 2 | 75 | 72 | 65 | 88 | 80 |
| Agent 3 | 85 | 85 | 96 | 93 | 83 |
| Agent 4 | 98 | 91 | 85 | 84 | 83 |
| Agent 5 | 78 | 67 | 88 | 88 | 83 |
| Agent 6 | 75 | 89 | 94 | 93 | 100 |
| Agent 7 | 67 | 59 | 70 | 83 | 50 |
| Agent 8 | 70 | 69 | 75 | 93 | 97 |
| Agent 9 | 70 | 81 | 94 | 90 | 100 |
| Agent 10 | 66 | 74 | 77 | 100 | 80 |
| Agent 11 | 60 | 22 | 75 | 80 | 85 |

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

# Key Performance Indicator: Call abandonment rate for 311

*Responsible Organization: Information Technology and Innovation*

Legend: ▮ Abandonment Rate   – – Target (10%)

| 2013 | | |
|---|---|---|
| YTD Actual | Annual Target | Status |
| 14% | ≤ 10% | ◆ |

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

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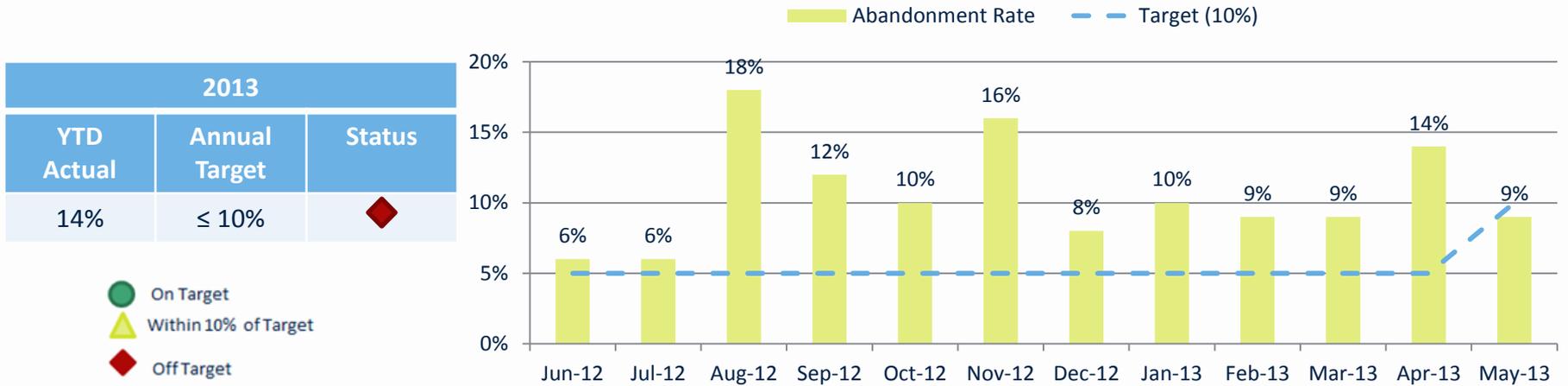
# Key Performance Indicator: Average monthly percent of 311 first call resolution

*Responsible Organization: Information Technology and Innovation*

Legend: ▮ First Call Resolution   – – Target (70%)

| 2013 | | |
|---|---|---|
| YTD Actual | Annual Target | Status |
| 69% | 70% | ▲ |

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

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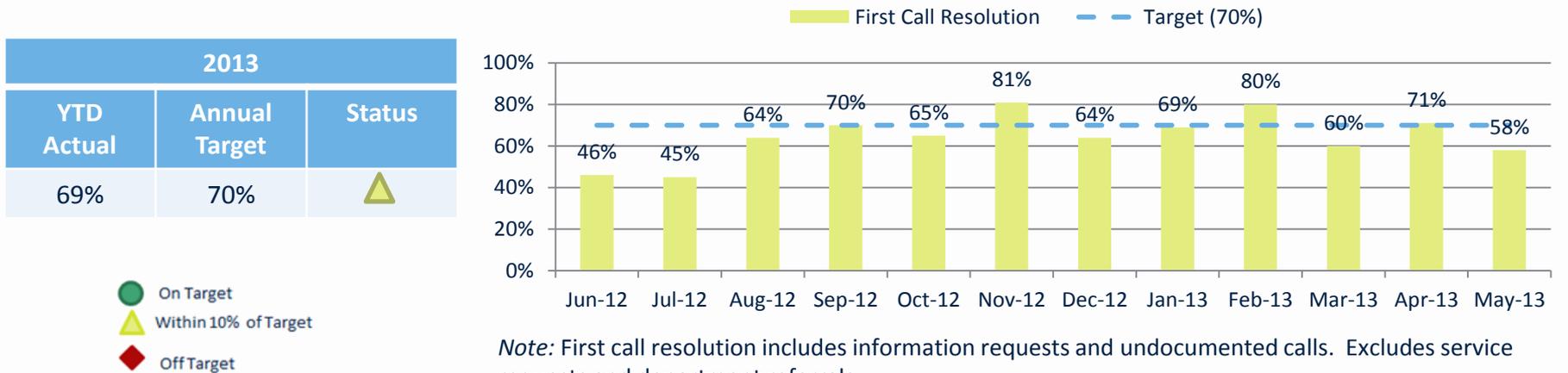
*Note:* First call resolution includes information requests and undocumented calls. Excludes service requests and department referrals.

**Data Source:** 311

# NOLA 311 Top Requests and Referrals in May

| | Service Requests | No. | Prior Month (Apr) Rank |
|---|---|---|---|
| 1 | Code Enforcement General Request | 576 | 3 |
| 2 | Street Light | 555 | 2 |
| 3 | Trash/Garbage | 347 | 4 |
| 4 | Residential Recycling Programs | 345 | 1 |
| 5 | Pothole/Roadway Surface Repair | 292 | - |

| | Information Requests | No. | Prior Month (Apr) Rank |
|---|---|---|---|
| 1 | Municipal Police | 237 | - |
| 2 | Sanitation Service Fees | 194 | 1 |
| 3 | Civil Courts | 132 | - |
| 4 | Assessor | 114 | 4 |
| 5 | Birth Certificates | 112 | 3 |

| | Department Referrals | No. | Prior Month (Apr) Rank |
|---|---|---|---|
| 1 | Safety & Permits | 305 | 1 |
| 2 | Public Works | 211 | 2 |
| 3 | Finance - R venue | 149 | 3 |
| 4 | Finance – Treasury | 124 | 1 |
| 5 | Taxicab Bureau | 121 | 5 |

## May Deputy Mayor and CAO Escalations for Citizen Follow-Up Cases

| Department | Deputy Mayor Escalations | CAO Escalations |
|---|---|---|
| [none] | [none] | [none] |

**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**<br>1. Maintain and improve road surface infrastructure<br>2. Consistently implement Complete Streets philosophy in streets investments<br>3. Effectively administer the City's capital improvements program<br>4. Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods | • Citizen perceptions of condition of streets (UNO Quality of Life Survey)<br>• Mean travel time to work (American Community Survey)<br>• Percentage of workers commuting to work by means other than driving alone (including carpooling, public transportation, biking, and walking) |
| **Promote Quality Neighborhoods**<br>1. Reduce blighted properties by 10,000 by the end of 2014<br>2. Provide effective sanitation services to residents and businesses<br>3. Protect and preserve parks and other green spaces<br>4. Regulate land use to support safe, vibrant neighborhoods and preserve historic properties | • Blighted residential addresses or empty lots (GNOCDC analysis of USPS data)<br>• Citizen perceptions of parks and recreation (UNO Quality of Life Survey)<br>• Citizen perceptions of trash pickup (UNO Quality of Life Survey)<br>• Citizen perceptions of general quality of life (UNO Quality of Life Survey)<br>• ParkScore (based on acreage, service and investment, and access) (Trust for Public Land) |
| **Promote energy efficiency and environmental sustainability**<br>1. Restore the City's marshes and coastline<br>2. Promote green energy and other sustainability measures<br>3. Remediate brownfields, lead, and other environmental hazards | • Percentage of days with healthy air quality (EPA)<br>• Health based drinking water violations (EPA)<br>• Certified green buildings (US Green Building Council)<br>• Land acres in Orleans Parish (US Geological Survey) |

# Key Performance Indicator: Number of potholes filled

## Responsible Organization: Department of Public Works



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

Legend:
- 🟢 On Target
- 🔺 Within 10% of Target
- 🔷 Off Target

|  | 2011 | | 2012 | | 2013 | | |
|---|---|---|---|---|---|---|---|
|  | **Annual Actual** | **Target Met?** | **Annual Actual** | **Target Met?** | **YTD Actual** | **Annual Target** | **Status** |
|  | 54,637 | 🟢 | 60,401 | 🟢 | 19,690 | 20,000 | 🟢 |

## 311 Pothole/Roadway Surface Repair Service Requests

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



### Days to Close

■ Mar-13   ■ Apr-13   ■ May-13



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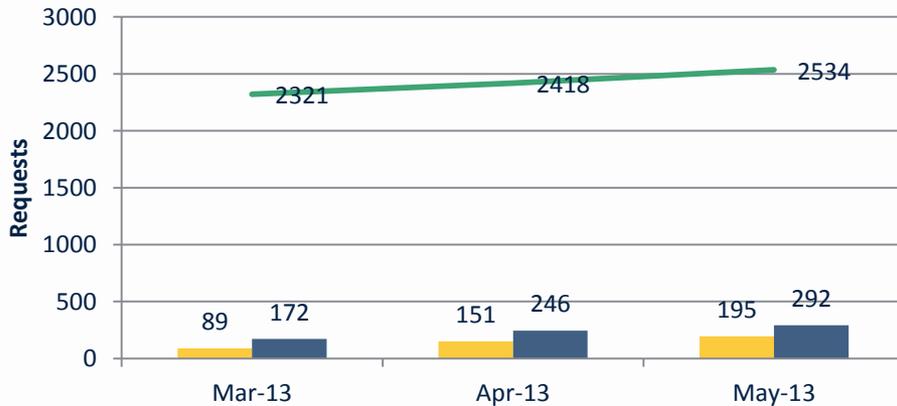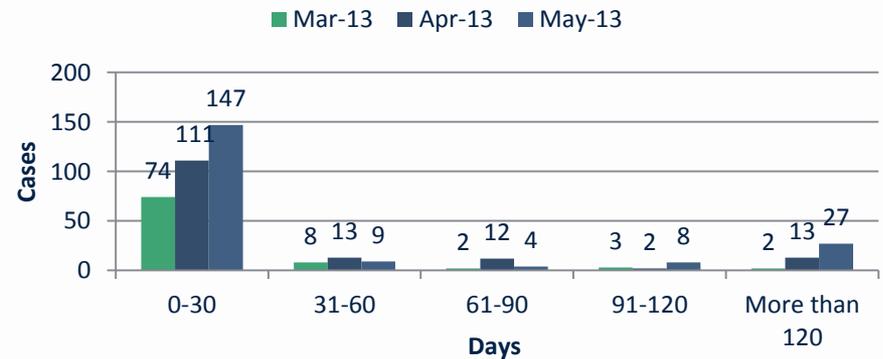
**Data Source:** DPW Weekly Maintenance Reports

# DPW Maintenance 311 Service Requests

## Manhole Cover Maintenance

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

Open Requests: Mar-13: 103, Apr-13: 109, May-13: 116

| Month | Closed Requests | New Requests |
|---|---|---|
| Mar-13 | 2 | 4 |
| Apr-13 | 7 | 13 |
| May-13 | 17 | 24 |

## Sidewalk Repair

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

Open Requests: Mar-13: 493, Apr-13: 503, May-13: 529

| Month | Closed Requests | New Requests |
|---|---|---|
| Mar-13 | 20 | 32 |
| Apr-13 | 25 | 34 |
| May-13 | 28 | 48 |

## Road Shoulder Repair

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

Open Requests: Mar-13: 157, Apr-13: 252, May-13: 183

| Month | Closed Requests | New Requests |
|---|---|---|
| Mar-13 | 7 | 14 |
| Apr-13 | 9 | 25 |
| May-13 | 14 | 24 |

## 311 Issues

| Responsible Parties | Issue/Status | Due |
|---|---|---|
| M. Jernigan | Review and revise expected days to close for service requests. | Past Due |
| M. Nolan | Ensure Lagan is being updated. Closure rate on new SRs has improved, but minimal progress made on case backlog. | Past Due |
| M. Nolan | Identify team members to attend monthly performance review. No attendance in April or May. | Past Due |

**Data Source:** 311

# DPW Traffic 311 Service Requests
## Falling Behind on All

### Road Surface Marking

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

Open Requests line: Mar-13: 40, Apr-13: 45, May-13: 50
Closed Requests: Mar-13: 3, Apr-13: 1, May-13: 3
New Requests: Mar-13: 8, Apr-13: 6, May-13: 8

### Traffic Sign

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

Open Requests line: Mar-13: 397, Apr-13: 452, May-13: 488
Closed Requests: Mar-13: 38, Apr-13: 28, May-13: 60
New Requests: Mar-13: 64, Apr-13: 82, May-13: 96

### Street Name Sign

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

Open Requests line: Mar-13: 250, Apr-13: 285, May-13: 315
Closed Requests: Mar-13: 3, Apr-13: 12, May-13: 36
New Requests: Mar-13: 29, Apr-13: 47, May-13: 65

### Traffic Signal

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

Open Requests line: Mar-13: 232, Apr-13: 251, May-13: 272
Closed Requests: Mar-13: 98, Apr-13: 57, May-13: 27
New Requests: Mar-13: 47, Apr-13: 76, May-13: 46

## 311 Issues

| Responsible Parties | Issue | Due | Status |
|---|---|---|---|
| A. Yrle | Require Traffic resource to actively manage 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

■ Routine Maintenance  ■ Major Repairs  ■ LED
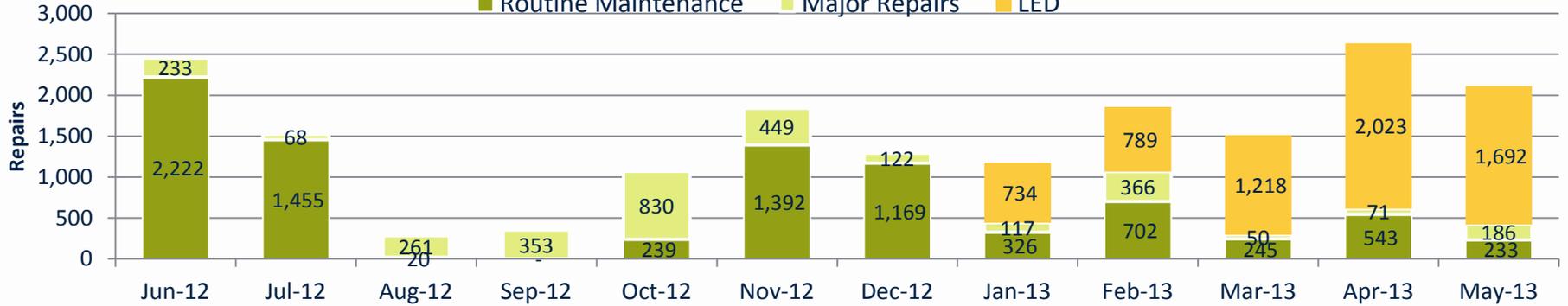


|  | 2011 | | 2012 | | 2013 | | |
|---|---|---|---|---|---|---|---|
|  | Annual Actual | Target Met? | Annual Actual | Target Met? | YTD Actual | Annual Target | Status |
|  | 10,891 | 🔴 | 12,500 | 🔴 | 9,295 | 8,000 | 🟢 |

Legend:
🟢 On Target
🔺 Within 10% of Target
🔴 Off Target

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

## Streetlight Outages

■ Routine  ■ Major
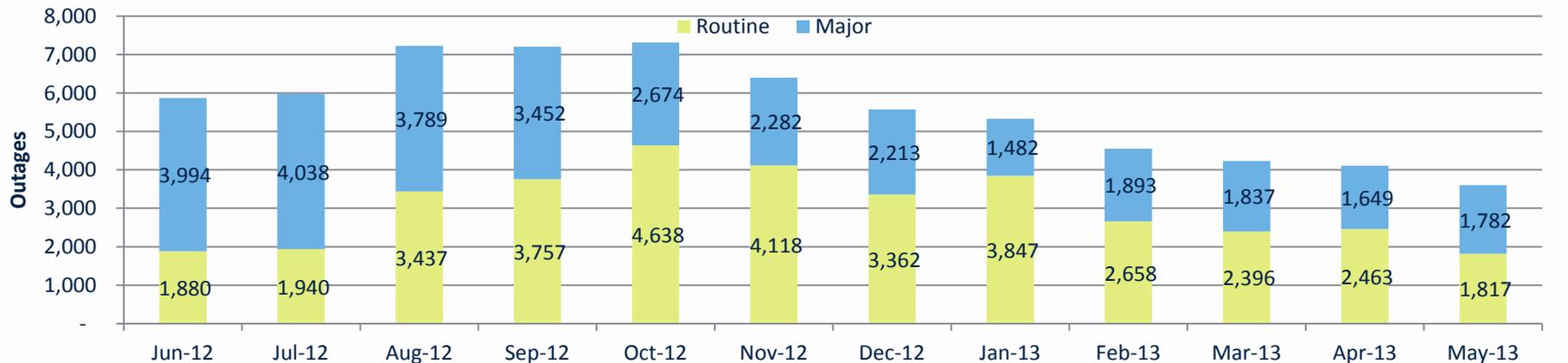


*Note:* Does not include Hurricane Isaac related outages.

**Data Source:** DPW Streetlights Monthly Report

# 311 Streetlight Service Requests

## Closed Requests ▬ New Requests ▬ Open Requests (End of Month)
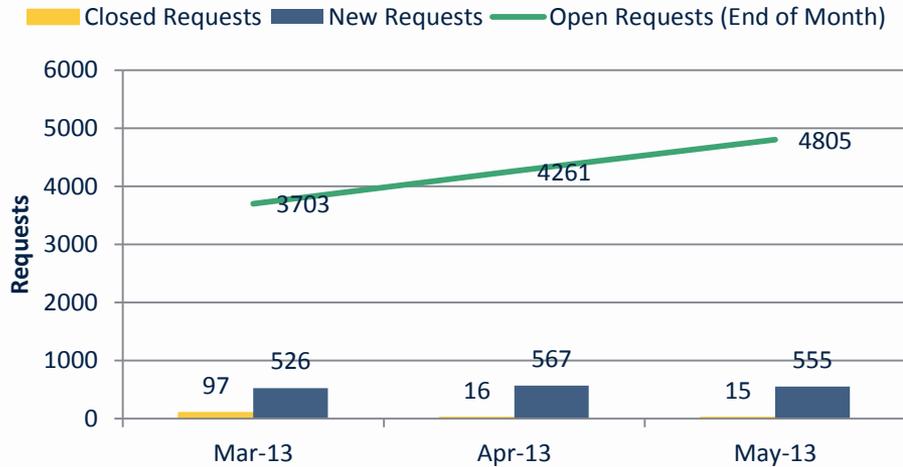


## Closed 311 Requests as Percentage of All Outages Restored



## Days to Close

### ▬ Mar-13 ▬ Apr-13 ▬ May-13



*Note:* Expected days to close, developed in 2012: 30-180 days.
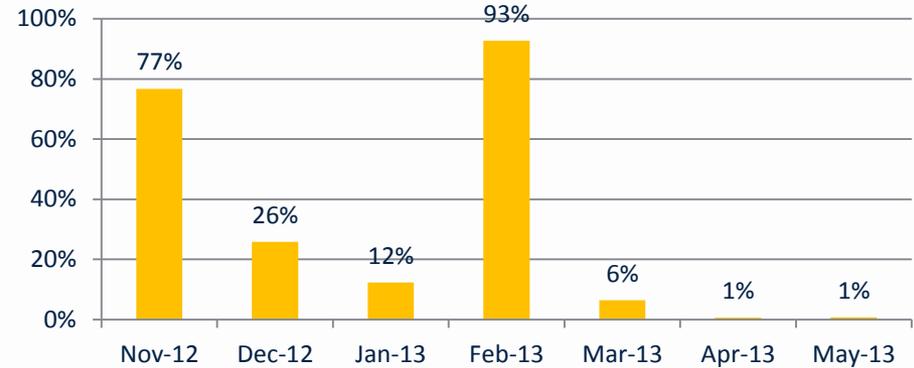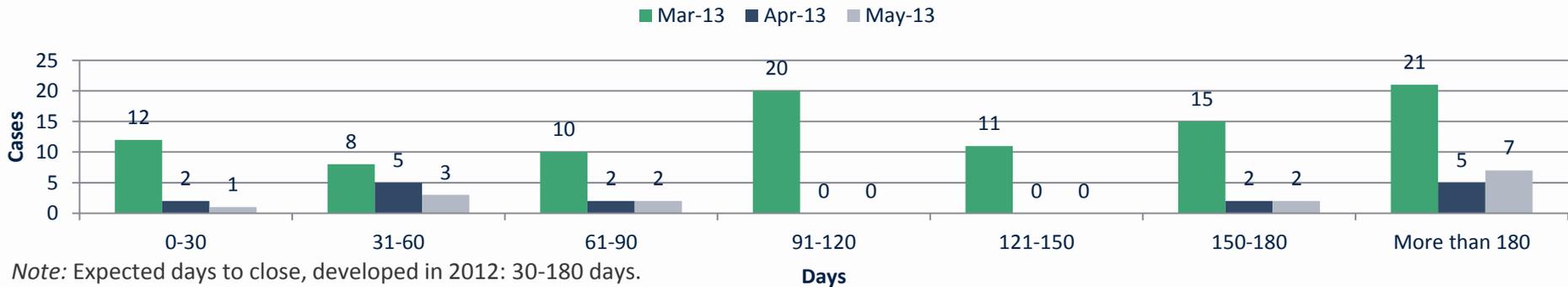
## 311 Issues

| Responsible Parties | Issue | Due | Status |
|---|---|---|---|
| M. Jernigan/M. Torri | Determine new method for closing the backlog of streetlight cases based on actual work completed. | TBD | Former process for closing streetlight cases has been suspended. 311 analyzing aging report for backlog. Contractor has failed to update cases post 4/2 as agreed. |

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

## Responsible Organization: Department of Public Works
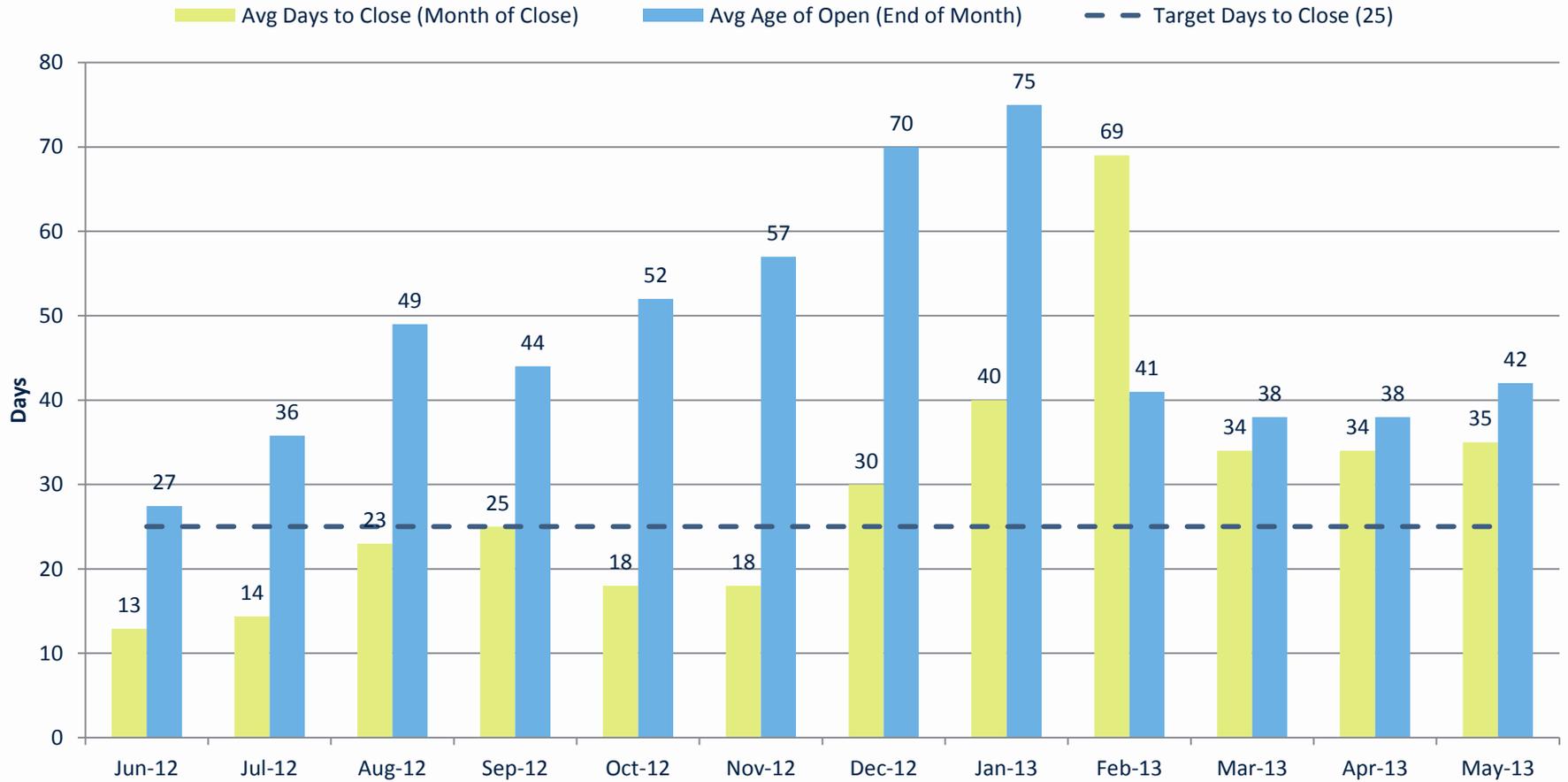


Legend:
- ▬ Avg Days to Close (Month of Close)
- ▬ Avg Age of Open (End of Month)
- ▬ ▬ Target Days to Close (25)

Monthly data (Avg Days to Close / Avg Age of Open):
- Jun-12: 13 / 27
- Jul-12: 14 / 36
- Aug-12: 23 / 49
- 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

Legend (status):
- 🟢 On Target
- 🔺 Within 10% of Target
- 🔴 Off Target

| | 2011 | | 2012 | | 2013 | | |
|---|---|---|---|---|---|---|---|
| | Annual Actual | Target Met? | Annual Actual | Target Met? | YTD Actual | Annual Target | Status |
| | 17 | - | 18 | 🟢 | 41 | ≤ 25 | 🔴 |

# 311 Abandoned Vehicle Service Requests

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

| Month | Closed Requests | New Requests |
|-------|-----------------|--------------|
| Jun-12 | 154 | 164 |
| Jul-12 | 156 | 196 |
| Aug-12 | 192 | 165 |
| 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 |

## Action Items

| Date | Responsible Parties | Action Item | Due | Status |
|------|--------------------|-----|-----|--------|
| 10/4/12 | Z. Edmonds, A. Square | Contract with additional towing companies for abandoned vehicles | Ongoing | Innovation Team member assigned, awaiting response from Z. Edmonds. To pay private contractors, will need to include in budget, or set up enterprise fund. |
| 11/1/12 | D. Macnamara, J. Soileau, All | Obtain lists of top issues for enforcement, develop enforcement strategy, and train Quality of Life officers | Ongoing | P&P and Sanitation provided lists, which OPA forwarded to Lt. J. Montalbano for dissemination. 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. |
| 4/18/13 | J. Soileau, M. Jernigan | Determine process for advance hiring for high turnover positions | Ongoing | Discussions with Civil Service and the Budget Office did not reveal any barriers. With staffing and payroll data, OPA can work with departments to set up a process. |

**Data Source:** 311

# Key Performance Indicator: Number of catch basins cleaned

## Responsible Organization: Department of Public Works

- - - 2013 Target     —— 2012 Actual     —— 2013 Actual
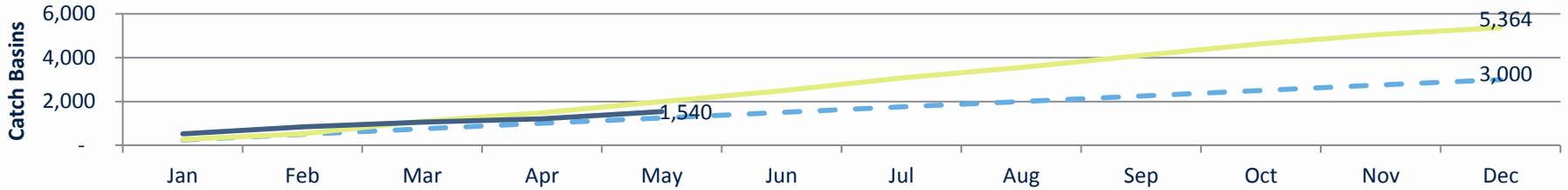
Catch Basins (y-axis): 6,000 / 4,000 / 2,000 / -

Months (x-axis): Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec

5,364 (2012 Actual, Dec)
3,000 (2013 Target, Dec)
1,540 (May)

Legend:
- 🟢 On Target
- 🔶 Within 10% of Target
- 🔴 Off Target

| 2011 | | 2012 | | 2013 | | |
|---|---|---|---|---|---|---|
| Annual Actual | Target Met? | Annual Actual | Target Met? | YTD Actual | Annual Target | Status |
| 3,339 | 🔴 | 5,364 | 🟢 | 1,540 | 3,000 | 🟢 |

# 311 Street Flooding/Drainage Service Requests

🟨 Closed Requests    🟦 New Requests    —— Open Requests (End of Month)

Requests (y-axis): 2500 / 2000 / 1500 / 1000 / 500 / 0

Open Requests: 1914 (Mar-13), 2076 (Apr-13), 2174 (May-13)

| | Mar-13 | Apr-13 | May-13 |
|---|---|---|---|
| Closed Requests | 78 | 97 | 149 |
| New Requests | 116 | 258 | 246 |

## Days to Close

🟩 Mar-13   🟦 Apr-13   🟦 May-13

Cases (y-axis): 140 / 120 / 100 / 80 / 60 / 40 / 20 / 0

| Days | Mar-13 | Apr-13 | May-13 |
|---|---|---|---|
| 0-90 | 67 | 91 | 132 |
| 91-180 | 6 | 3 | 9 |
| 181-270 | 5 | 1 | 5 |
| 271-360 | | 2 | 3 |
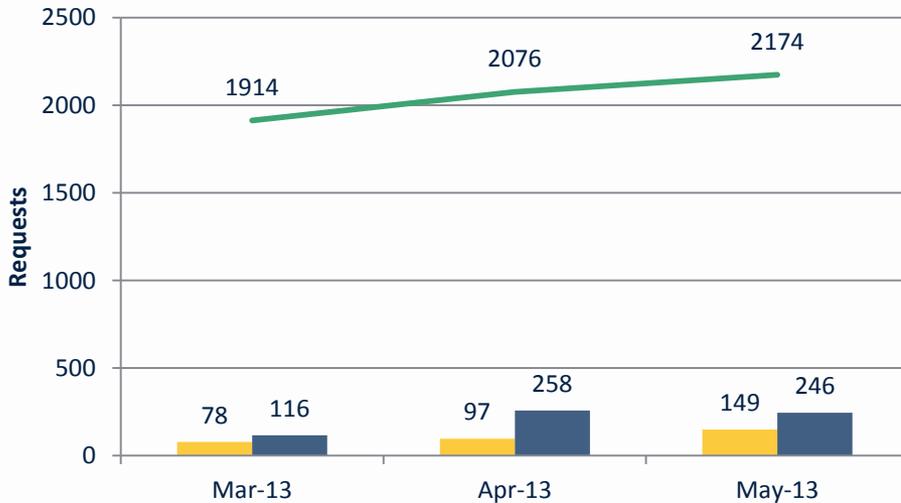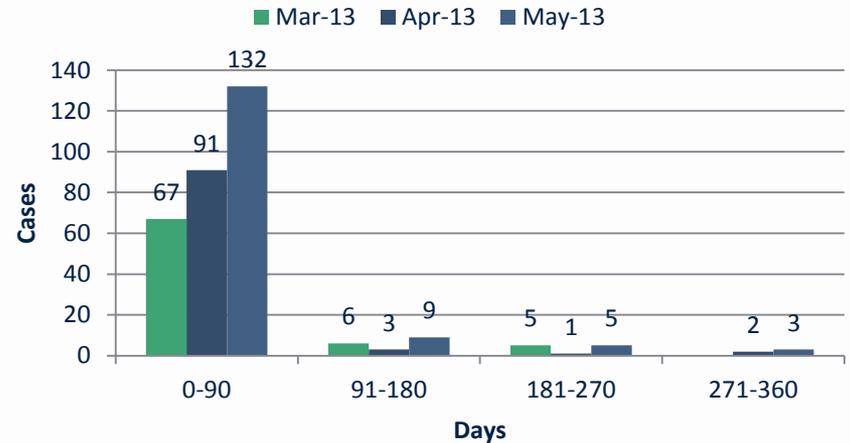
*Note:* Expected days to close, developed in 2012: 60-365 days.

# Sewerage and Water Board of New Orleans
## Customer Service Report
## Indicators of Metric Results
## May2013

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

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: Level |

### Analysis

The purpose of the customer billing and collection processes is to collect revenues from customer accounts that are billed according to the service rules and are based upon accurate metered consumption. Obtaining an accurate reading is the first step in that process. Staff has maintained a reading rate near or above the goal since since April 2010 except for two months affected by Hurricane Isaac.

### Plans for Improvement

Staff is working to reduce the number of estimated and erroneous readings. Also, the Automated Meter Reading pilot project is also intended to reduce the number of estimated and erroneous readings, as well as to reduce the cost of obtaining a validated reading.



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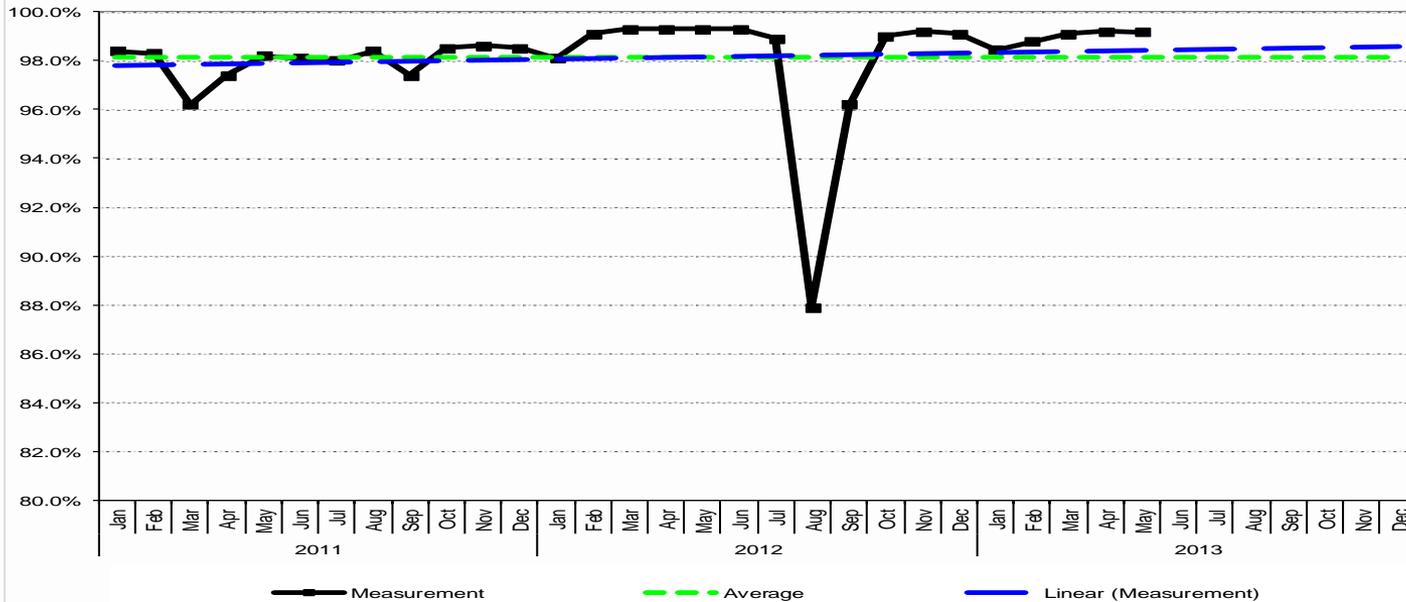
### Data Table

| | 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% | | | | | | | |

**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.
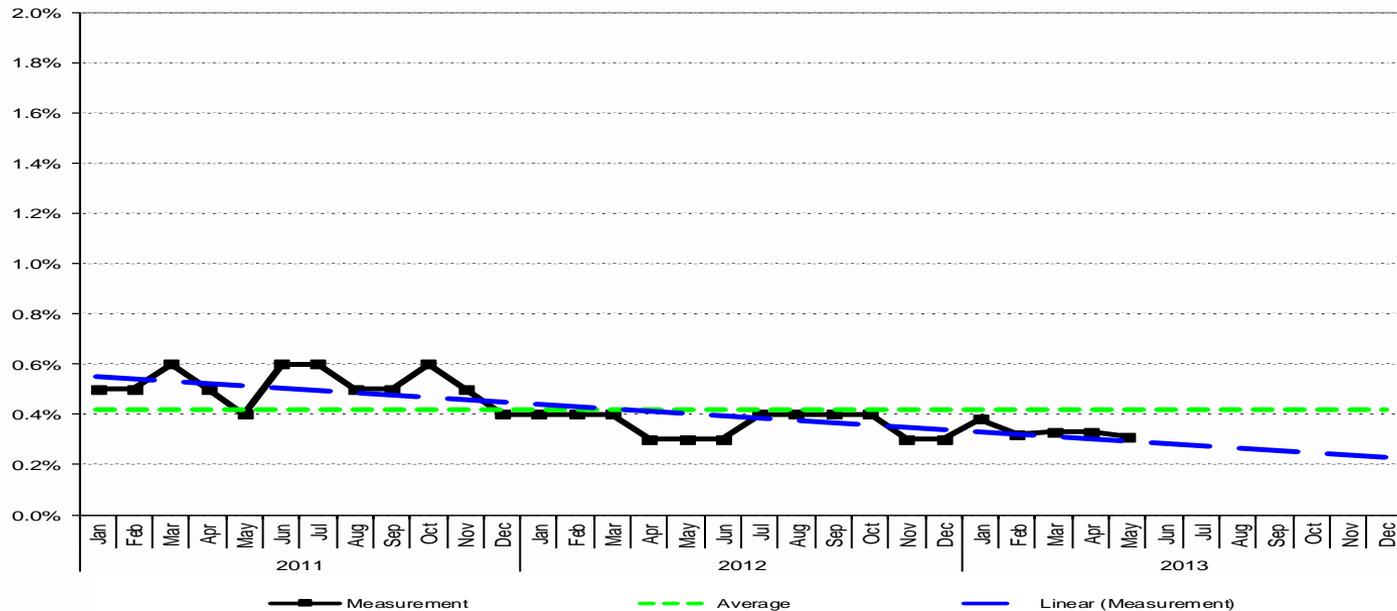


### Data Table

| | 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% | | | | | | | |

**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: Close** | | **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.
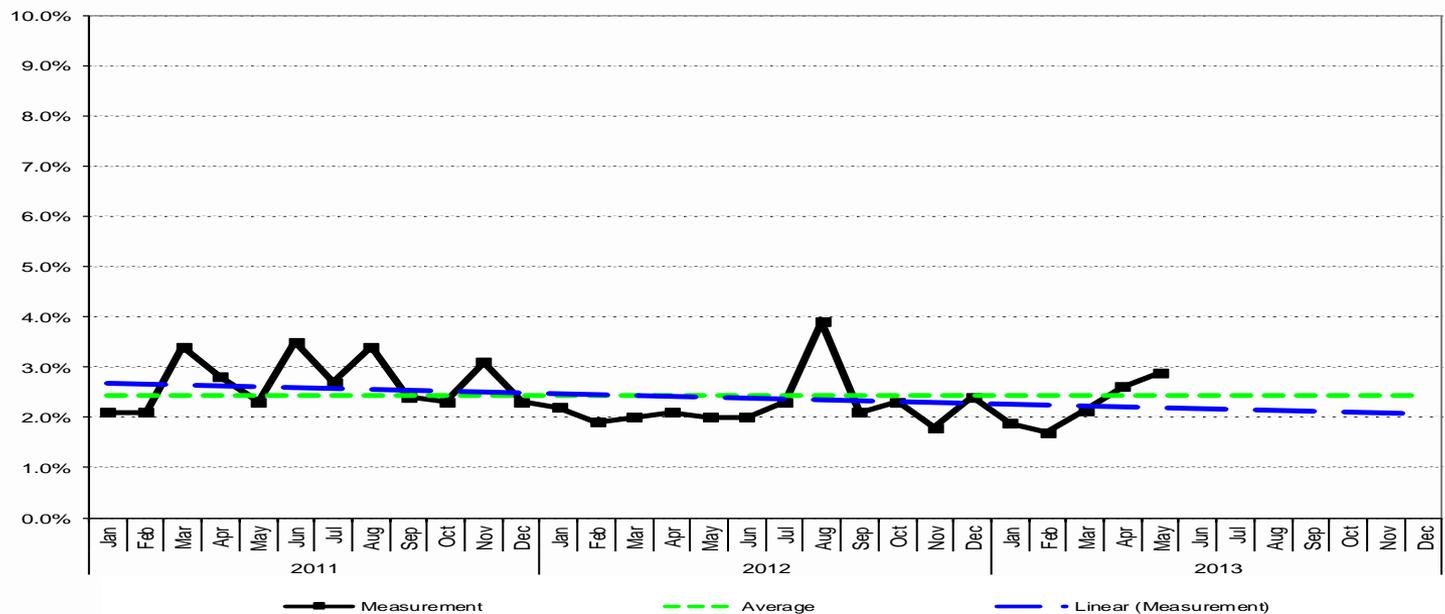


**Data Table**

| | 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% | | | | | | | |

**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.



### 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 | | | | | | | |

# 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 (green dashed) — Linear (Measurement) (blue)

### 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 | | | | | | | |

**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 software was recently upgraded. Since the upgrade, the the Telephone Center has experienced malfunctions. Staff and AT&T are dedicated to resolving 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.
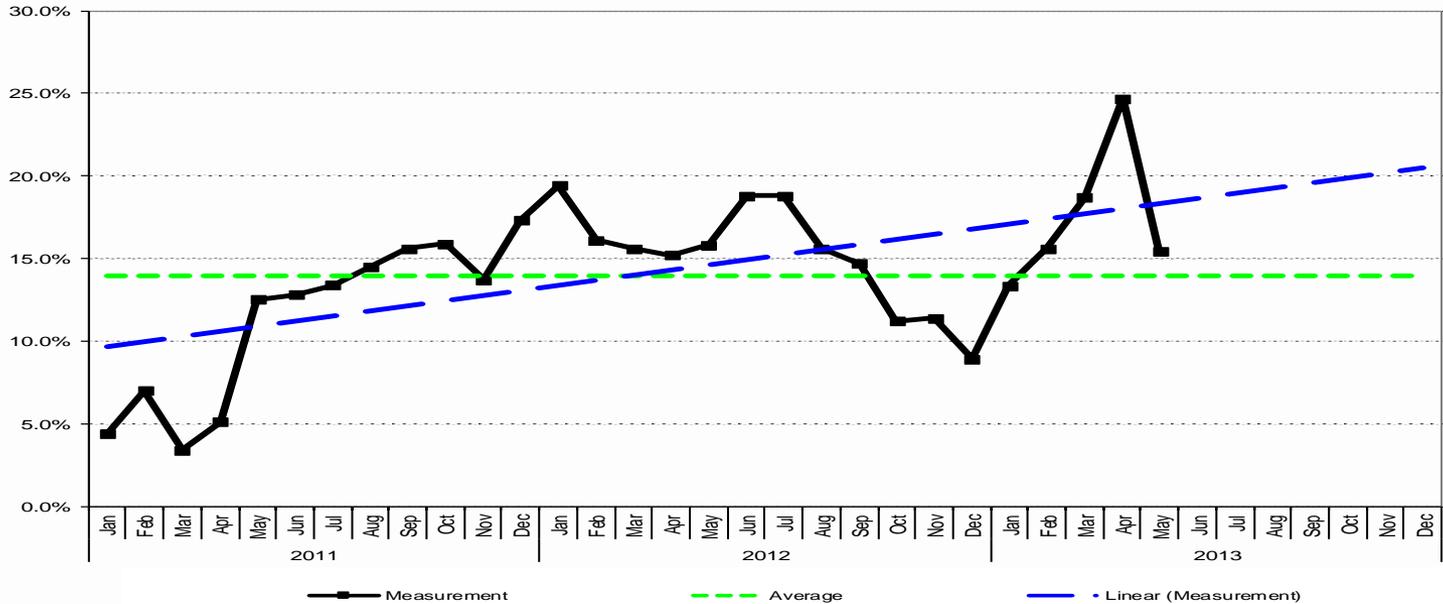


| Data Table | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | | Nov | Dec |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **2011** | 4.4% | 7.0% | 3.4% | 5.1% | 12.5% | 12.8% | 13.4% | 14.5% | 15.6% | 15.9% | 13.7% | 17.3% |
| **2012** | 19.4% | 16.1% | 15.6% | 15.2% | 15.8% | 18.8% | 18.8% | 15.6% | 14.7% | 11.2% | 11.4% | 8.9% |
| **2013** | 13.3% | 15.6% | 18.7% | 24.7% | 15.4% | | | | | | | |

**Data Source:** Sewerage and Water Board of New Orleans

# 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.
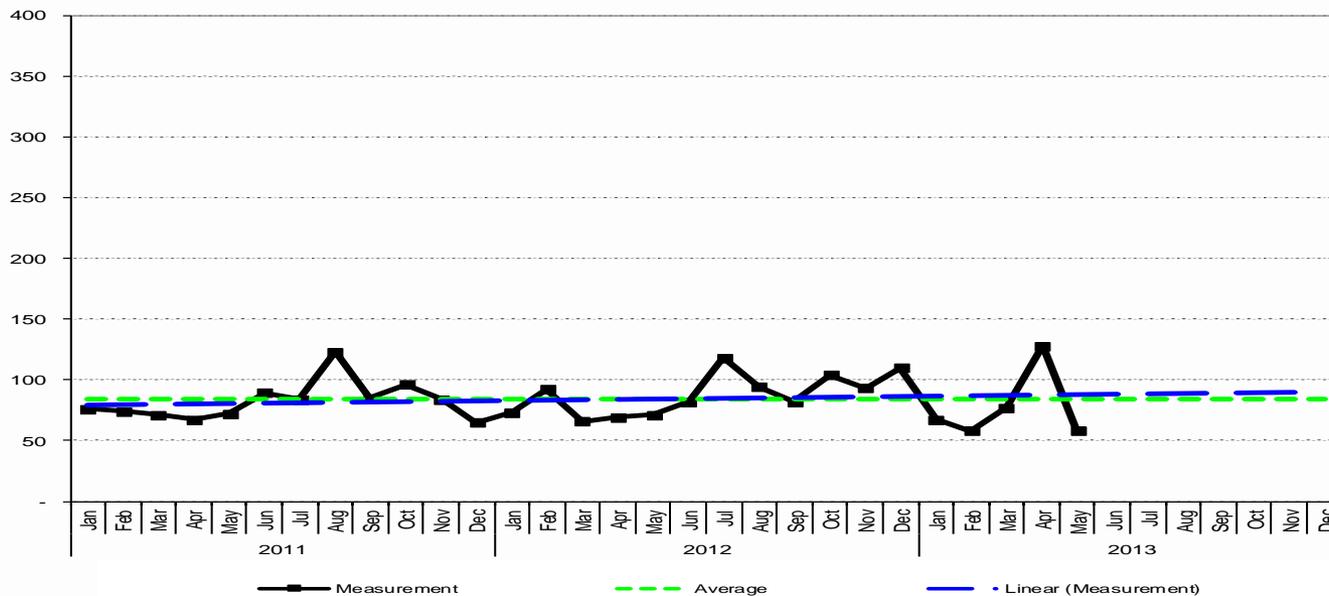


### Data Table

| | 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 | | | | | | | |

**Data Source:** Sewerage and Water Board of New Orleans

# 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.
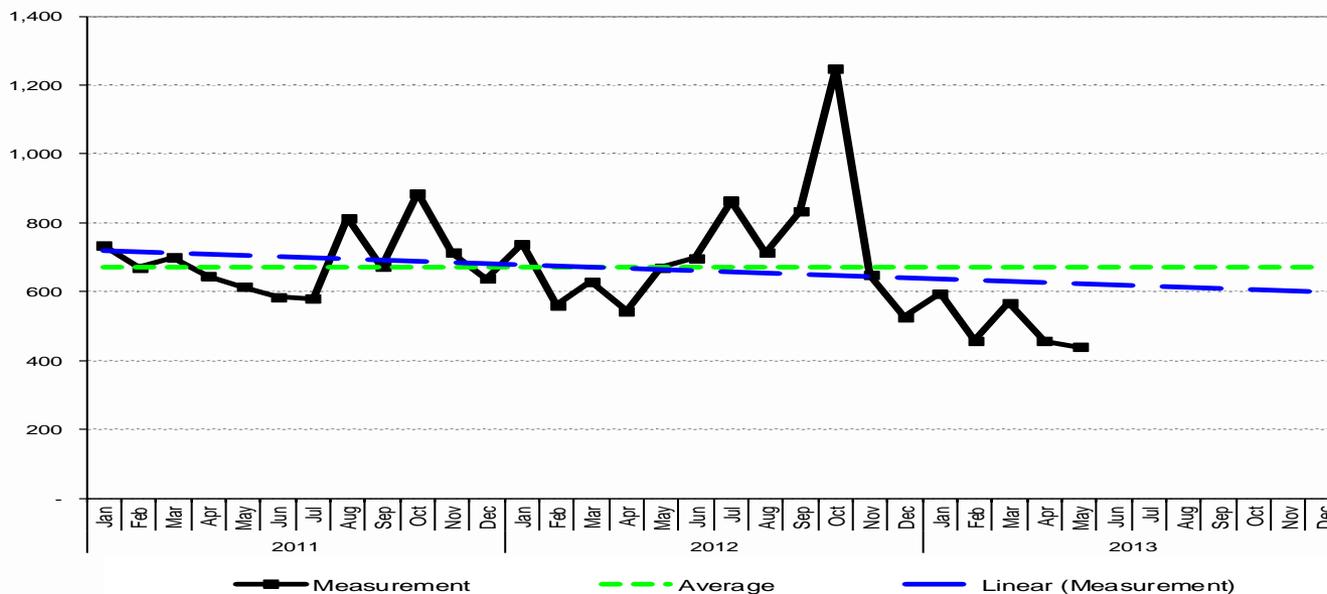


|  | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **2011** | 733 | 670 | 700 | 645 | 614 | 584 | 580 | 814 | 672 | 886 | 712 | 638 |
| **2012** | 739 | 560 | 629 | 543 | 670 | 697 | 863 | 713 | 833 | 1,246 | 648 | 526 |
| **2013** | 594 | 457 | 567 | 456 | 439 | | | | | | | |

# 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: Level** |

**Analysis**

Customers contact the Sewerage and Water Board to request repairs to leaking sewer collection mains and service lines.

**Plans for Improvement**

Staff has recently expanded the use of Networks Department field staff focused on sewer system repairs.
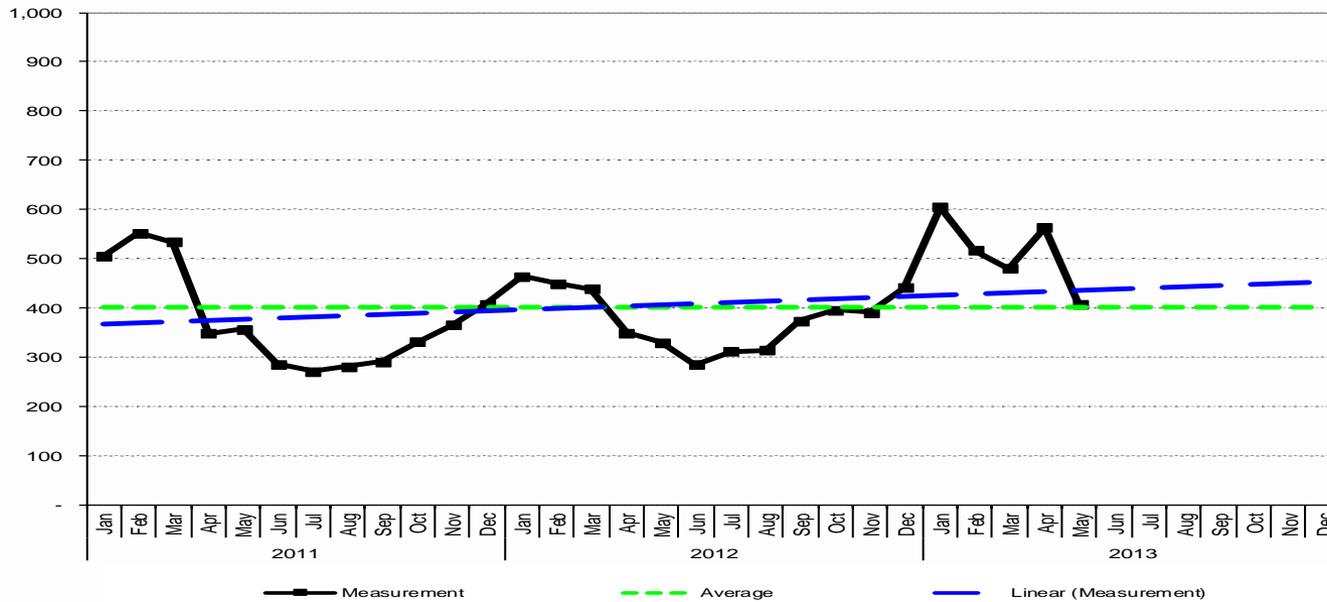


**Data Table**

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

**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.



Legend: Measurement ■, Average (green dashed), Linear (Measurement) (blue)
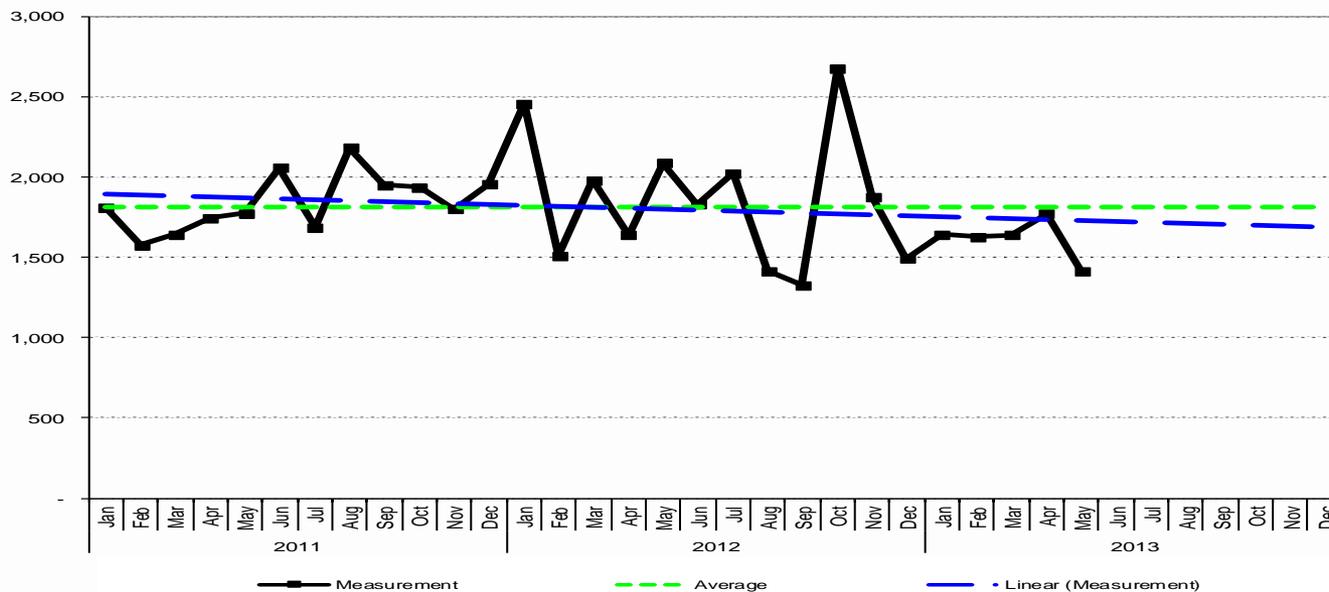
### Data Table

| | 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 | | | | | | | |

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

| EUM Attribute:<br>Financial Viability | | | Description: Establishes and maintains an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues | | |
|---|---|---|---|---|---|
| Constituency:<br>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

## Data Table
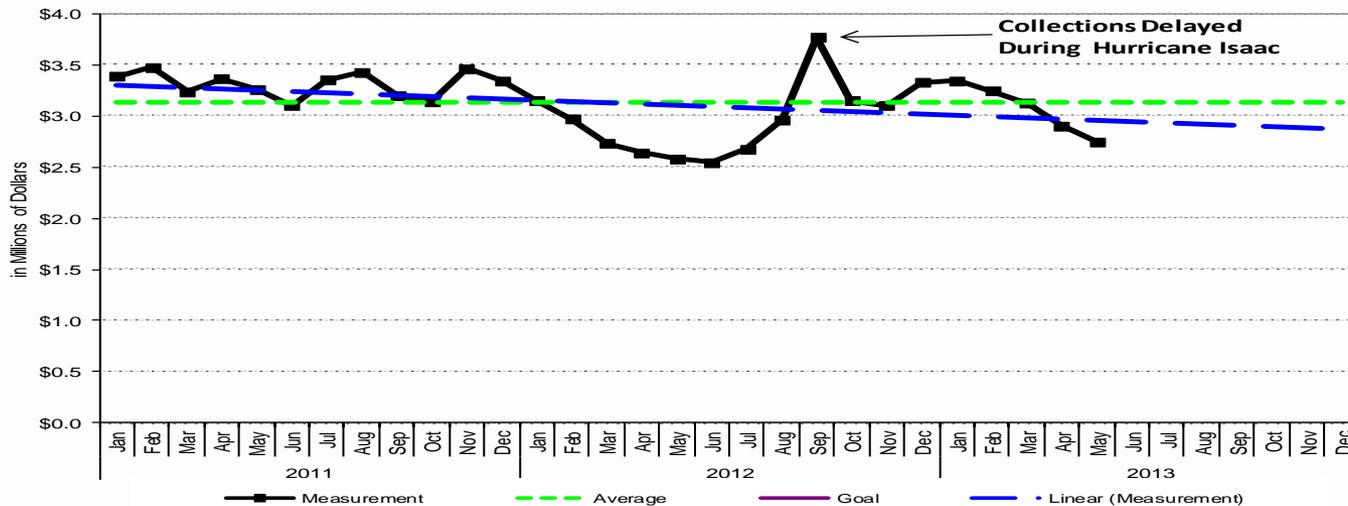
| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **2011** | $3.391 | $3.476 | $3.238 | $3.363 | $3.260 | $3.100 | $3.353 | $3.431 | $3.202 | $3.136 | $3.467 | $3.348 |
| **2012** | $3.149 | $2.973 | $2.735 | $2.643 | $2.583 | $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 | | | | | | | |

# 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.



Writedown of 2007 Uncollectable Accounts

Writedown of 2008 Uncollectable Accounts

Writedown of 2009 Uncollectable Accounts

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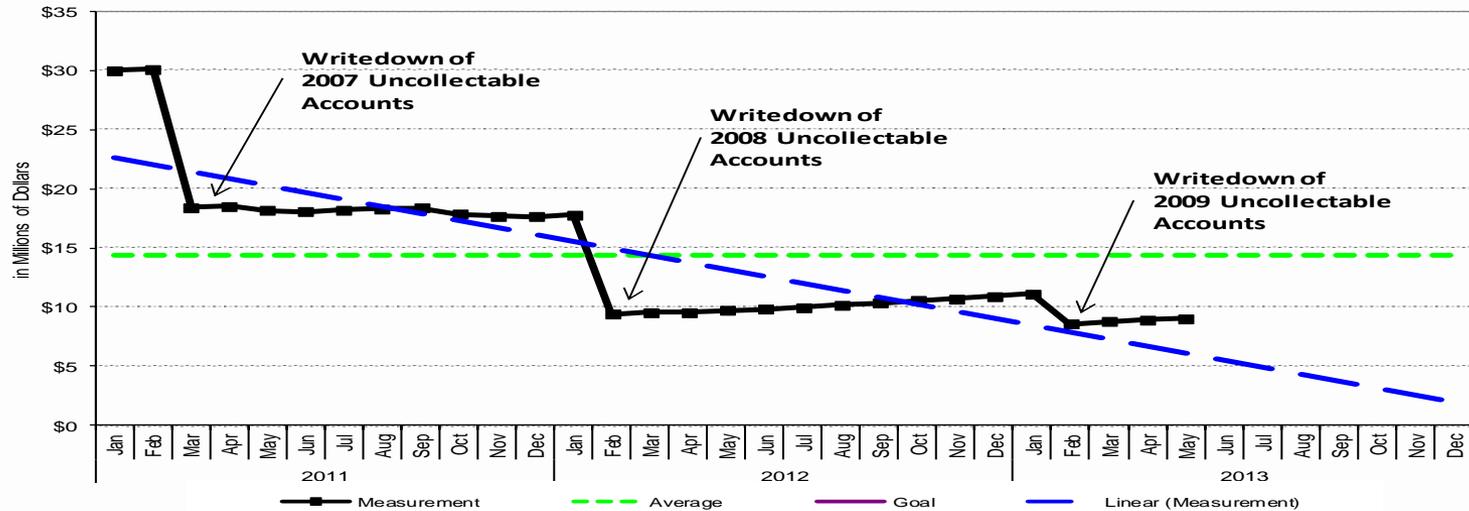
### Data Table

| | 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 | | | | | | | |

**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**<br>1. Maintain and improve road surface infrastructure<br>2. Consistently implement Complete Streets philosophy in streets investments<br>3. Effectively administer the City's capital improvements program<br>4. Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods | • Citizen perceptions of condition of streets (UNO Quality of Life Survey)<br>• Mean travel time to work (American Community Survey)<br>• Percentage of workers commuting to work by means other than driving alone (including carpooling, public transportation, biking, and walking) |
| **Promote Quality Neighborhoods**<br>1. Reduce blighted properties by 10,000 by the end of 2014<br>2. Provide effective sanitation services to residents and businesses<br>3. Protect and preserve parks and other green spaces<br>4. Regulate land use to support safe, vibrant neighborhoods and preserve historic properties | • Blighted residential addresses or empty lots (GNOCDC analysis of USPS data)<br>• Citizen perceptions of parks and recreation (UNO Quality of Life Survey)<br>• Citizen perceptions of trash pickup (UNO Quality of Life Survey)<br>• Citizen perceptions of general quality of life (UNO Quality of Life Survey)<br>• ParkScore (based on acreage, service and investment, and access) (Trust for Public Land) |
| **Promote energy efficiency and environmental sustainability**<br>1. Restore the City's marshes and coastline<br>2. Promote green energy and other sustainability measures<br>3. Remediate brownfields, lead, and other environmental hazards | • Percentage of days with healthy air quality (EPA)<br>• Health based drinking water violations (EPA)<br>• Certified green buildings (US Green Building Council)<br>• Land acres in Orleans Parish (US Geological Survey) |

# Key Performance Indicator: Total number of acres mowed
## Responsible Organization: Department of Parks & Parkways
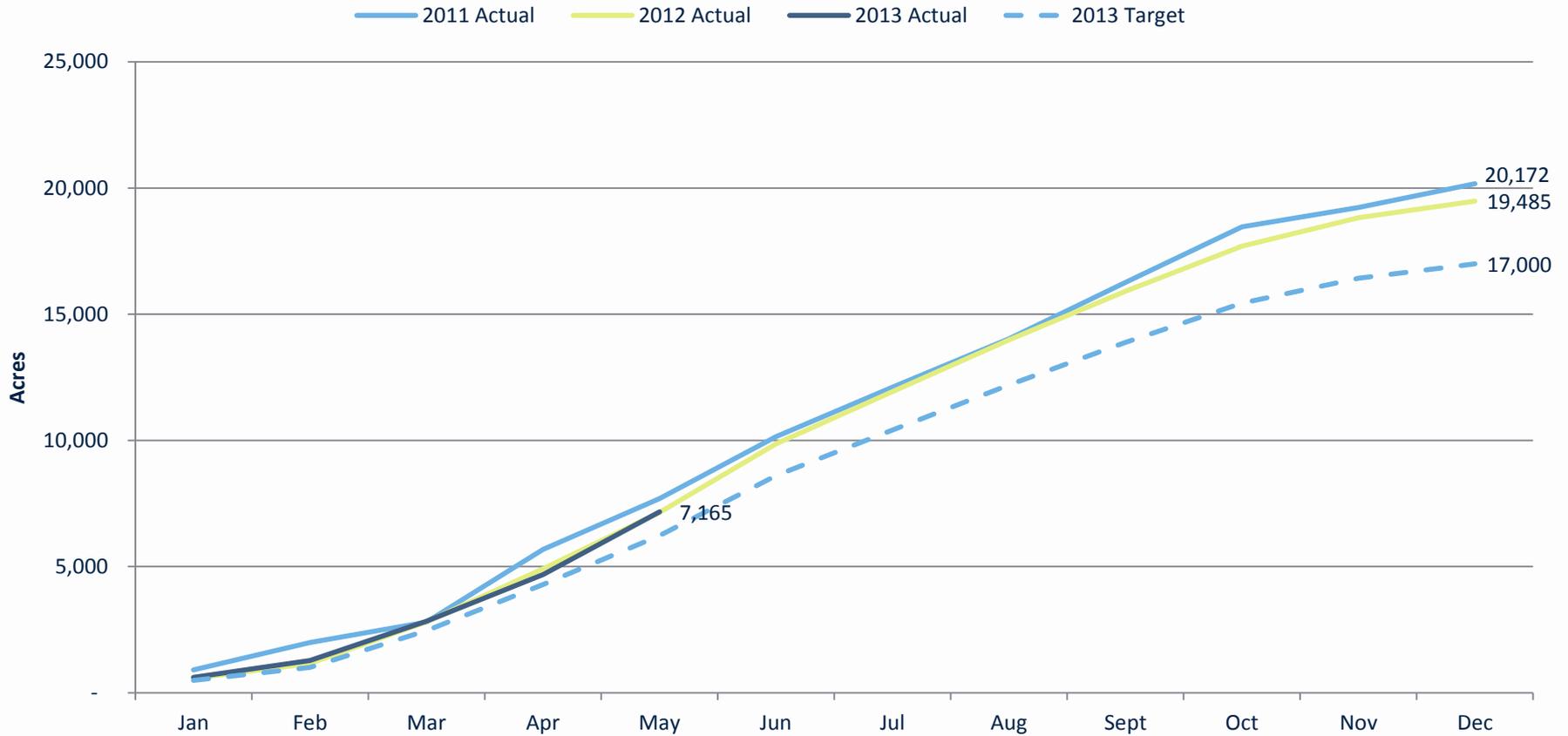
Legend: —— 2011 Actual  —— 2012 Actual  —— 2013 Actual  – – 2013 Target



Y-axis: Acres (25,000 / 20,000 / 15,000 / 10,000 / 5,000 / -)

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

Data labels: 20,172 / 19,485 / 17,000 / 7,165

| | 2011 | | 2012 | | 2013 | | |
|---|---|---|---|---|---|---|---|
| | Annual Actual | Target Met? | Annual Actual | Target Met? | YTD Actual | Annual Target | Status |
| | 20,172 | 🟢 | 19,485 | 🟢 | 7,165 | 17,000 | 🟢 |

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

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

*Responsible Organization: Department of Parks & Parkways*

Legend: ■ 2011 Actual ■ 2012 Actual ■ 2013 Actual -- 2013 Target (17 Weeks)
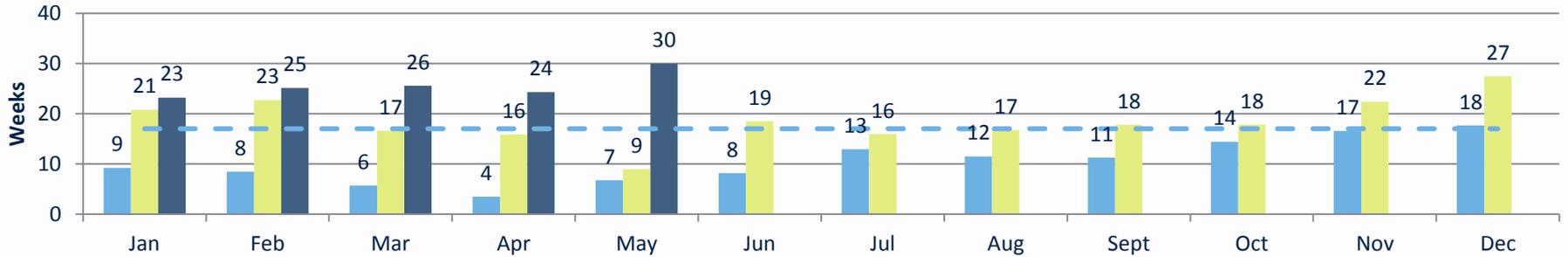
| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sept | Oct | Nov | Dec |
|---|---|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|
| 2011 Actual | | 9 | 8 | 6 | 4 | 7 | 8 | 13 | 12 | 11 | 14 | 17 | 18 |
| 2012 Actual | | 21 | 23 | 17 | 16 | 9 | 19 | 16 | 17 | 18 | 18 | 22 | 27 |
| 2013 Actual | | 23 | 25 | 26 | 24 | 30 | | | | | | | |

Legend:
- 🟢 On Target
- 🔺 Within 10% of Target
- 🔺 Off Target

| 2011 | | 2012 | | 2013 | | |
|------|--------|------|--------|------|--------|--------|
| Annual Actual | Target Met? | Annual Actual | Target Met? | YTD Actual | Annual Target | Status |
| 12 | 🔴 | 19 | 🔴 | 26 | ≤ 17 | 🔴 |

## Tree Work Orders Closed by Type

Legend: ■ Non-Emergency ■ Emergency

| | Jun-12 | Jul-12 | Aug-12 | Sep-12 | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Emergency | 83 | 118 | 204 | 521 | 72 | 42 | 56 | 49 | 57 | 33 | 142 | 76 |
| Non-Emergency | 51 | 54 | 34 | 35 | 97 | 52 | 78 | 44 | 38 | 48 | 51 | 48 |
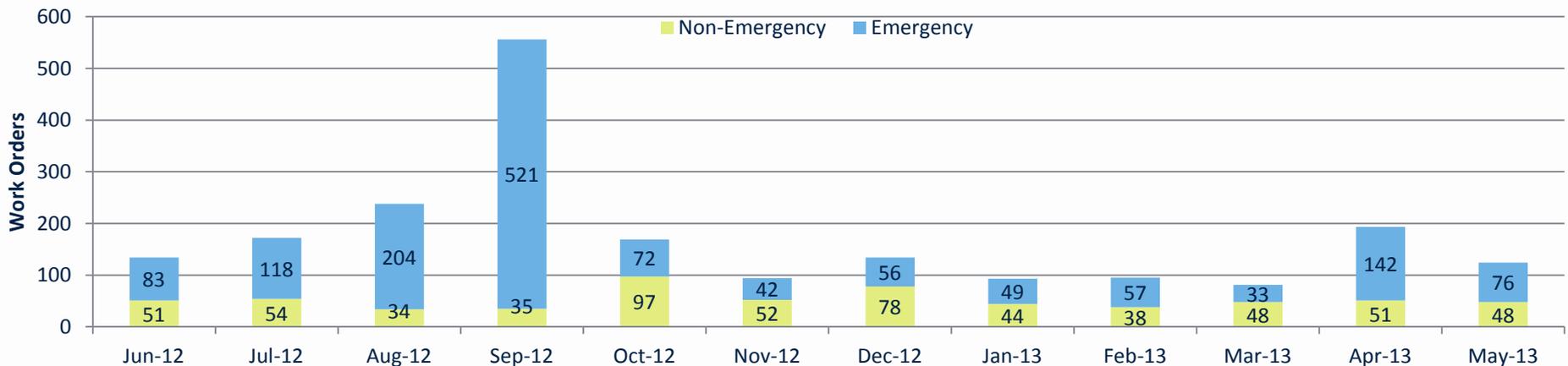
*Note:* Work orders may include multiple trees.

**Data Source:** Department of Parks & Parkways

# Forestry Activity

## Work Orders Completed



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

| | Jun-12 | Jul-12 | Aug-12 | Sep-12 | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Removals | 72 | 77 | 62 | 80 | 159 | 34 | 42 | 67 | 50 | 98 | 150 | 87 |
| Trims | 117 | 106 | 144 | 80 | 170 | 577 | 127 | 221 | 80 | 47 | 104 | 150 |
| Emergencies | 51 | 93 | 186 | 502 | 35 | 11 | 24 | 24 | 21 | 15 | 98 | 42 |
| No Work Needed | 6 | 6 | 5 | 4 | | | 3 | | | | 6 | 4 |

## Permits Issued



Legend: 2011 | 2012 | 2013

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

*Note:* Work orders completed in April 2013 revised in June 2013.

# Bandit Signs Removed



Left chart legend: Parks and Parkways, Sanitation

Y-axis: Signs (0 to 35,000). X-axis: Jan-11 through May-13. Labels: 11,114 (Sanitation), 20,382 (Parks and Parkways)

Right chart legend: 2011, 2012, 2013

Y-axis: Signs (0 to 6,000). X-axis: Jan through Dec. Labels: 310, 305, 201, 431, 436

## Action Items

| Date | Responsible Parties | Action Item | Due | Status |
|------|---------------------|-------------|-----|--------|
| 10/4/12 | C. Sylvain-Lear | Develop a plan for PSAs regarding signs for businesses | Ongoing | Items developed: brochure 8/11 (revised 2012/2013); PSAs 6/12 (general), 1/13 (waste tires); and flyers for inside and outside of the FQ/DDD in 3/12 (revised 12/12) |
| 7/12/12 | E. Williams, 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 (green) · NOPD Summons (blue)

| Month | Inspections | NOPD Summons |
|---|---|---|
| Jun-12 | 212 | 8 |
| Jul-12 | 223 | 11 |
| Aug-12 | 171 | 8 |
| 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 |
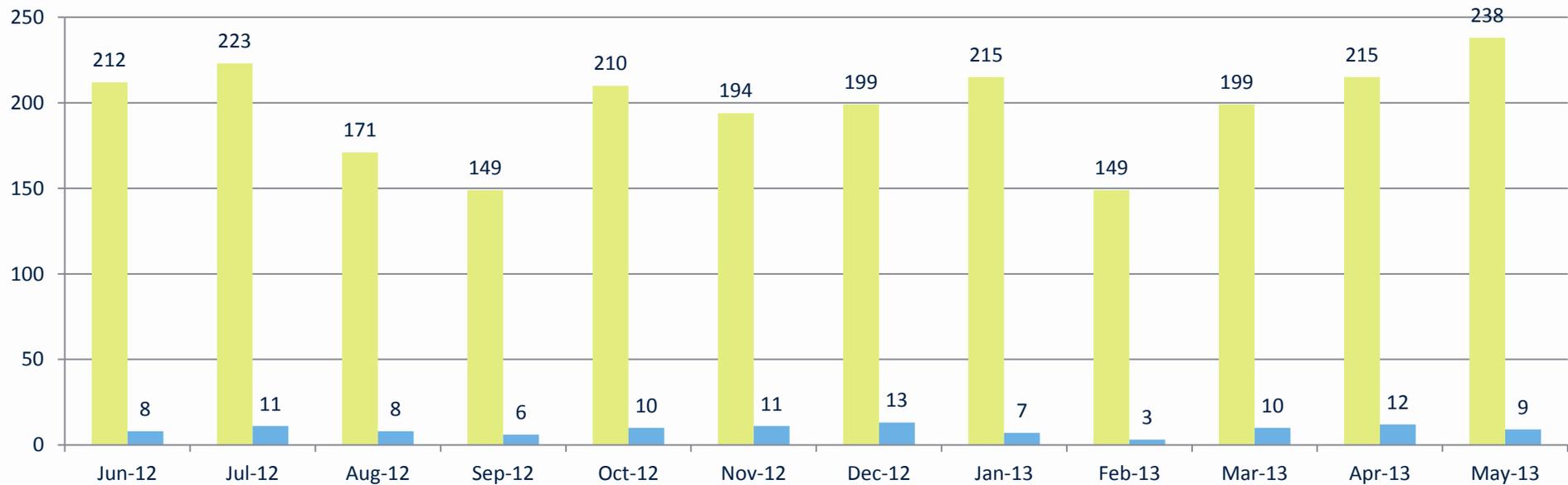
*Note:* Additional inspections performed and summons issued by the NOPD quality of life officers are not included in the totals.

## 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

| 2011 | | 2012 | | 2013 | | |
|---|---|---|---|---|---|---|
| **Annual Actual** | **Target Met?** | **Annual Actual** | **Target Met?** | **YTD Actual** | **Annual Target** | **Status** |
| 1,013 | 🟢 | 972 | 🟢 | 789 | 900 | 🟢 |

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



## Tires Removed



*Note: April result previously reported revised in June.
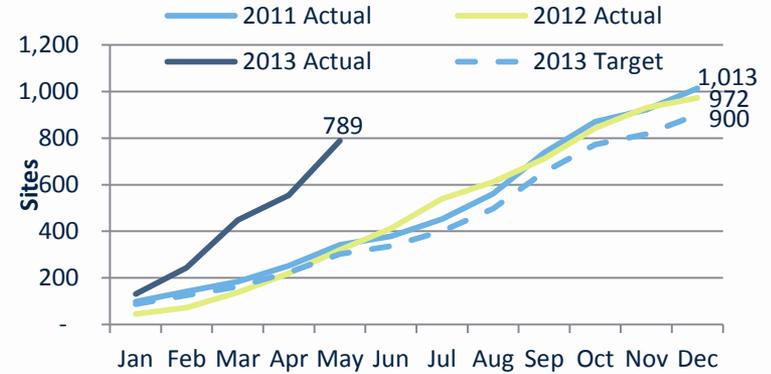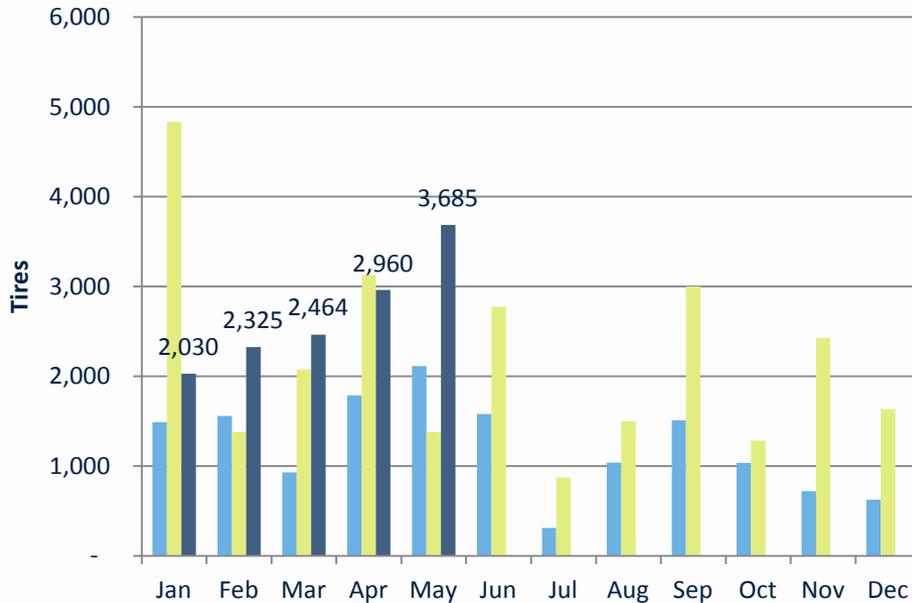
## 311 Illegal Dumping Service Requests
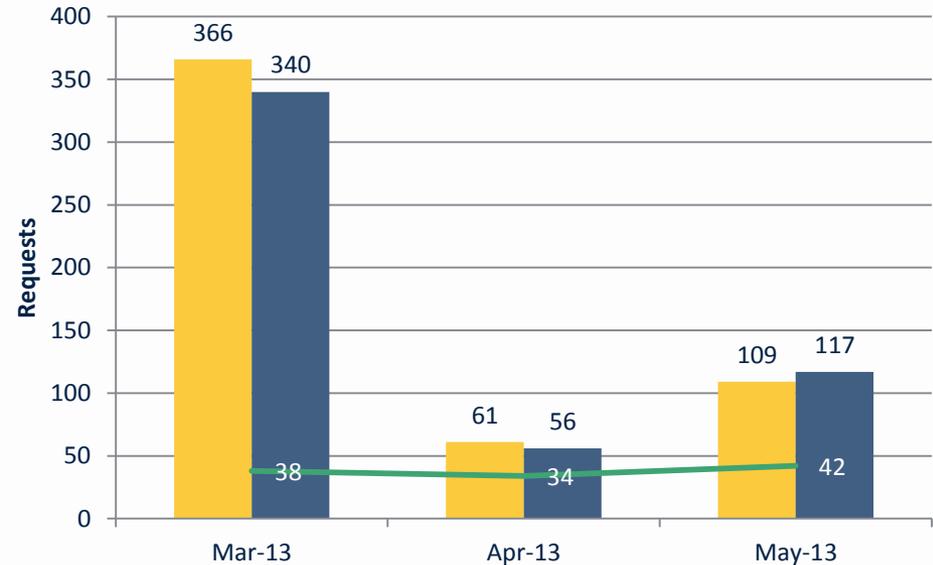


*Note:* March numbers reflect entering of backlog of 2013 cases from the field.

**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*



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

| Month | Avg. Days to Close | Average Age of Open |
|-------|-------------------|---------------------|
| Jun-12 | 32 | 29 |
| Jul-12 | 25 | 35 |
| Aug-12 | 25 | 46 |
| 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 |
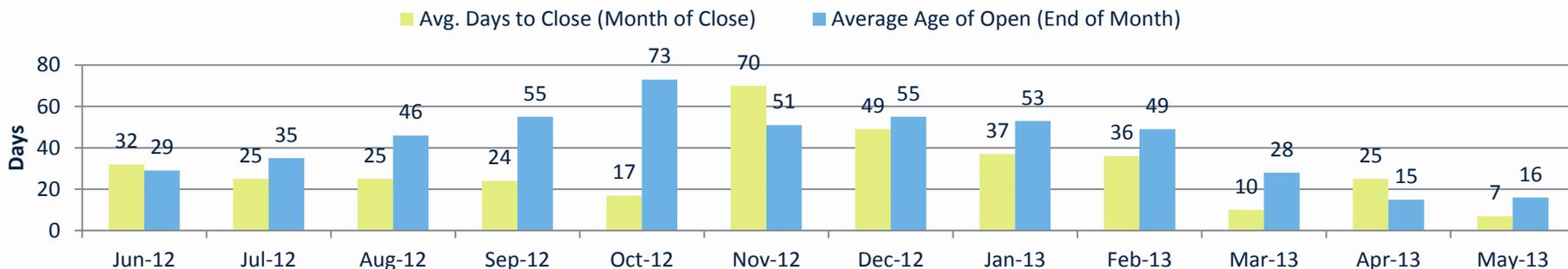
*Note:* Establishing a baseline in 2013.  Expected days to close, developed in 2012: 30 days.

## 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 to coordinate with Safety and Permits. |
| 6/7/12 | D. Macnamara | To address tire dumping, coordinate training on occupational licenses for Quality of Life officers, in conjunction with code enforcement training | Ongoing | Training sessions are ongoing.  Subject areas are broad.  Training has been on a platoon level, and with 24 platoons, a means of training more officers at once needs to be explored. |
| 4/5/12 | L. Diaz | Reach out to neighborhood and volunteer groups to encourage pre-notification to Sanitation of clean-up needs | Ongoing | Pre-notifications have increased as a result of disseminating info to organizations, but some are still after the fact. |

**Data Source:** 311

# Other Sanitation 311 Service Requests

## Large Item Pickup (Vendor)

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



### Days to Close

▮ Mar-13 ▮ Apr-13 ▮ May-13



| | 0-10 | 11-20 | 21-30 | 31-40 | 41-50 | More than 50 |
|---|---|---|---|---|---|---|
| Mar-13 | 58 | 20 | 17 | 16 | 26 | 102 |
| Apr-13 | 48 | 7 | 19 | 13 | 12 | 101 |
| May-13 | 53 | 28 | 25 | 7 | 2 | 3 |

*Note:* Expected days to close, developed in 2012: 10 days.
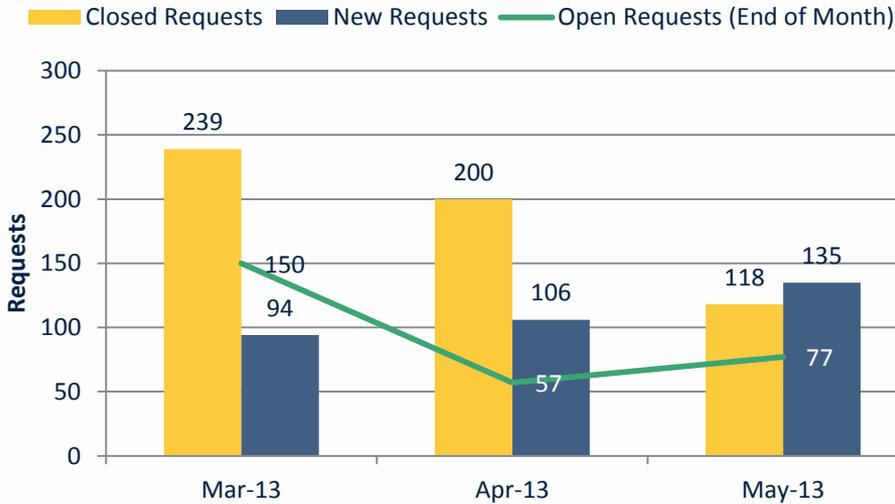
## Trash/Garbage Pickup (Vendor)

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



### Days to Close

▮ Mar-13 ▮ Apr-13 ▮ May-13



| | 0-14 | 15-28 | 29-42 | 43-56 | 57-70 | More than 70 |
|---|---|---|---|---|---|---|
| Mar-13 | 94 | 38 | 34 | 27 | 11 | 114 |
| Apr-13 | 119 | 25 | 16 | 17 | 12 | 202 |
| May-13 | 127 | 25 | 24 | 20 | 15 | 79 |

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

**Data Source:** 311
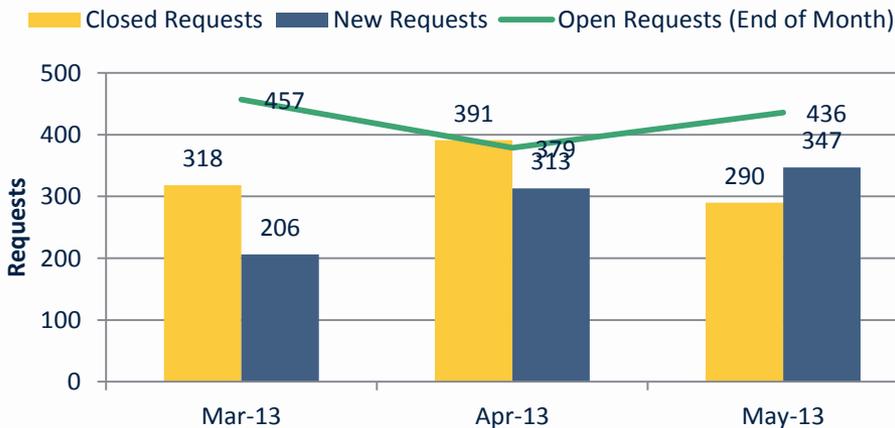
# Other Sanitation 311 Service Requests

## Residential Recycling Programs

Legend:
- Closed Requests (yellow)
- New Requests (dark blue)
- Open Requests (End of Month) (green line)

Requests:
| Month | Closed Requests | New Requests | Open Requests |
|---|---|---|---|
| Mar-13 | 297 | 299 | 163 |
| Apr-13 | 547 | 588 | 205 |
| May-13 | 317 | 345 | 237 |

### Days to Close

Legend: Mar-13 (green), Apr-13 (blue), May-13 (gray)

| Days | Mar-13 | Apr-13 | May-13 |
|---|---|---|---|
| 0-14 | 182 | 424 | 207 |
| 15-28 | 76 | 59 | 63 |
| 29-42 | 3 | 20 | 28 |
| More than 42 | 36 | 44 | 19 |
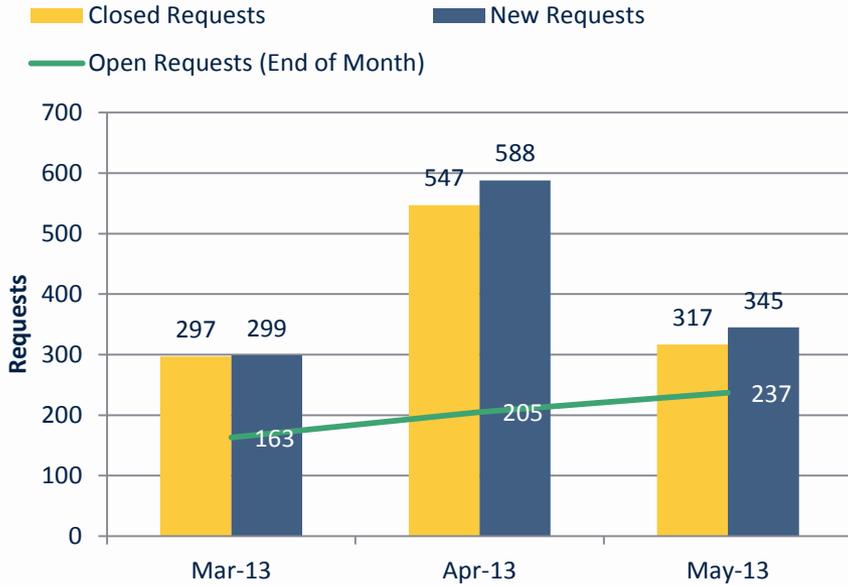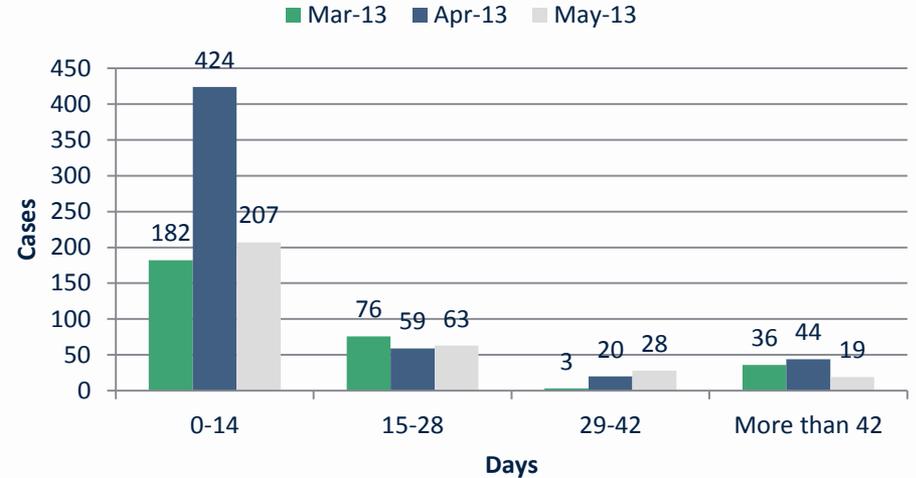
*Note:* Expected days to close, developed in 2012: 14-30 days.

## Dead Animal Pickup (Vendor)

Legend:
- Closed Requests (yellow)
- New Requests (dark blue)
- Open Requests (End of Month) (green line)

| Month | Closed Requests | New Requests | Open Requests |
|---|---|---|---|
| Mar-13 | 21 | 16 | 9 |
| Apr-13 | 20 | 15 | 4 |
| May-13 | 29 | 26 | 1 |
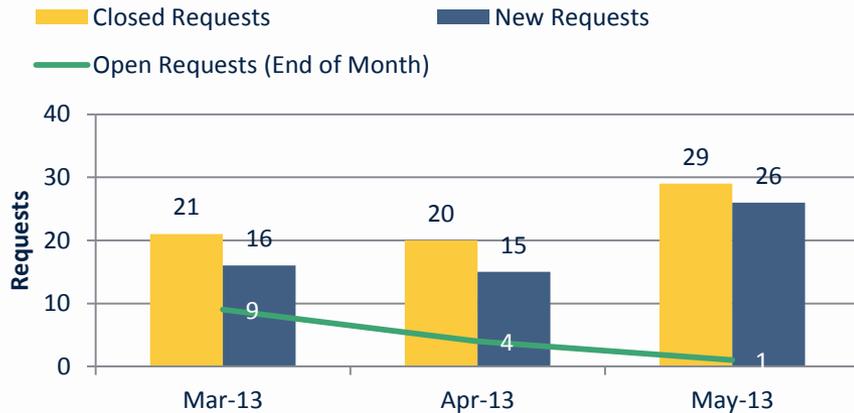
## 311 Issues

| Responsible Parties | Issue | Due | Status |
|---|---|---|---|
| C. Sylvain-Lear | Address vendor case backlog (514 open cases as of 4/31/13). | Ongoing | Monitoring ongoing. Net increase of 74 cases in May 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**<br>1. Reform NOPD policies and operations<br>2. Employ proactive policing and positive community engagement<br>3. Support oversight entities to promote transparency, accountability, and trust | • Percent compliance with consent decrees<br>• Citizens reporting feeling safe in their neighborhood (NOCC survey)<br>• Citizen confidence in NOPD (NOCC survey) |
| **Ensure safe and secure neighborhoods, and reduce the murder rate**<br>1. Prevent illegal activity<br>2. Intervene when conflicts occur to resolve them non-violently<br>3. Enforce the law with integrity<br>4. Effectively and fairly administer justice<br>5. Rehabilitate the incarcerated so that they do not recidivate<br>6. Coordinate the criminal justice system | • Homicide rate<br>• Violent crime rate<br>• Property crime rate<br>• Felony recidivism rates<br>• Average time to disposition<br>• Fatal traffic accidents per 1,000 population |
| **Prepare for, mitigate, and effectively respond to emergencies**<br>1. Respond to emergencies, including fire and medical, effectively<br>2. Plan and prepare for disasters | • Fires per 1,000 structures (with detail on residential, commercial, and industrial structures)<br>• Fatalities due to fire<br>• Cardiac arrest with pulse at delivery to hospital<br>• 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



| | 2011 | | 2012 | | 2013 | | |
|---|---|---|---|---|---|---|---|
| | **Annual Actual** | **Target Met?** | **Annual Actual** | **Target Met?** | **YTD Actual** | **Annual Target** | **Status** |
| | 233 | 🟢 | 310 | 🟢 | 113 | 200 | 🟢 |

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

## Action Items

| Date | Responsible Parties | Action Item | Due | Status |
|---|---|---|---|---|
| 11/1/12 | D. Macnamara, D. Albert | Compile data on crimes to use to prioritize ABO prosecutions | Ongoing | Innovation Delivery Team provided list of ABOs in vicinity of murders and shootings, and a sweep will be conducted. |

**Data Source:** Law Department

# Economic Development

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

| Objectives and Strategies | Outcome Measures |
|---|---|
| **Promote business growth and job creation**<br>1. Foster a business-friendly regulatory environment, including streamlining the permitting process<br>2. Promote an environment of equal opportunity for a diverse supplier pool<br>3. Aggressively seek to attract new business and retain existing businesses<br>4. Provide support for world-class special events | • Job growth (metro)<br>• High wage job growth<br>• Cultural industry job growth<br>• Tourism growth (metro)<br>• Population growth<br>• Value of residential and commercial construction<br>• Office, retail, and warehouse space occupancy rates (deviation from mean of benchmark jurisdictions)<br>• Sales taxes generated<br>• Occupational license growth |
| **Develop and train the local workforce, and connect residents with jobs**<br>1. Provide access to work opportunities to youth and other vulnerable populations<br>2. Promote workforce development and skills training to meet employers' needs<br>3. Link employers to the local workforce | • Unemployment rate<br>• Average annual wages<br>• Gross Metro Product (GMP) per job<br>• Educational attainment (proportion of population with some college, and bachelor's degree or higher)<br>• Size of the City's middle class (proportion of households by national income quintiles)<br>• Median household income by race and ethnicity |

# Key Performance Indicator: Average number of days to respond to an inspection request
### *Responsible Organization: Department of Safety and Permits*

## Average Days to Complete Business License Application Inspection Requests

■ 2013 Actual — — 2013 Target (3)

Chart data — bars (2013 Actual):
- Mar-13: 7
- Apr-13: 7
- May-13: 16

Target line at 3.

| 2013 | | |
| --- | --- | --- |
| YTD (from March) Actual | Annual Target | Status |
| 10 | ≤ 3 | 🔶 |

Legend:
- 🟢 On Target
- 🔺 Within 10% of Target
- 🔶 Off Target
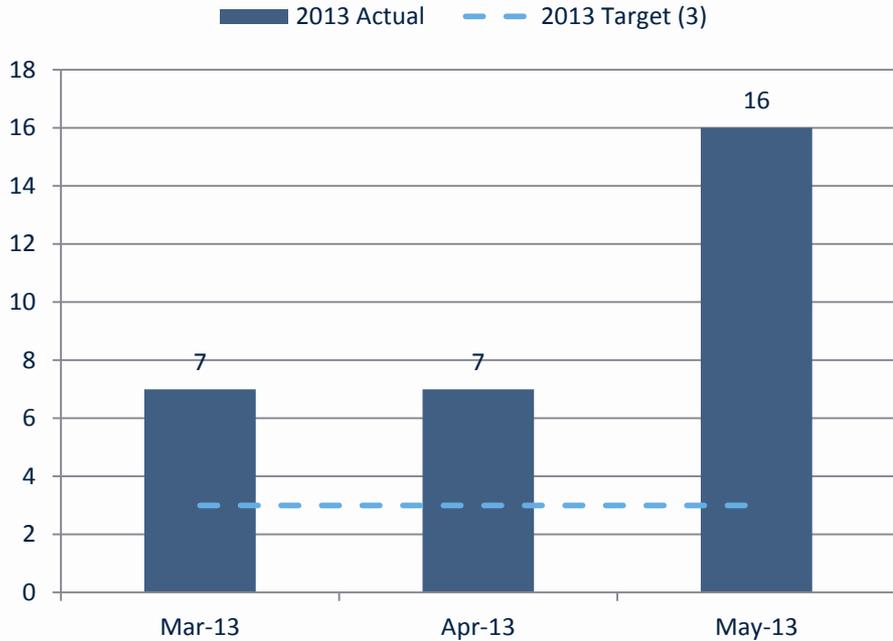
## Average Days to Complete Building Inspection Requests
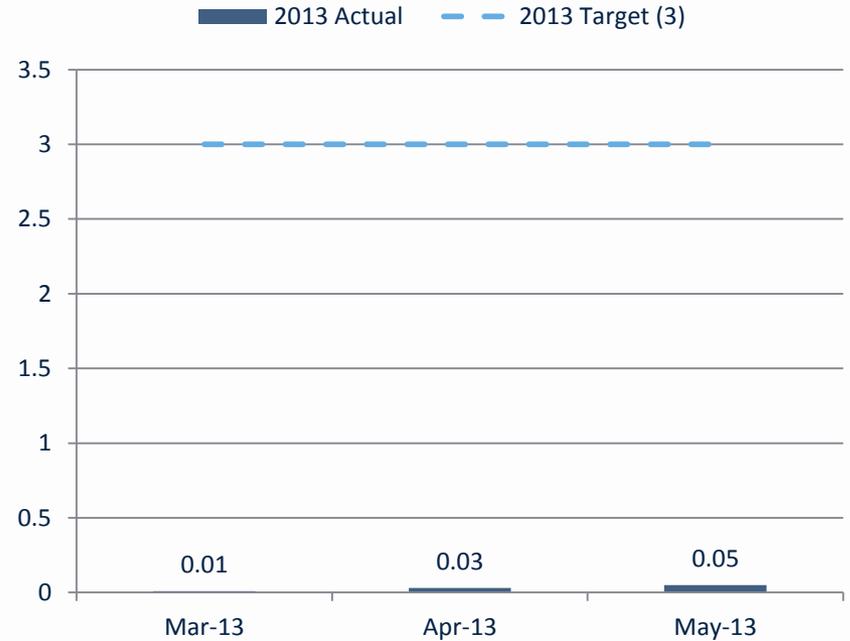
■ 2013 Actual — — 2013 Target (3)

Chart data — bars (2013 Actual):
- Mar-13: 0.01
- Apr-13: 0.03
- May-13: 0.05

Target line at 3.

| 2013 | | |
| --- | --- | --- |
| YTD (from March) Actual | Annual Target | Status |
| 0.02 | ≤ 3 | 🟢 |

**Data Source:** LAMA Permitting System

# 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?