CITY OF NEW ORLEANS

QualityofLifeSTAT

July 18th, 2013
(Reporting Period: June 2013)

www.nola.gov/opa

Agenda

- Introduction and Announcements
- Open and Effective Government
- Sustainable Communities
- Public Safety
- Economic Development
- Children and Familes

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.
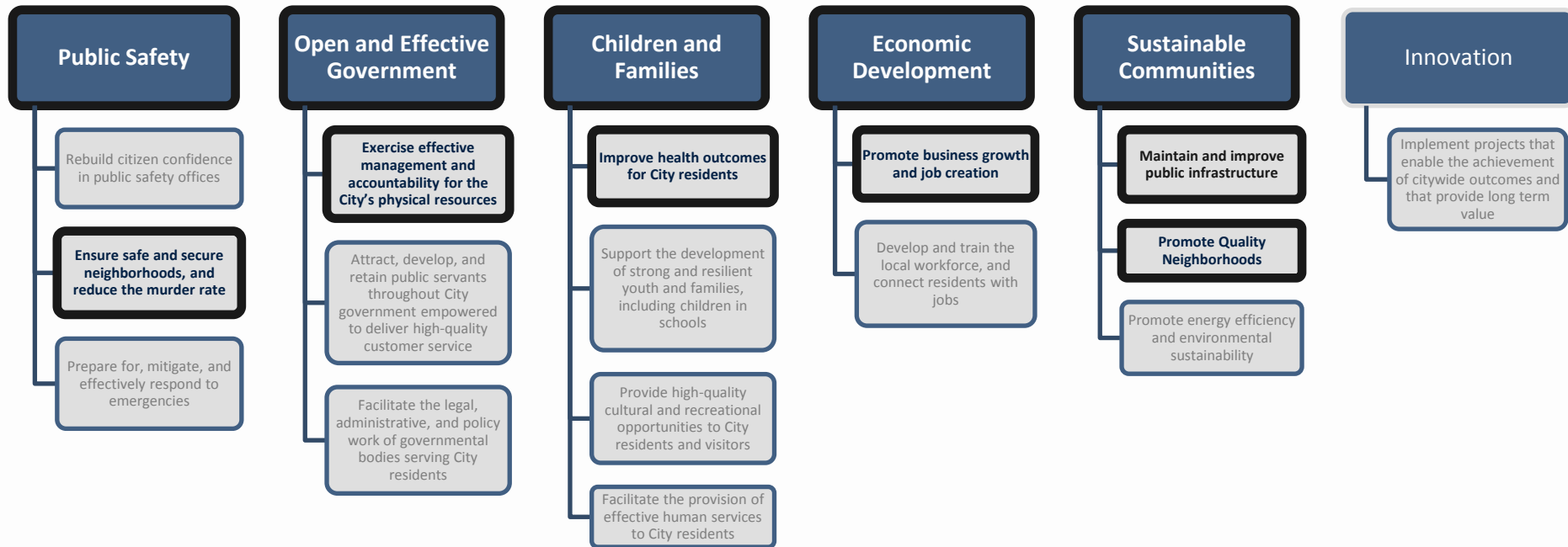
Values

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

2013 311 Dashboard
Department Onboarding

NOLA 311

Active 2013 New Department Onboardings				
Department	**Status**	**Current Phase**	**Knowledge Articles**	**Service Requests**
Taxi Bureau	On Target 7/10 (green)	Phase I launch limited to information requests. Knowledge base content approval targeted for 6/21.	20	NA

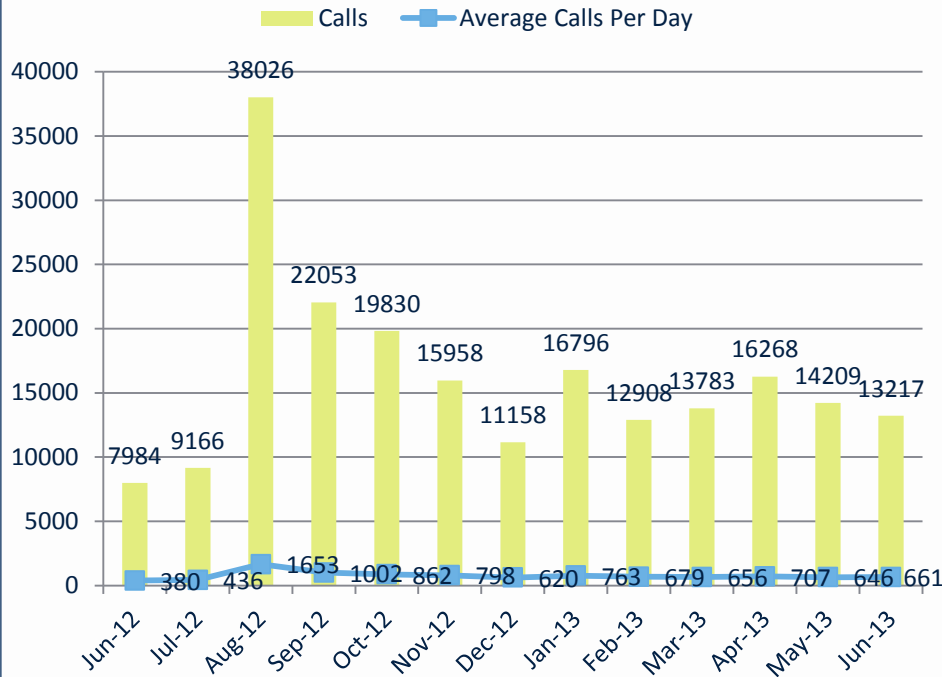| Existing Onboarded Departments								
Onboarding Metrics	**Code Enforce**	**DPW Maint.**	**DPW Parking**	**DPW Traffic**	**Health**	**MTCB**	**Parks & Parkways**	**Sanitation**
Timeliness to Close Requests (Closed cases meeting target **> 80%**, 50-80%, **<50%**)	🟢	🟢	🟡	🟡	⚪	⚪	⚪	🟡
Request Closure Rate (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	*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*	*Note: Launched 6/20*	Procure recycle carts. Address vendor backlog.

2013 311 Roadmap
2Q13 update 7/02/13

NOLA **311**

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

CSR Quick Access

Lagan Training

Lagan BI Install***

Lagan BI Training

Lagan 8.0.4 Patches | Lagan 8.0.5 upgrade

Lagan Maps Ph II

Prototype

Web Forms***

External Knowledge Base

Employee Mobile

Citizen Mobile

Lagan Maps Phase I

2Q13 Accomplishments
- MTCB onboarded 5/8
- Health onboarded 5/29
- P&P onboarded 6/20
- Taxi Ph1 onboarded 7/10
- Hurricane prep and EOC exercise support
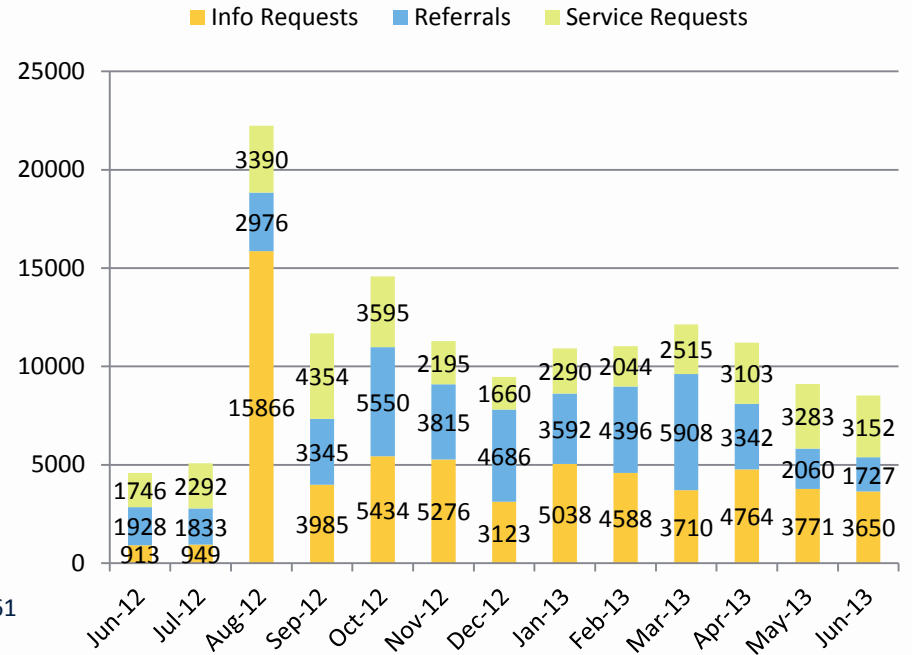- Street light vendor actively updating cases in 311

Key
On Target
Issues
At Risk
Completed
Not started

NOLA 311

Total Calls

Legend: Calls, Average Calls Per Day

Month	Calls	Average Calls Per Day
Jun-12	7984	380
Jul-12	9166	436
Aug-12	38026	1653
Sep-12	22053	1002
Oct-12	19830	862
Nov-12	15958	798
Dec-12	11158	620
Jan-13	16796	763
Feb-13	12908	679
Mar-13	13783	656
Apr-13	16268	707
May-13	14209	646
Jun-13	13217	661

311 Requests

Legend: Info Requests, Referrals, Service Requests

Month	Service Requests	Referrals	Info Requests
Jun-12	1746	1928	913
Jul-12	2292	1833	949
Aug-12	3390	2976	15866
Sep-12	4354	3345	3985
Oct-12	3595	5550	5434
Nov-12	2195	3815	5276
Dec-12	1660	4686	3123
Jan-13	2290	3592	5038
Feb-13	2044	4396	4588
Mar-13	2515	5908	3710
Apr-13	3103	3342	4764
May-13	3283	2060	3771
Jun-13	3152	1727	3650

Action Items

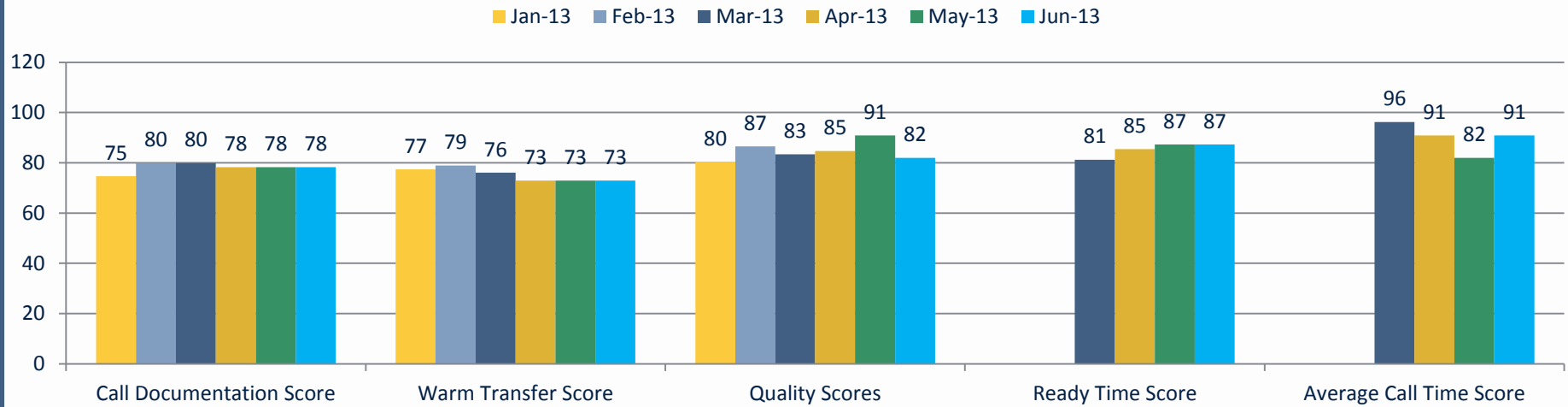| Date	Responsible Parties	Action Item	Due	Status
7/12/12	M. Torri, M. Jernigan	Incorporate FEMA street repair plans into 311 knowledge base	Ongoing (Long term)	Once Lagan Maps functionality is available, will coordinate to incorporate and use data

Data Source: 311

NOLA 311

Average Call Length

Legend: Average Call Length — Target (160)

Average Call Length by month (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: 169
- May-13: 180
- Jun-13: 161

Average Hold Time

Legend: Average Hold Time — Target (15)

Average Hold Time by month (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
- Jun-13: 5

Data Source: 311

NOLA 311

Average Agent Scores

Legend: Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13

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

Average Agent Scores YTD by Agent

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

Agent	Call Documentation Score	Warm Transfer Score	Quality Scores	Average Call Time Score	Ready Time Score
Agent 1	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

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

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

Legend: Abandonment Rate ▬▬ Target (10%)

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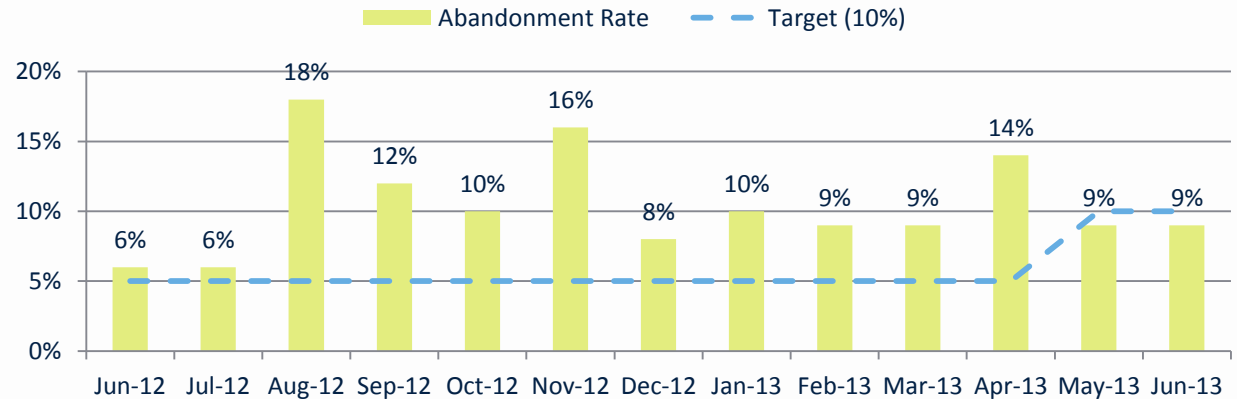
Key Performance Indicator: Average monthly percent of 311 first call resolution

Responsible Organization: Information Technology and Innovation

2013		
YTD Actual	Annual Target	Status
66%	70%	▲

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

Legend: First Call Resolution ▬▬ Target (70%)

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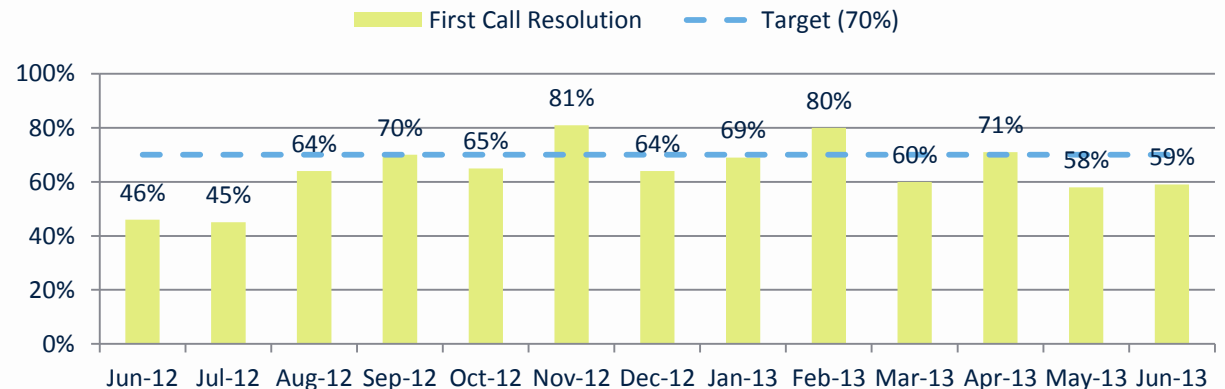
Note: First call resolution includes information requests and undocumented calls. Excludes service requests and department referrals.

NOLA 311 Top Requests and Referrals in June

	Service Requests	No.	Prior Month (May) Rank
1	Code Enforcement General Request	762	1
2	Street Light	368	2
3	Trash/Garbage	314	3
4	Residential Recycling Programs	264	4
5	Abandoned Vehicle	173	-

	Information Requests	No.	Prior Month (May) Rank
1	Sanitation Service Fees	169	2
2	Traffic Court	118	-
3	Birth Certificates	112	5
4	Assessor	68	4
5	Marriage Cert	42	-

	Department Referrals	No.	Prior Month (May) Rank
1	Safety & Permits	247	1
2	Public Works	164	2
3	Code Enforcement	133	-
4	NOPD	126	-
5	Finance - Revenue	121	3

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

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

Key Performance Indicator: Number of potholes filled

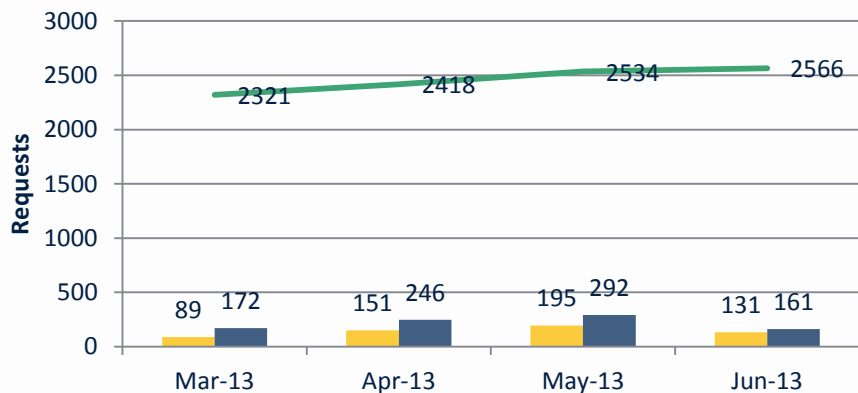*Responsible Organization: Department of Public Works*
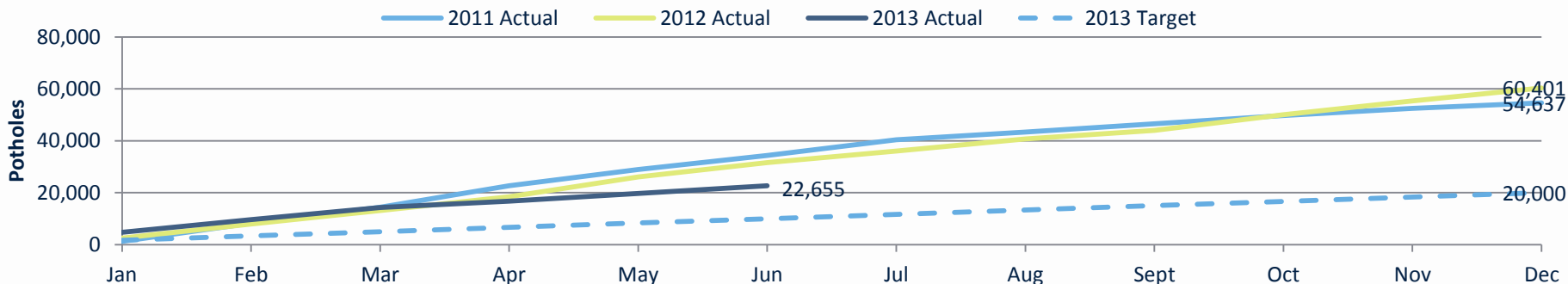
Legend: 2011 Actual — 2012 Actual — 2013 Actual — 2013 Target

Chart (Potholes vs months Jan–Dec):
- 60,401
- 54,637
- 22,655
- 20,000

2011		2012		2013		
Annual Actual	**Target Met?**	**Annual Actual**	**Target Met?**	**YTD Actual**	**Annual Target**	**Status**
54,637	🟢	60,401	🟢	22,655	20,000	🟢

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

311 Pothole/Roadway Surface Repair Service Requests

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

Open Requests (End of Month): 2321, 2418, 2534, 2566

	Mar-13	Apr-13	May-13	Jun-13
Closed Requests	89	151	195	131
New Requests	172	246	292	161

Days to Close Pothole/Roadway Surface Repair

Legend: Mar-13 | Apr-13 | May-13 | Jun-13

Days	Mar-13	Apr-13	May-13	Jun-13
0-30	74	111	147	94
31-60	8	13	9	11
61-90	2	12	4	5
91-120	3	2	8	5
More than 120	2	13	27	16
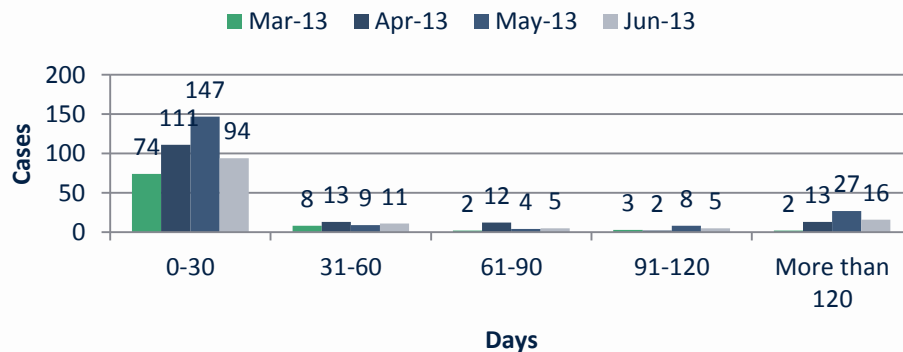
Note: Expected days to close, developed in 2012: 60-365 days.

DPW Maintenance 311 Service Requests

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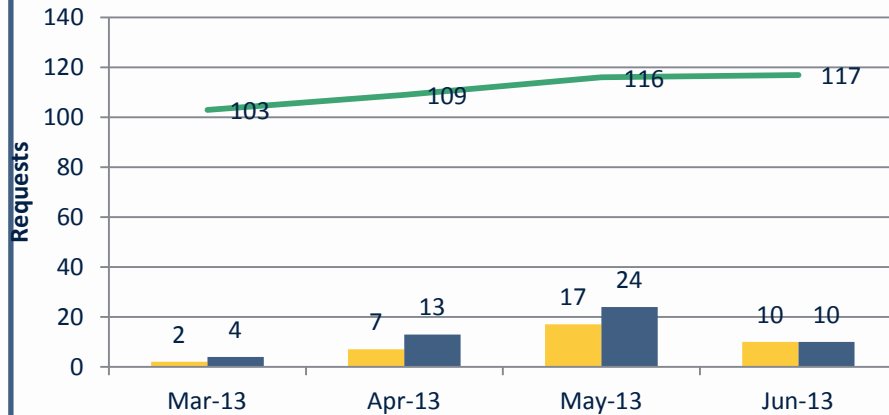
Legend: Closed Requests | New Requests | Open Requests (End of Month)

Open Requests (End of Month): Mar-13: 103, Apr-13: 109, May-13: 116, Jun-13: 117

Month	Closed Requests	New Requests
Mar-13	2	4
Apr-13	7	13
May-13	17	24
Jun-13	10	10

Sidewalk Repair

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

Open Requests (End of Month): Mar-13: 493, Apr-13: 503, May-13: 529, Jun-13: 543

Month	Closed Requests	New Requests
Mar-13	20	32
Apr-13	25	34
May-13	28	48
Jun-13	18	29

Road Shoulder Repair

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

Open Requests (End of Month): Mar-13: 157, Apr-13: 252, May-13: 183, Jun-13: 194
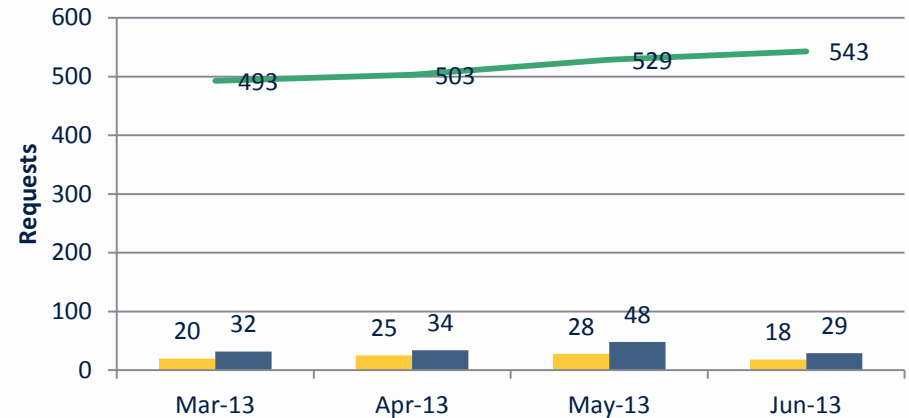
Month	Closed Requests	New Requests
Mar-13	7	14
Apr-13	9	25
May-13	14	24
Jun-13	14	25
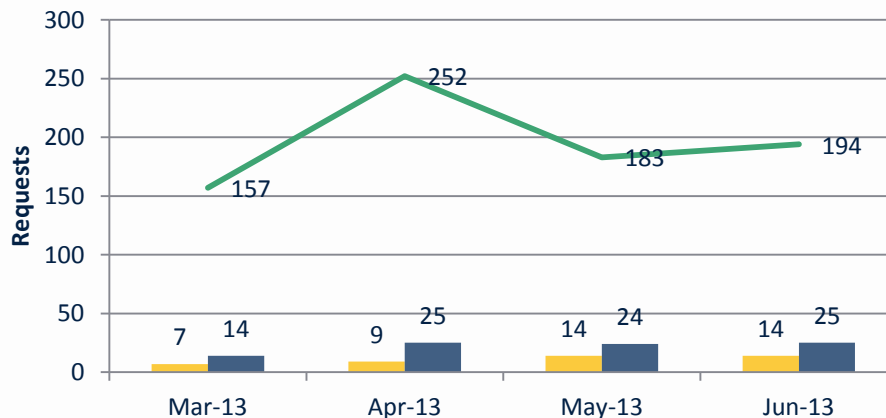
311 Issues

Responsible Parties	Issue/Status	Due
M. Jernigan	Review and revise expected days to close for service requests. All service requests targets set to 365 days.	Past Due
M. Nolan	Significant case backlog exists. Resources/funding unavailable to address requests. 5640 open cases at end of June 2013.	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: Mar-13: 40, Apr-13: 45, May-13: 50, Jun-13: 56

Month	Closed Requests	New Requests
Mar-13	3	8
Apr-13	1	6
May-13	3	8
Jun-13	2	8

Traffic Sign

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

Open Requests: Mar-13: 397, Apr-13: 452, May-13: 488, Jun-13: 511

Month	Closed Requests	New Requests
Mar-13	38	64
Apr-13	28	82
May-13	60	96
Jun-13	44	67

Street Name Sign

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

Open Requests: Mar-13: 250, Apr-13: 285, May-13: 315, Jun-13: 331

Month	Closed Requests	New Requests
Mar-13	3	29
Apr-13	12	47
May-13	36	65
Jun-13	18	34

Traffic Signal

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

Open Requests: Mar-13: 232, Apr-13: 251, May-13: 272, Jun-13: 289

Month	Closed Requests	New Requests
Mar-13	98	47
Apr-13	57	76
May-13	27	46
Jun-13	25	42

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

Chart legend: ■ Routine Maintenance ■ Major Repairs ■ LED

Repairs (y-axis, 0 to 3,000)

Month	Routine Maintenance	Major Repairs	LED
Jun-12	2,222	233	
Jul-12	1,455	68	
Aug-12	20	261	
Sep-12	-	353	
Oct-12	239		830
Nov-12	1,392	449	
Dec-12	1,169	122	
Jan-13	326	117	734
Feb-13	702	366	789
Mar-13	245	50	1,218
Apr-13	543	71	2,023
May-13	233	186	1,692
Jun-13	377	267	1,508

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
10,891	◆	12,500	◆	11,447	8,000	●

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

Streetlight Outages

Chart legend: ■ Routine ■ Major ✕ Outages as a Percentage of Total Streetlights

Month	Total Outages	Percentage
Jun-12	5,874	12%
Jul-12	5,978	12%
Aug-12	7,226	14%
Sep-12	7,209	14%
Oct-12	7,312	14%
Nov-12	6,400	13%
Dec-12	5,575	11%
Jan-13	5,329	10%
Feb-13	4,551	9%
Mar-13	4,233	8%
Apr-13	4,112	8%
May-13	3,599	7%
Jun-13	3,330	7%

Data Source: DPW Streetlights Monthly Report

311 Streetlight Service Requests

311 Streetlight Service Requests

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

Open Requests (End of Month): Mar-13: 3703, Apr-13: 4261, May-13: 4805, Jun-13: 5168

Month	Closed Requests	New Requests
Mar-13	97	526
Apr-13	16	567
May-13	15	555
Jun-13	8	368

Closed 311 Requests as Percentage of All Outages Restored

Month	Percentage
Nov-12	77%
Dec-12	26%
Jan-13	12%
Feb-13	93%
Mar-13	6%
Apr-13	1%
May-13	1%
Jun-13	0%

Days to Close

Days	Mar-13	Apr-13	May-13	Jun-13
0-30	12	2	1	4
31-60	8	5	3	
61-90	10	2	2	
91-120	20			
121-150	11			
150-180	15	2	2	1
More than 180	21	5	7	3

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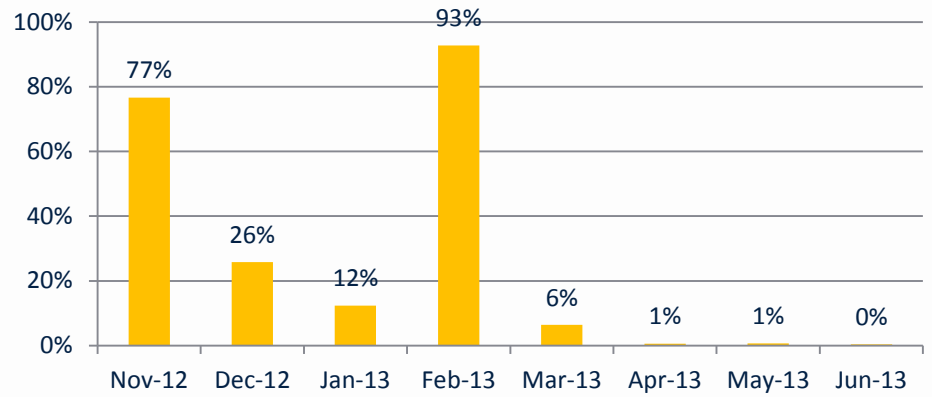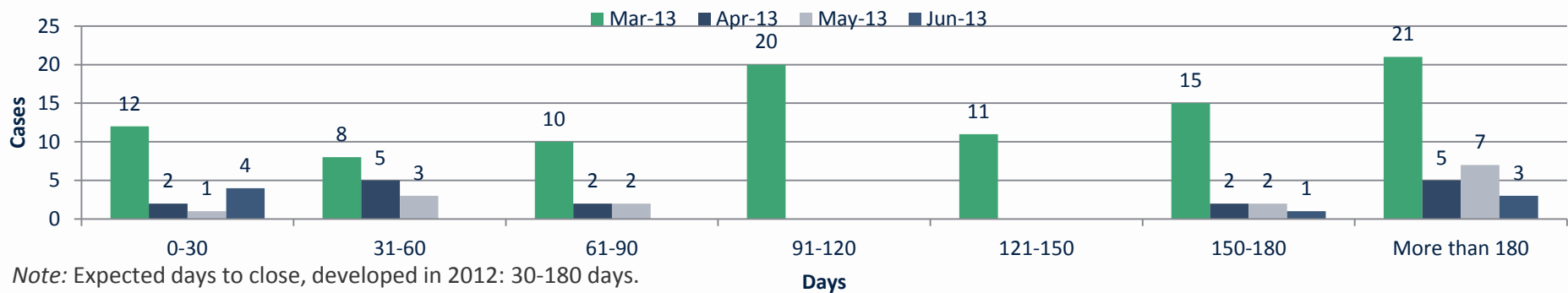
311 Issues

Responsible Parties	Issue	Due	Status
M. Jernigan/M. Torri	Determine new method for closing the backlog of streetlight cases based on actual work completed.	Past Due	Proposed approach pending approval. Royal Engineering actively updating cases created after 4/2/13.

Data Source: DPW Streetlights Monthly Report

Key Performance Indicator: Average number of days to close 311 abandoned vehicle calls
Responsible Organization: Department of Public Works
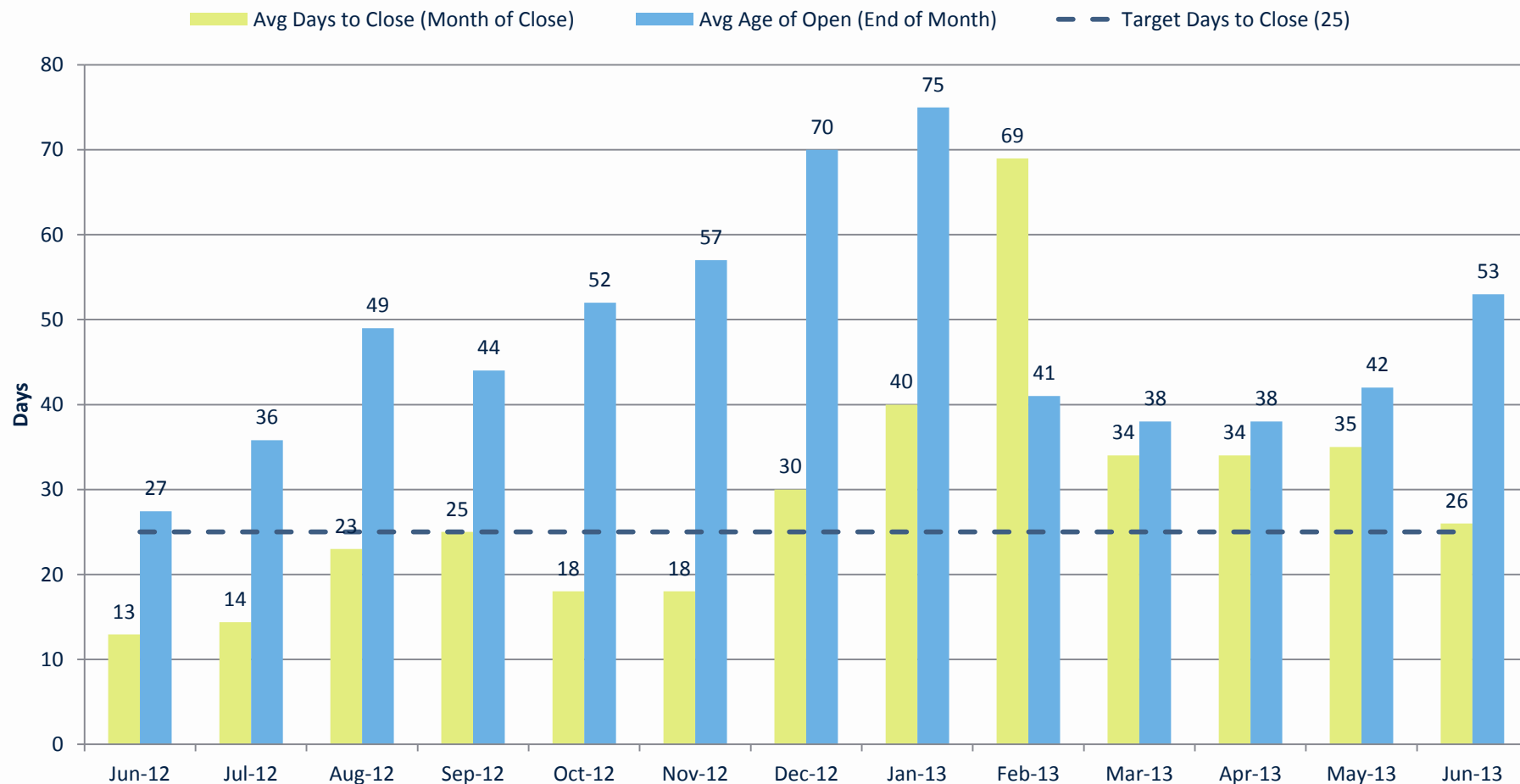
Legend:
- Avg Days to Close (Month of Close)
- Avg Age of Open (End of Month)
- Target Days to Close (25)

Chart data (Avg Days to Close / Avg Age of Open):

Month	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
Jun-13	26	53

Y-axis: Days (0–80)

Status 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
	17	-	18	●	39	≤ 25	◆

Data Source: 311

311 Abandoned Vehicle Service Requests

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

Month	Closed Requests	New Requests	Open Requests (End of Month)
Jun-12	154	164	147
Jul-12	156	196	187
Aug-12	192	165	160
Sep-12	170	209	199
Oct-12	169	212	242
Nov-12	190	178	230
Dec-12	124	153	259
Jan-13	270	195	185
Feb-13	151	166	202
Mar-13	191	219	232
Apr-13	183	214	264
May-13	222	176	219
Jun-13	182	173	212

Action Items

Date	Responsible Parties	Action Item	Due	Status
10/4/12	M. Jernigan, A. Square	Contract with additional towing companies for abandoned vehicles	Ongoing	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.
4/18/13	J. Soileau, M. Jernigan	Explore process for advance hiring for high turnover positions	Complete	Discussions with Civil Service and the Budget Office did not reveal any barriers. DPW indicated that the department already uses such a process. With staffing and payroll data, OPA can work with any other departments to set up a process if needed.

Data Source: 311

Key Performance Indicator: Number of catch basins cleaned

Responsible Organization: Department of Public Works

- - - 2013 Target   —— 2012 Actual   —— 2013 Actual
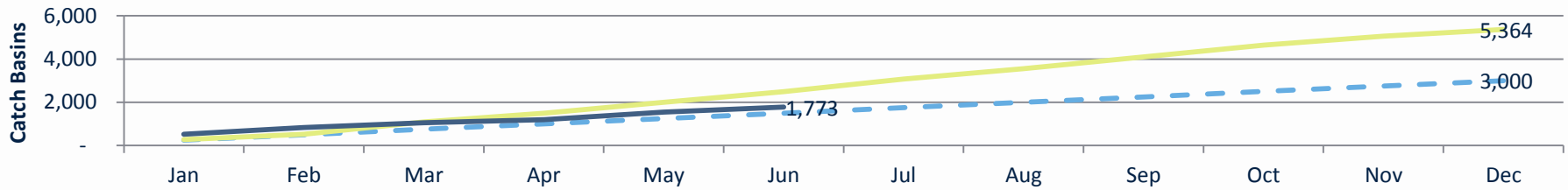
Catch Basins (y-axis): -, 2,000, 4,000, 6,000
Months (x-axis): Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec
2012 Actual reaches 5,364 in Dec; 2013 Target reaches 3,000; 2013 Actual reaches 1,773 in Jun.

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	🟢	1,773	3,000	🟢

311 Street Flooding/Drainage Service Requests

🟨 Closed Requests   🟦 New Requests   —— Open Requests (End of Month)
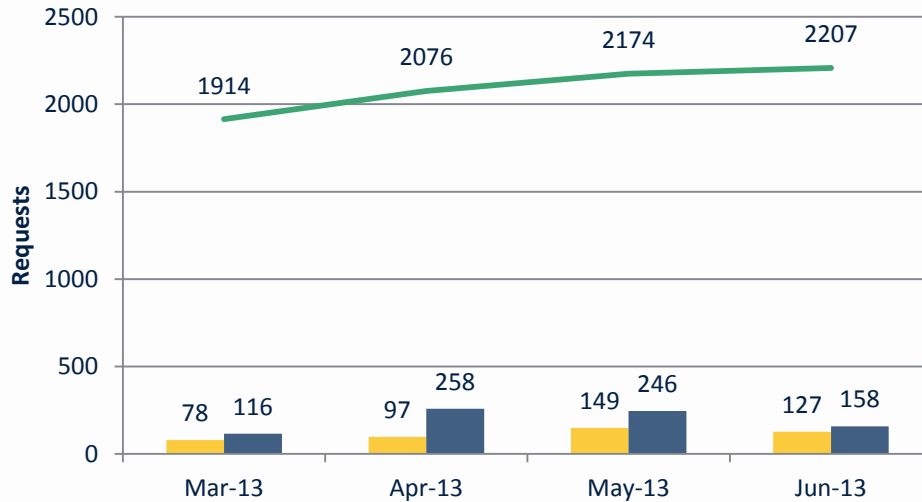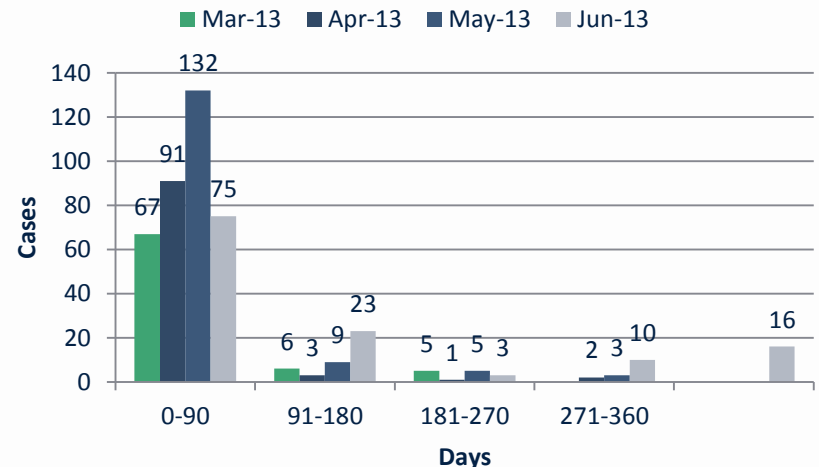
Requests by month:
- Mar-13: Closed 78, New 116, Open 1914
- Apr-13: Closed 97, New 258, Open 2076
- May-13: Closed 149, New 246, Open 2174
- Jun-13: Closed 127, New 158, Open 2207

Days to Close

🟩 Mar-13   🟦 Apr-13   🟦 May-13   ⬜ Jun-13

Cases by days range:
- 0-90: 67, 91, 132, 75
- 91-180: 6, 3, 9, 23
- 181-270: 5, 1, 5, 3
- 271-360: 2, 3, 10; 16

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

Data Sources: DPW Weekly Maintenance Reports and 311

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

Operations Support	Goal	Goal Met		Within Control Limits		Trend
Billing Accuracy / Reasonable						
	Meters Read	Green		Green		Green
	Estimated Bills			Green		Yellow
	High Bill Complaints	Green		Green		Green
	Adjusted Bills					
Problem Resolution	Customer Contacts	Yellow		Green		Yellow
	Call Wait Time			Green		Yellow
	Abandoned Calls	Yellow		Red		Red
	Low Water Pressure			Green		Yellow
	Water System Leaks	Green		Green		Green
	Sewer System Leaks					Yellow
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

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.
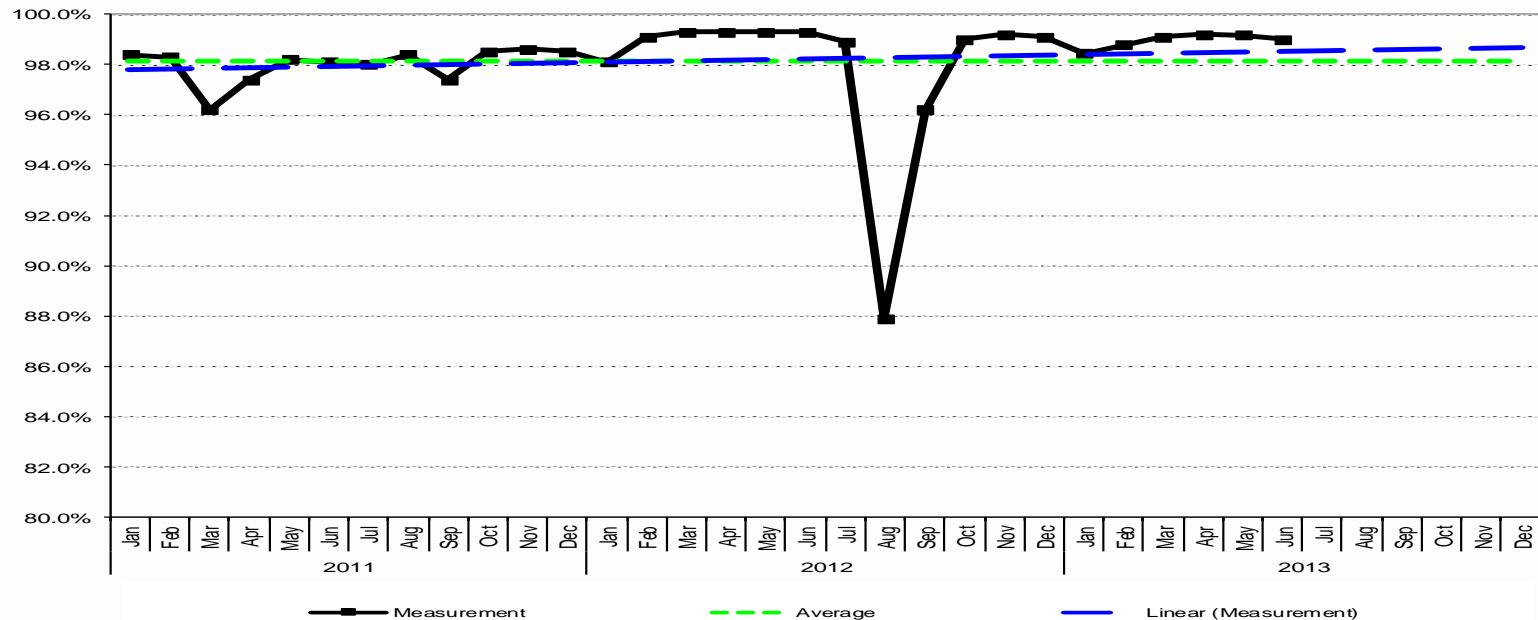
Data Table

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

Data Source: Sewerage and Water Board of New Orleans

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

EUM Attribute:
Customer Satisfaction

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

Constituency:
Customer Ratepayers

Objective: Provide Accurate Bills

Goal: Bill Accounts With Less Than 2% Estimated

Currently Meeting Goal: Close

Process Operating Within Control Limits:
Yes

Trend: Level

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

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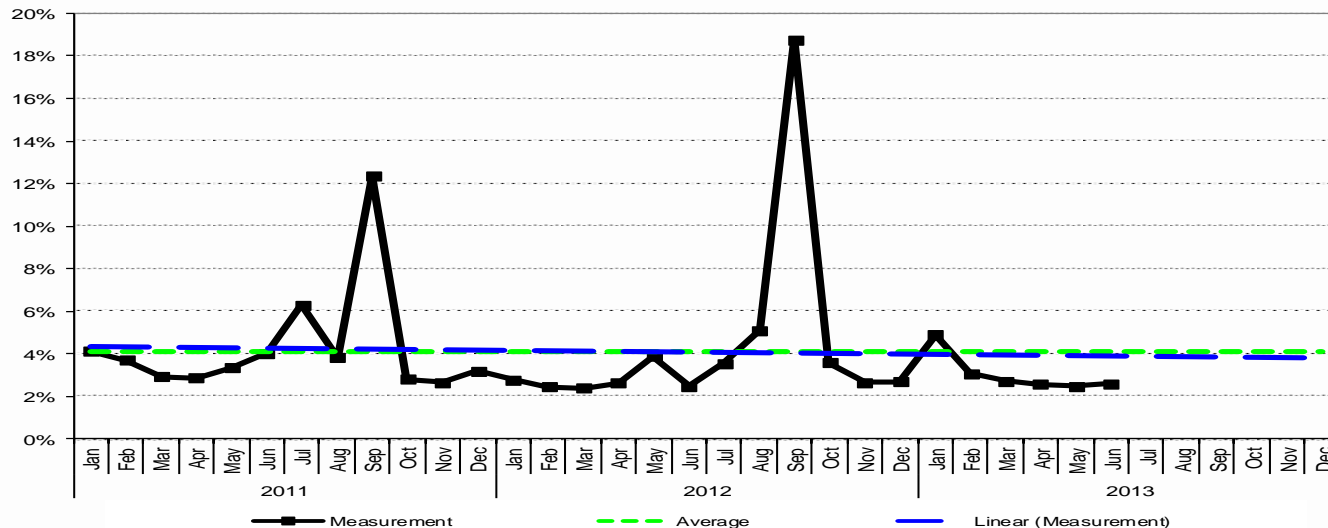
Data Table

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

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

Constituency:
Customer Ratepayers

Objective: Provide Accurate Bills

Goal: Reduce percentage over time

Currently Meeting Goal: Yes

Process Operating Within Control Limits: Yes

Trend: Favorable

Analysis

Customers request an investigation about their usage when the bill is higher than normal amounts. The higher billed amount may be due to: a leak; one or more estimated readings followed by an actual reading; an erroneous meter reading; or increased water, sewer, or sanitation rates. Before an adjustment can be made, an inspection of the meter and service line must be performed.

Plans for Improvement

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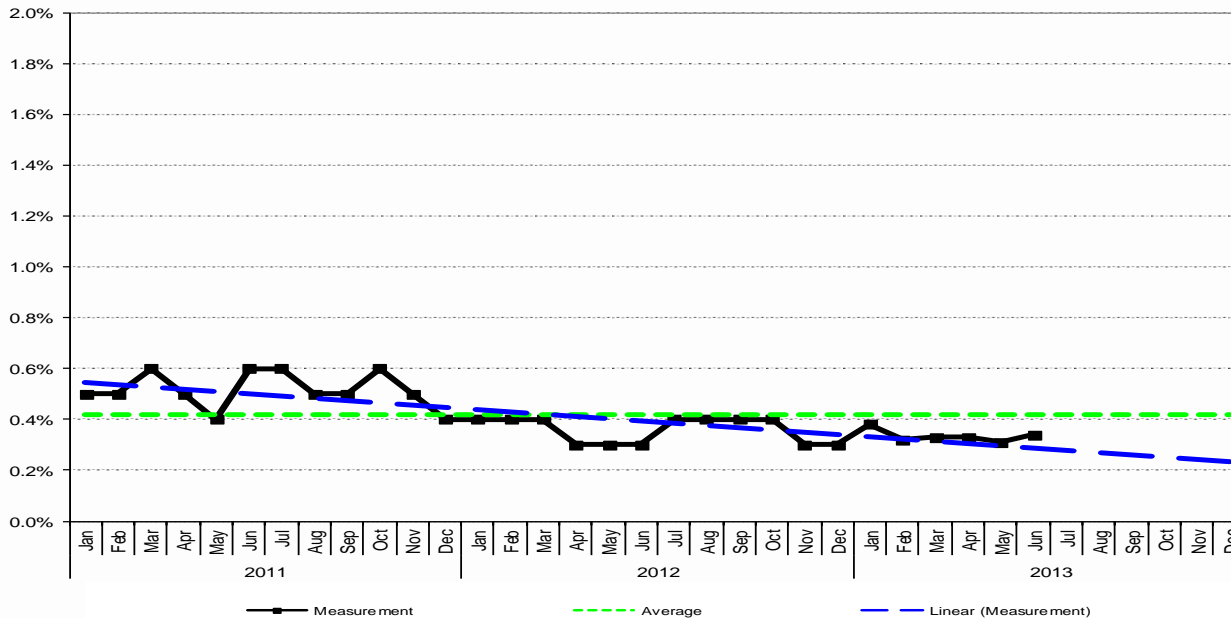
Data Table

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

Data Source: Sewerage and Water Board of New Orleans

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

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Reduce
percentage over time

Currently Meeting
Goal: Yes

Process Operating
Within Control Limits:
Yes

Trend: Favorable

Analysis

Customers request adjustments to their bill due to higher than normal amounts. The higher billed amount may be due to: a leak; one or more estimated readings followed by an actual reading; an erroneous meter reading; or increased water, sewer, or sanitation rates. Before an adjustment can be made, an inspection of the meter and service line must be performed.

Plans for Improvement

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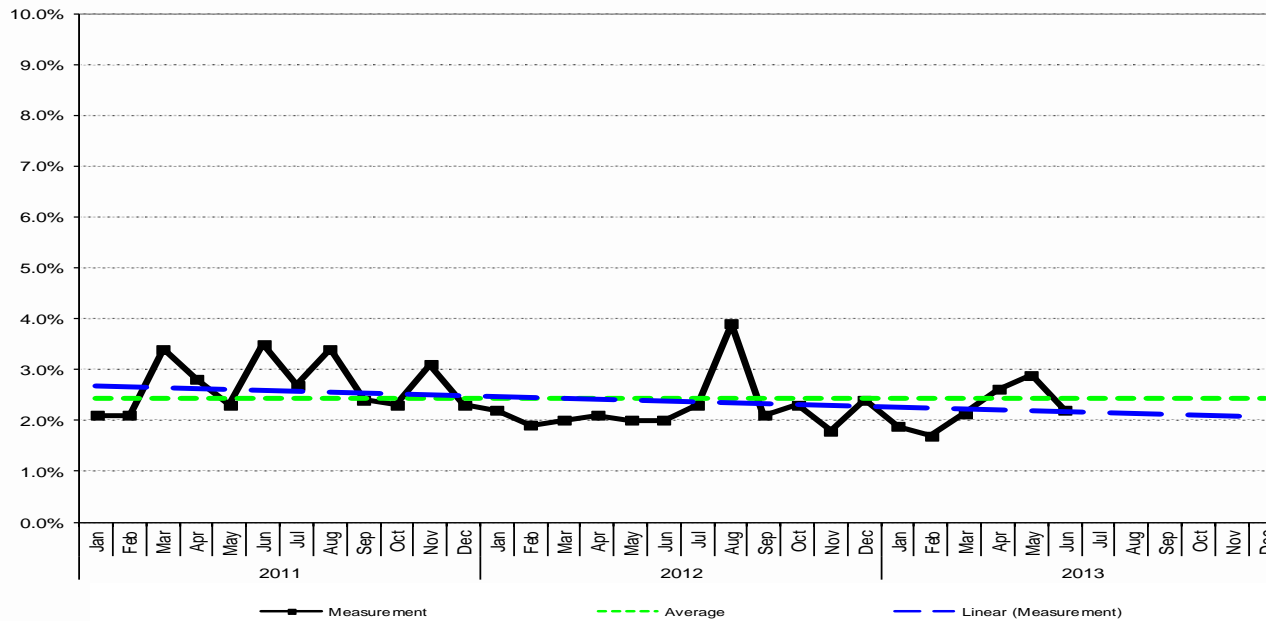
Data Table

	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%						

Data Source: Sewerage and Water Board of New Orleans

Sewerage and Water Board of New Orleans
Total Inbound Customer Contacts

Constituency: Customer Ratepayers

Currently Meeting Goal: Close

Objective: Provide Timely Information and Respond Promptly to Requests

Process Operating Within Control Limits: Yes
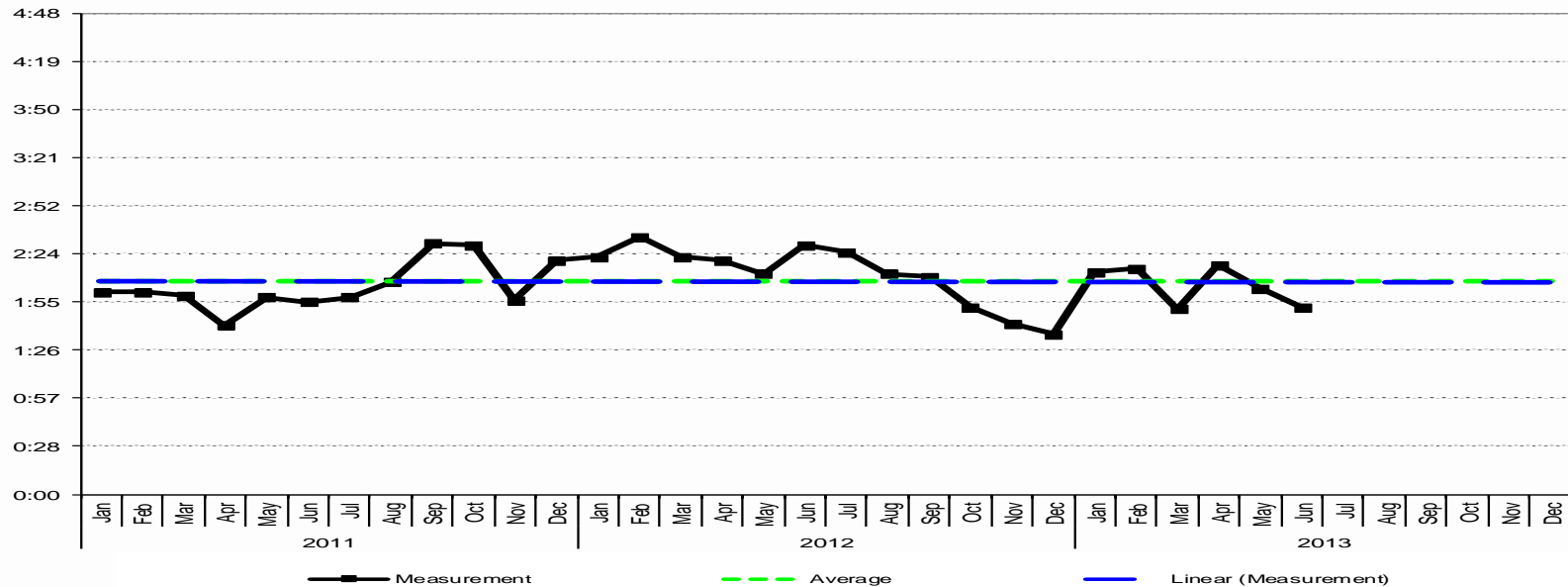
Goal: Reduce Triggers of Customer Calls

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 continously, while the Call Center for billing and non-emergency issues is operated from 7 AM to 7 PM. Call volumes can vary significantly month to month.

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

Legend: Measurement — Average — Linear (Measurement)

Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	22,887	21,210	17,328	18,507	19,943	19,116	23,863	28,102	23,759	23,751	21,839	21,057
2012	21,447	21,313	23,164	23,164	18,977	18,149	23,545	25,870	22,818	22,773	24,842	22,438
2013	25,331	21,051	21,194	19,937	22,446	21,994						

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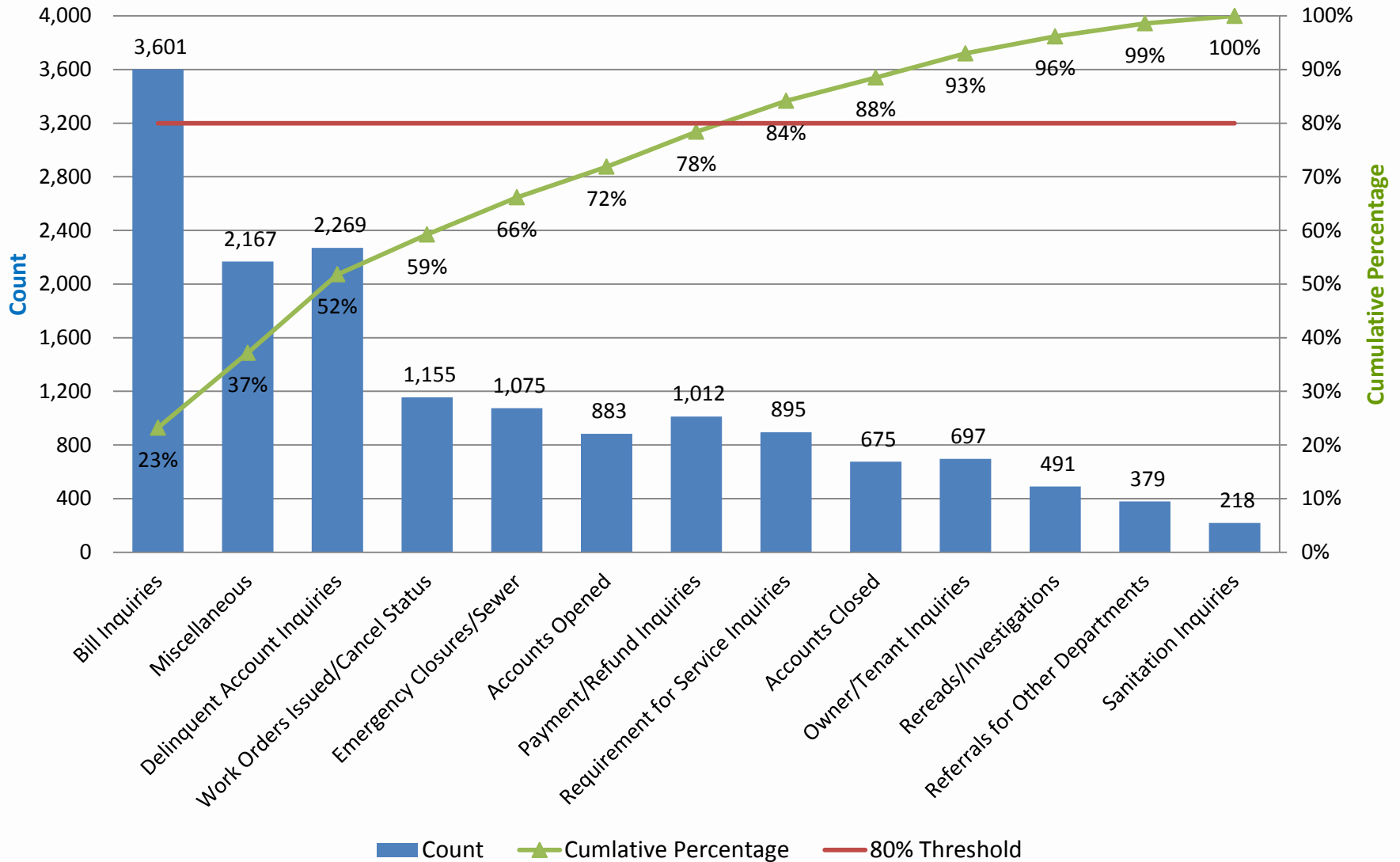
Sewerage and Water Board of New Orleans
Average Call Wait Time

Constituency:
Customer Ratepayers

Objective: Provide Accurate Bills

Goal: Reduce over time

Currently Meeting Goal: Close

Process Operating Within Control Limits:
Yes

Trend: Level

Analysis

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

Plans for Improvement

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

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

Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	2:01	2:01	1:59	1:41	1:58	1:55	1:58	2:07	2:30	2:29	1:56	2:20
2012	2:22	2:34	2:22	2:20	2:12	2:29	2:25	2:12	2:10	1:52	1:42	1:36
2013	2:13	2:15	1:51	2:17	2:03	1:52						

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: Close

Process Operating Within Control Limits: No

Trend: Unfavorable

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

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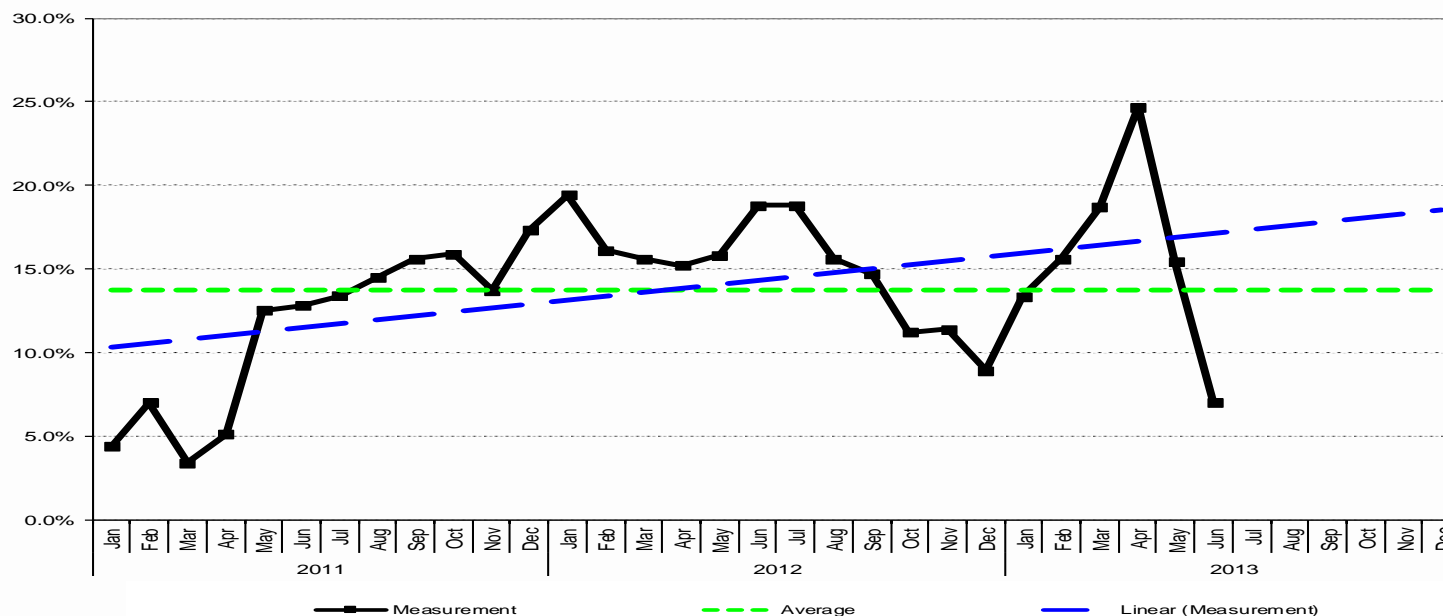
Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	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%						

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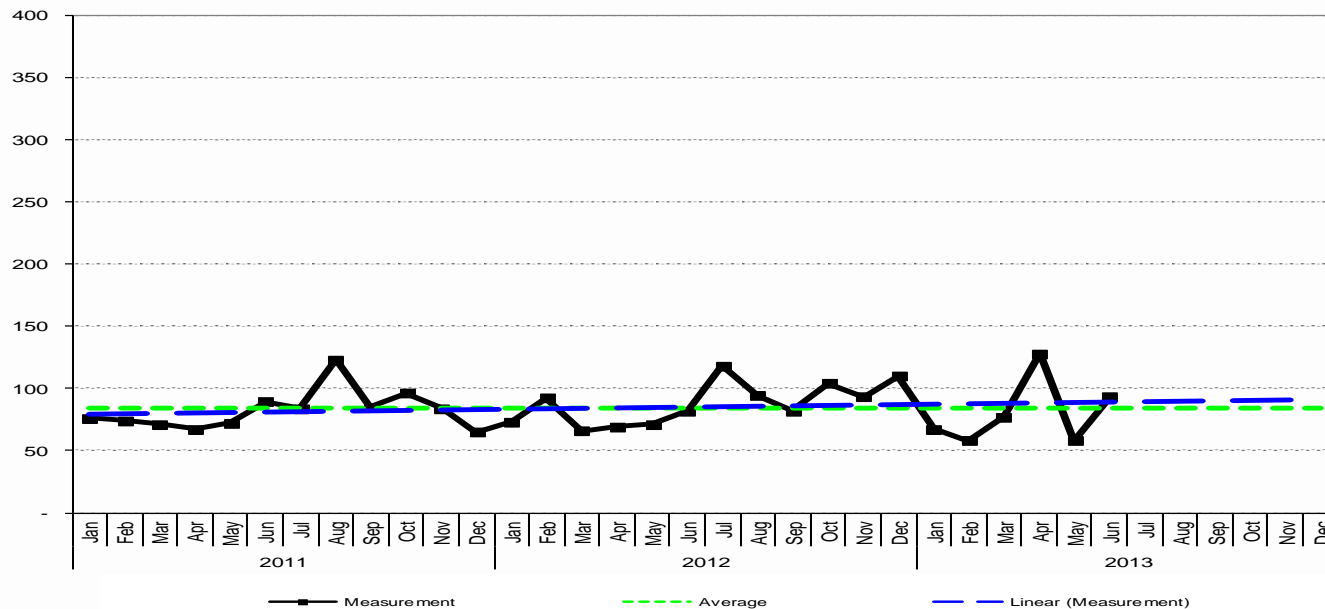
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	76	74	71	67	72	89	84	123	85	96	84	65
2012	73	92	66	69	71	82	118	94	82	104	93	110
2013	67	58	77	128	58	93						

Data Table

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.
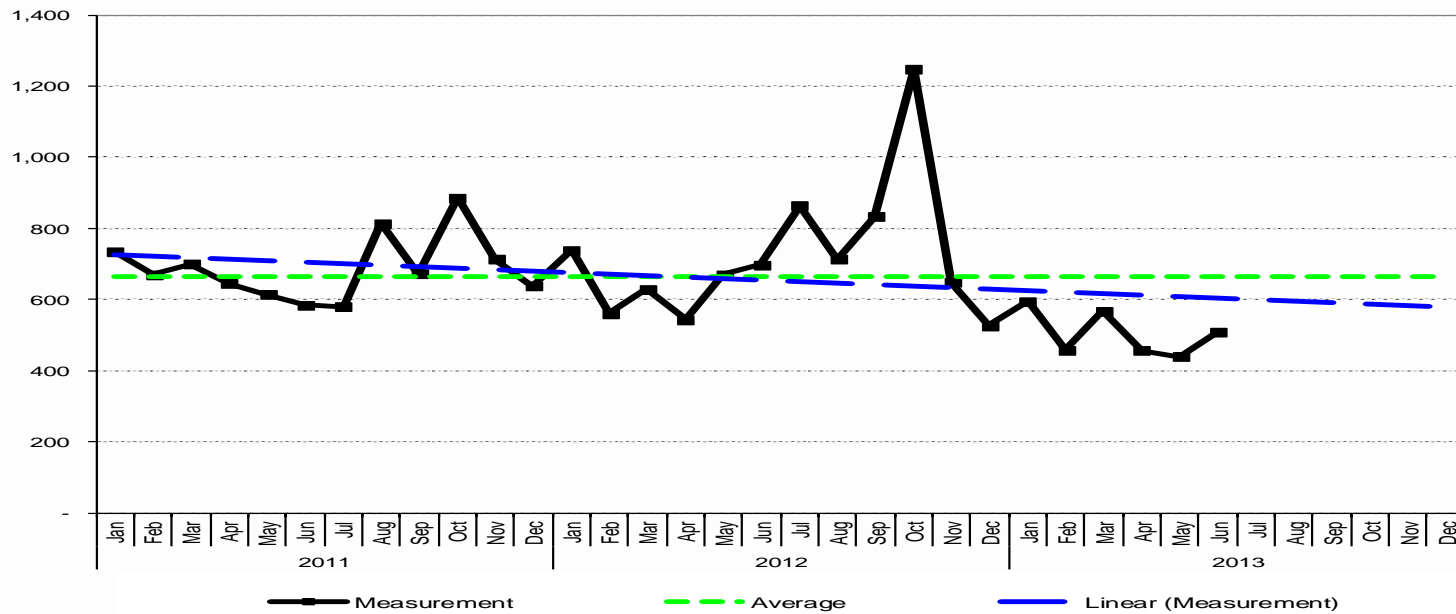
Data Table

	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						

Data Source: Sewerage and Water Board of New Orleans

Sewerage and Water Board of New Orleans
Total Service Requests for Sewer System Leaks

Constituency:
Customer
Ratepayers

Objective: Provide Timely
Information and Respond
Promptly to Requests

Goal: Reduce
Number of Service
Requests

Currently Meeting
Goal: Yes

Process Operating
Within Control
Limits: Yes

Trend: Close

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

Plans for Improvement
Staff has recently expanded the use of Networks Department field staff focused on sewer system repairs.
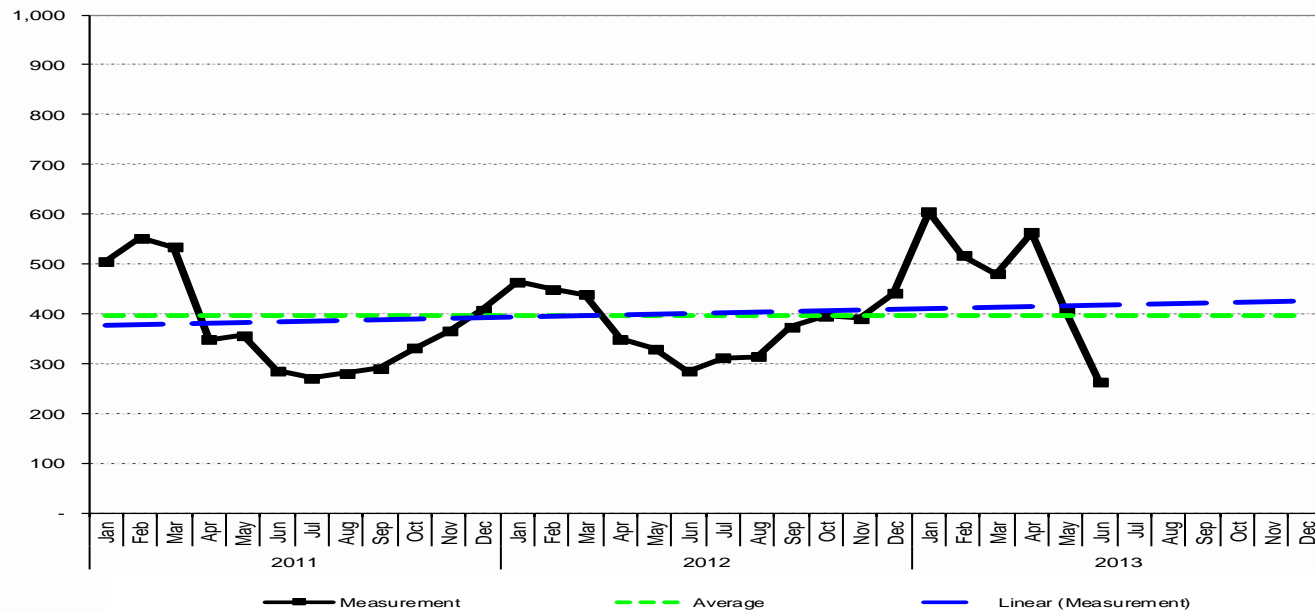
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	505	552	534	348	356	286	271	280	290	331	365	408
2012	464	449	438	349	329	284	311	313	374	396	391	441
2013	604	516	480	563	406	264						

Data Table

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
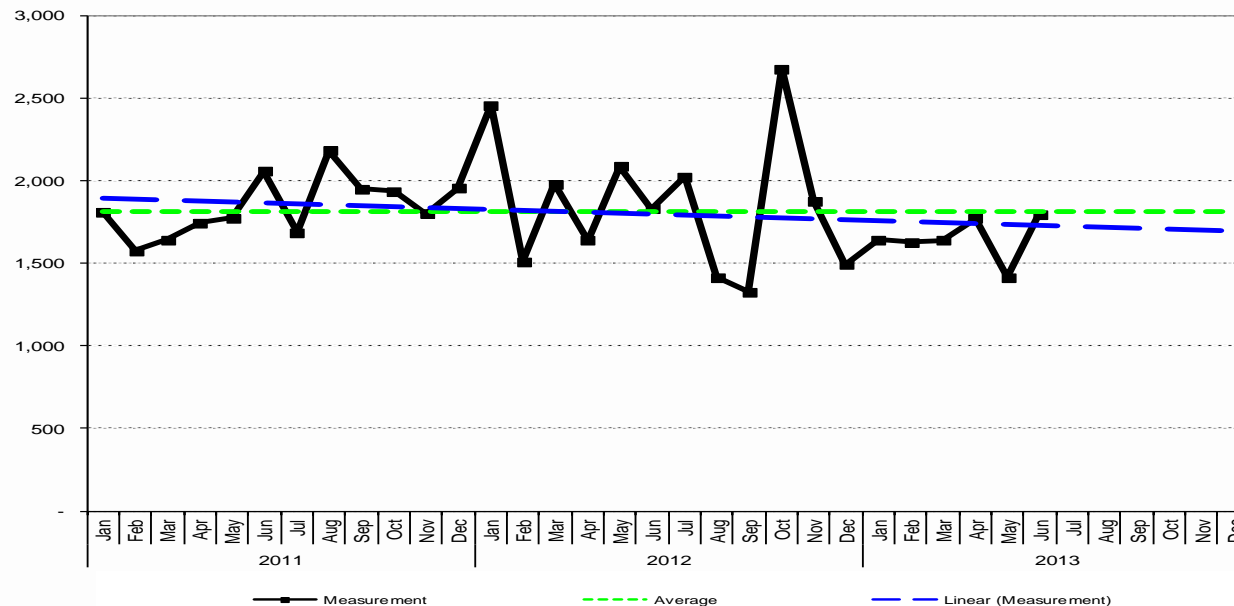
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	1,807	1,576	1,641	1,744	1,773	2,056	1,687	2,180	1,951	1,933	1,800	1,952
2012	2,456	1,511	1,980	1,638	2,085	1,829	2,024	1,413	1,327	2,676	1,877	1,490
2013	1,641	1,628	1,638	1,770	1,415	1,795						

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

EUM Attribute:
Financial Viability

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

Constituency:
Customer Ratepayers

Objective: Efficient use of resources in providing services

Goal: None established

Currently Meeting Goal: Not Applicable

Process Operating Within Control Limits: Yes

Trend: Favorable

Analysis

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

Plans for Improvement

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

Collections Delayed During Hurricane Isaac

y-axis: in Millions of Dollars

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

x-axis: Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec (2011), Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec (2012), Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec (2013)

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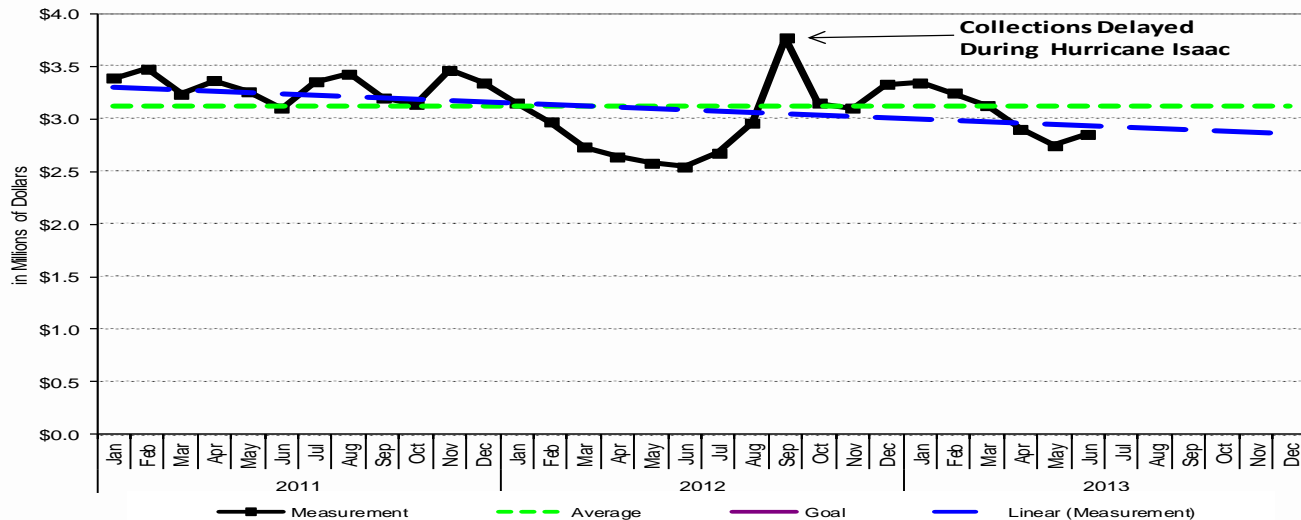
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	$3.391	$3.476	$3.238	$3.363	$3.260	$3.100	$3.353	$3.431	$3.202	$3.136	$3.467	$3.348
2012	$3.149	$2.973	$2.735	$2.643	$2.583	$2.544	$2.678	$2.966	$3.770	$3.149	$3.104	$3.327
2013	$3.348	$3.243	$3.127	$2.907	$2.748	$2.860						

Data Source: Sewerage and Water Board of New Orleans

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

EUM Attribute:
Financial Viability

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

Constituency:
Customer
Ratepayers

Objective: Efficient use of resources in providing services

Goal: None established

Currently Meeting Goal: Not Applicable

Process Operating Within Control Limits: Yes

Trend: Favorable

Analysis

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

Plans for Improvement

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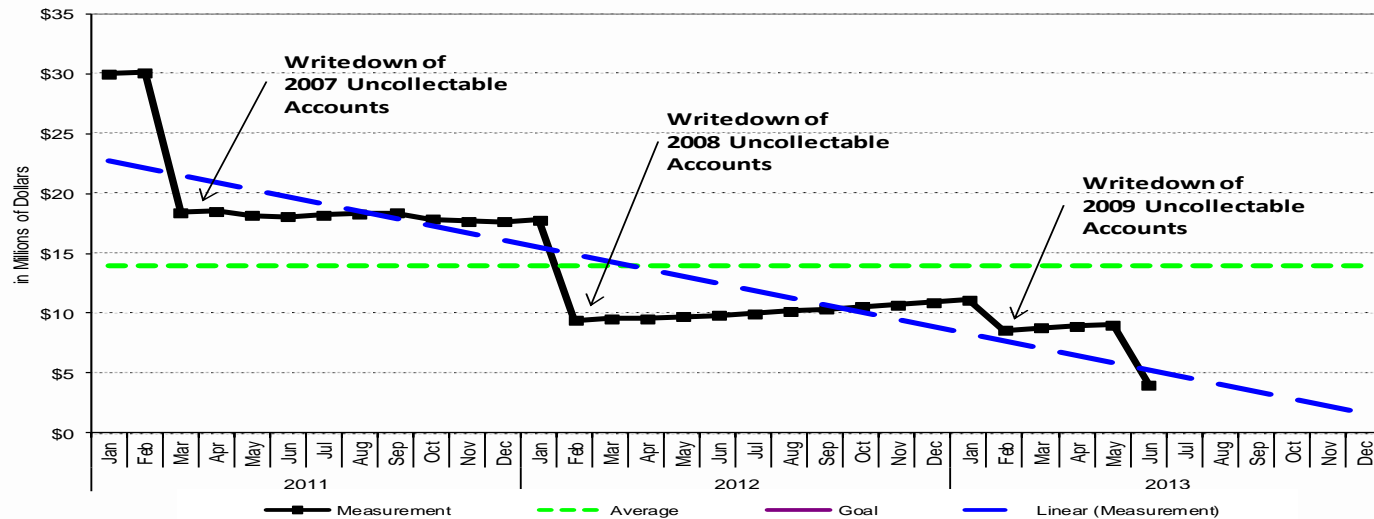
Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	$30.004	$30.128	$18.428	$18.546	$18.179	$18.059	$18.201	$18.301	$18.359	$17.856	$17.685	$17.634
2012	$17.811	$9.400	$9.558	$9.557	$9.710	$9.818	$9.995	$10.176	$10.360	$10.553	$10.724	$10.931
2013	$11.104	$8.552	$8.766	$8.928	$9.055	$4.024						

Sustainable Communities

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

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

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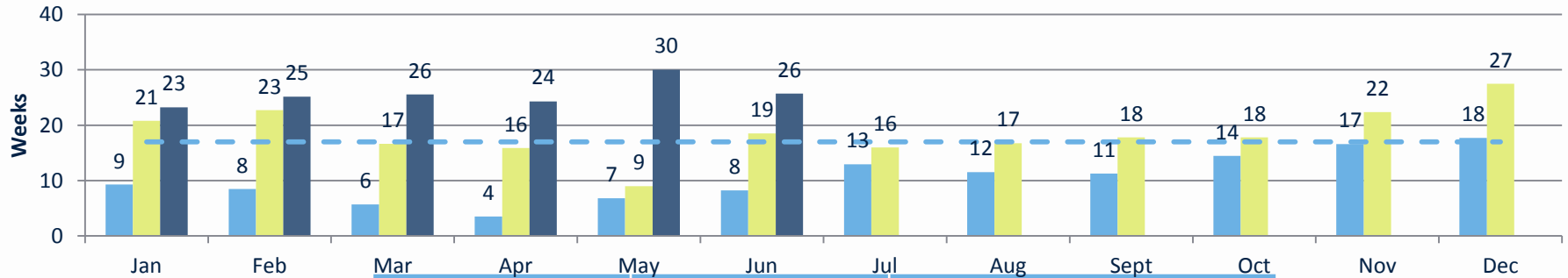## Responsible Organization: Department of Parks & Parkways
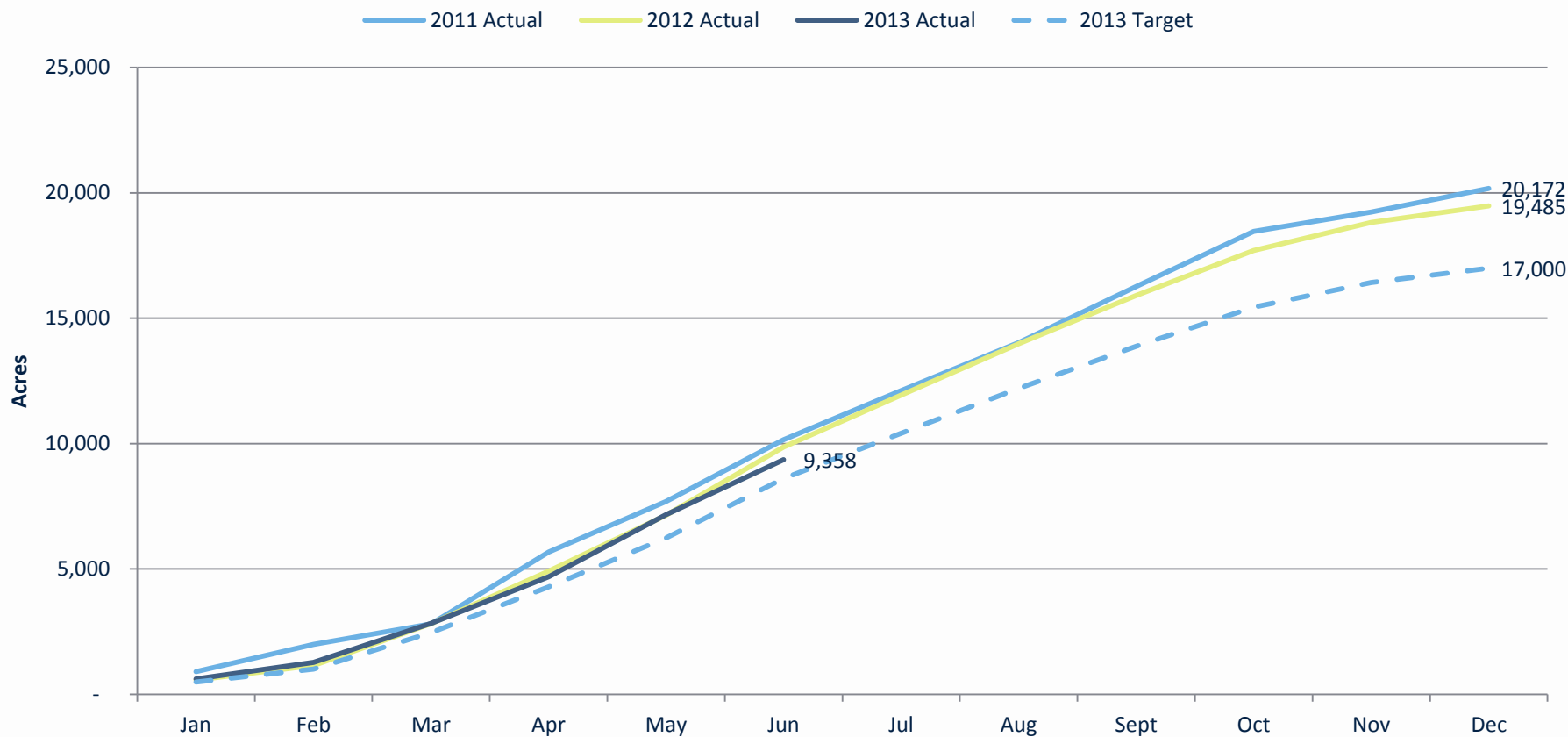
Legend: 2011 Actual — 2012 Actual — 2013 Actual — 2013 Target

Chart values (y-axis: Acres, 25,000 to -; x-axis: Jan–Dec)
End labels: 20,172 / 19,485 / 17,000 / 9,358

	2011		2012		2013		
	Annual Actual	Target Met?	Annual Actual	Target Met?	YTD Actual	Annual Target	Status
	20,172	🟢	19,485	🟢	9,358	17,000	🟢

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

Key Performance Indicator: Average number of weeks to complete non-emergency tree service requests
Responsible Organization: Department of Parks & Parkways

Legend: ■ 2011 Actual ■ 2012 Actual ■ 2013 Actual - - - 2013 Target (17 Weeks)

Month	2011 Actual	2012 Actual	2013 Actual
Jan	9	21	23
Feb	8	23	25
Mar	6	17	26
Apr	4	16	24
May	7	9	30
Jun	8	19	26
Jul	13	16	
Aug	12	17	
Sept	11	18	
Oct	14	18	
Nov	17	22	
Dec	18	27	

- 🟢 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

Month	Non-Emergency	Emergency
Jun-12	51	83
Jul-12	54	118
Aug-12	34	204
Sep-12	35	521
Oct-12	97	72
Nov-12	52	42
Dec-12	78	56
Jan-13	44	49
Feb-13	38	57
Mar-13	48	33
Apr-13	51	142
May-13	48	76
Jun-13	77	66
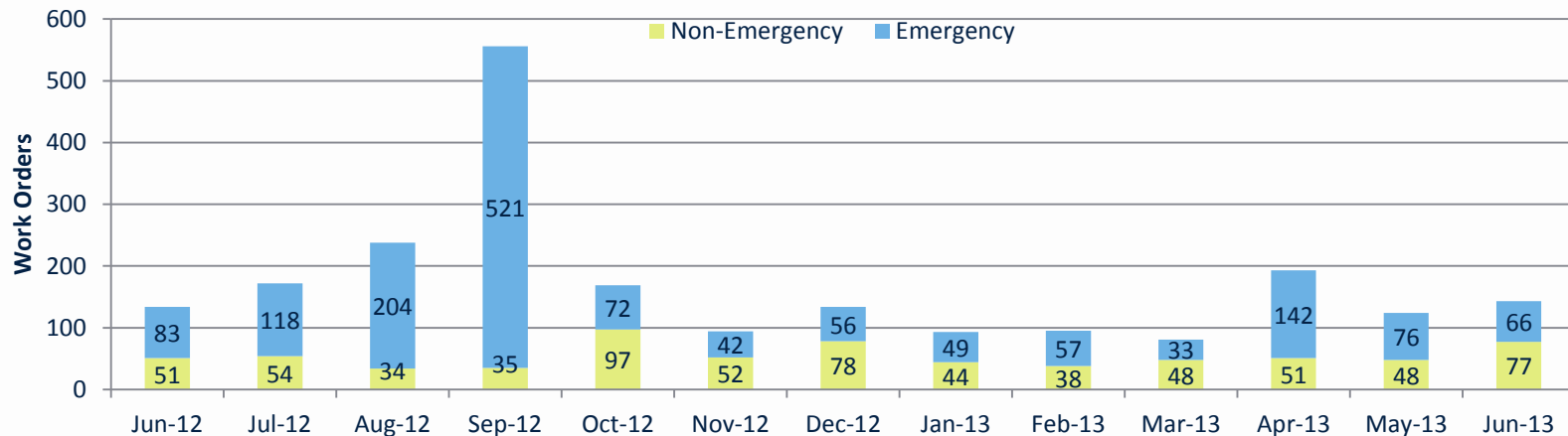
Note: Work orders may include multiple trees.

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	Jun-13
Removals	72	77	62	80	159	34	42	67	50	98	150	87	46
Trims	117	106	144	80	170	577	127	221	80	47	104	150	122
Emergencies	51	93	186	502	35	11	24	24	21	15	98	42	44
No Work Needed	6	6	5	4		-	3				6		21

Y-axis: Work Orders (0–800)

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	8						

Y-axis: Permits (0–40)

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

Bandit Signs Removed

Left chart (stacked area, Parks and Parkways / Sanitation), Jan-11 to Jun-13, Signs axis 0–35,000. Labels: Sanitation 11,472; Parks and Parkways 20,656.

Right chart (2011, 2012, 2013), Signs axis 0–6,000, Jan–Dec. Labels: 310, 305, 201, 431, 436, 632.

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 ■ Summons

Month	Inspections	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
Jun-13	201	6
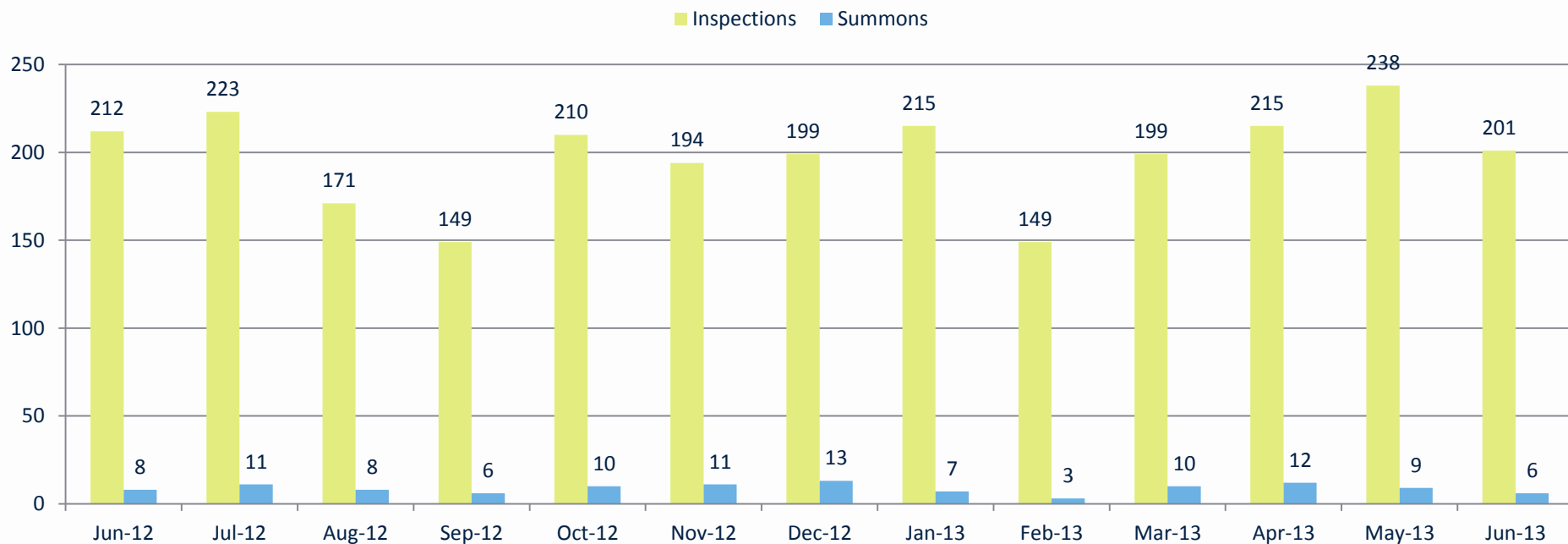
Note: Additional inspections performed and summons issued by the NOPD quality of life officers are not included in the totals.

Action Items

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

Data Source: Department of Sanitation Monthly Report

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

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

2011		2012		2013		
Annual Actual	Target Met?	Annual Actual	Target Met?	YTD Actual	Annual Target	Status
1,013	🟢	972	🟢	1,004	900	🟢

Legend: 2011 Actual, 2012 Actual, 2013 Actual, 2013 Target

Chart values shown: 1,004 · 1,013 · 972 · 900

Tires Removed

Legend: 2011 Actual, 2012 Actual, 2013 Actual

Values shown: 2,030 · 2,325 · 2,464 · 2,960 · 3,685 · 1,477

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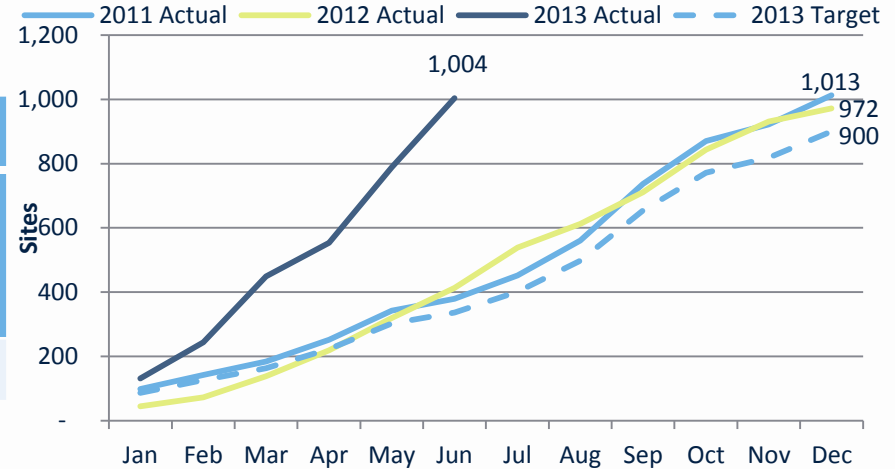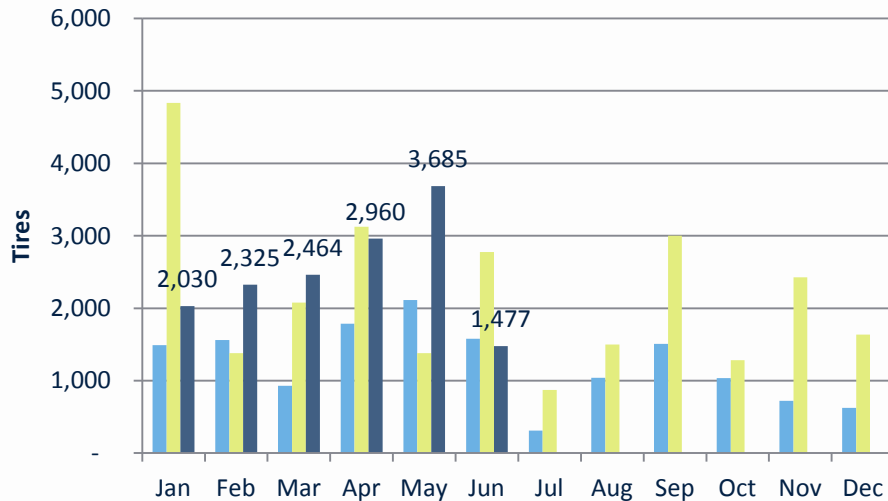
311 Illegal Dumping Service Requests

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

	Mar-13	Apr-13	May-13	Jun-13
Closed Requests	366	61	109	125
New Requests	340	56	117	139
Open Requests	38	34	42	28
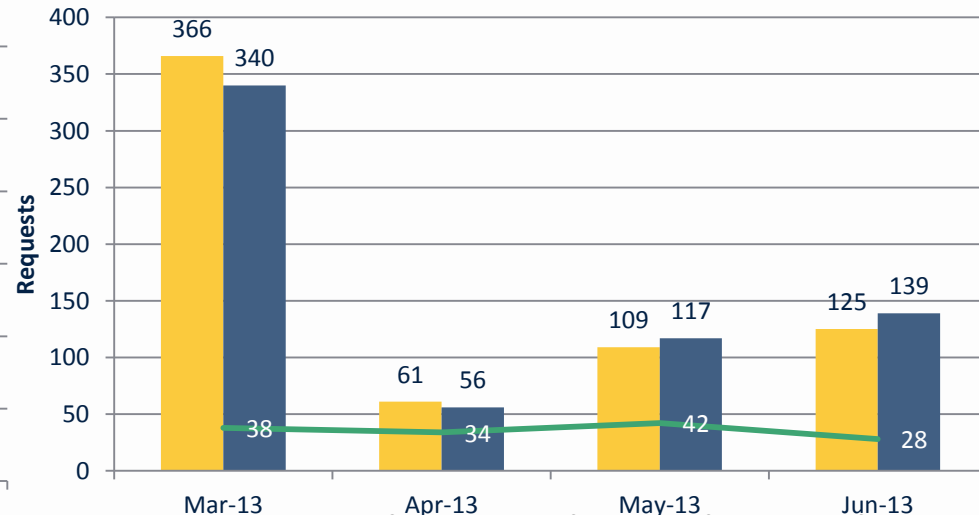
Note: March numbers reflect entering of backlog of 2013 cases from the field.

Data Source: Department of Sanitation Monthly Report and 311

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

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

Month	Avg. Days to Close	Average Age of Open
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
Jun-13	8	17
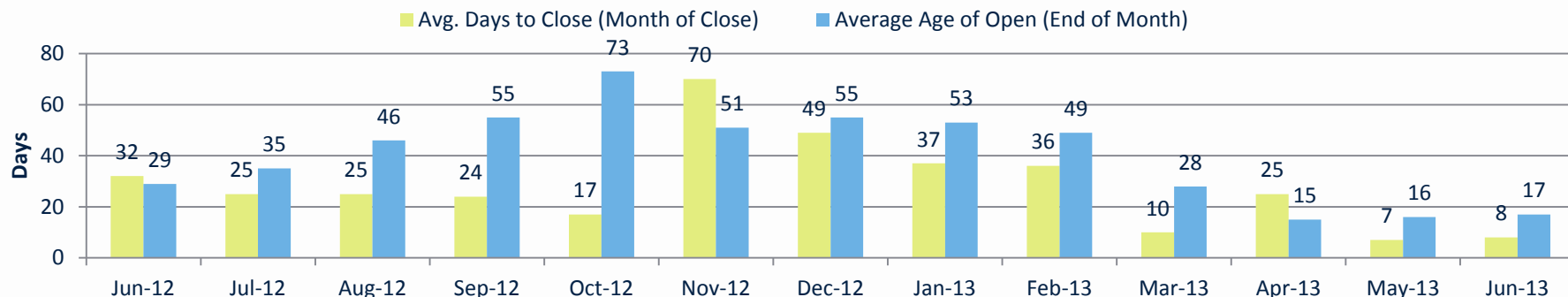
Note: Establishing a baseline in 2013. Expected days to close, developed in 2012: 30 days.

Action Items

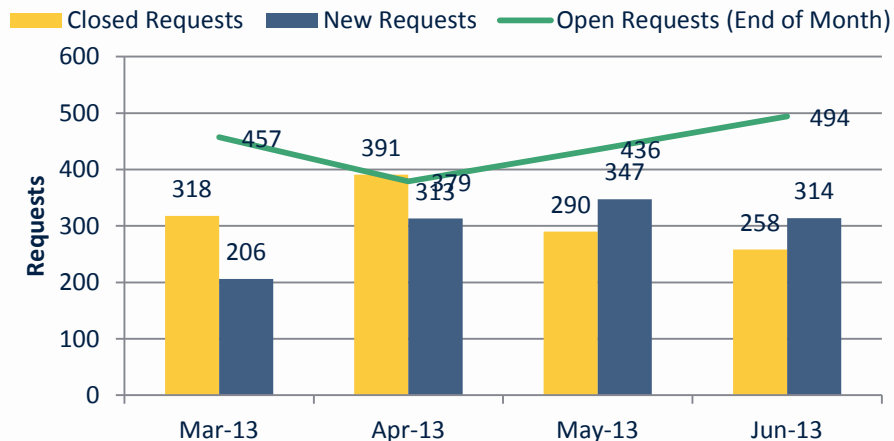| Date	Responsible Parties	Action Item	Due	Status
7/12/12	C. Sylvain-Lear	Explore grants to address tire dumping	Ongoing	To date, unsuccessful. Applied for Keep America Beautiful and Keep Louisiana Beautiful grants for surveillance cameras and other items related to inspections, education, and increased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

Requests (Y-axis: 0–300)

Month	Closed	New	Open
Mar-13	239	94	150
Apr-13	200	106	57
May-13	118	135	77
Jun-13	138	136	75

Days to Close

Legend: Mar-13 | Apr-13 | May-13 | Jun-13

Cases (Y-axis: 0–120)

Days	Mar-13	Apr-13	May-13	Jun-13
0-10	58	48	53	88
11-20	20	7	28	41
21-30	17	19	25	9
31-40	16	13	7	
41-50	26	12	2	
More than 50	102	101	3	
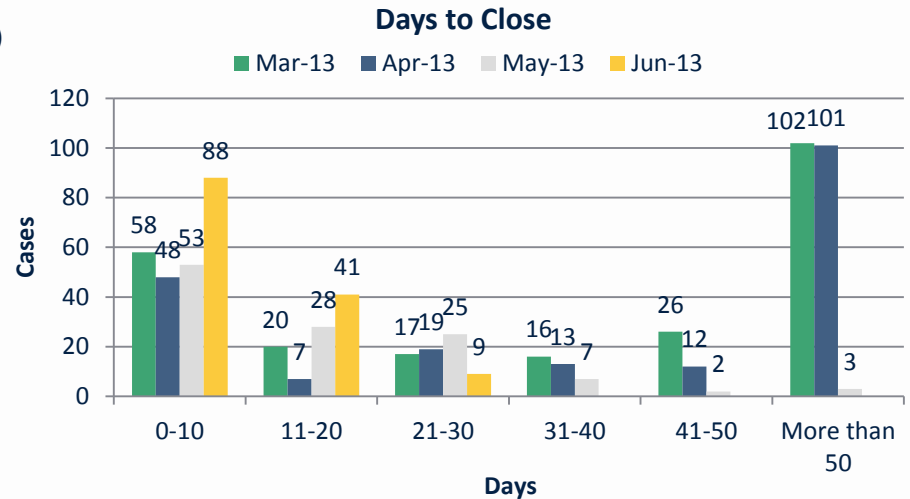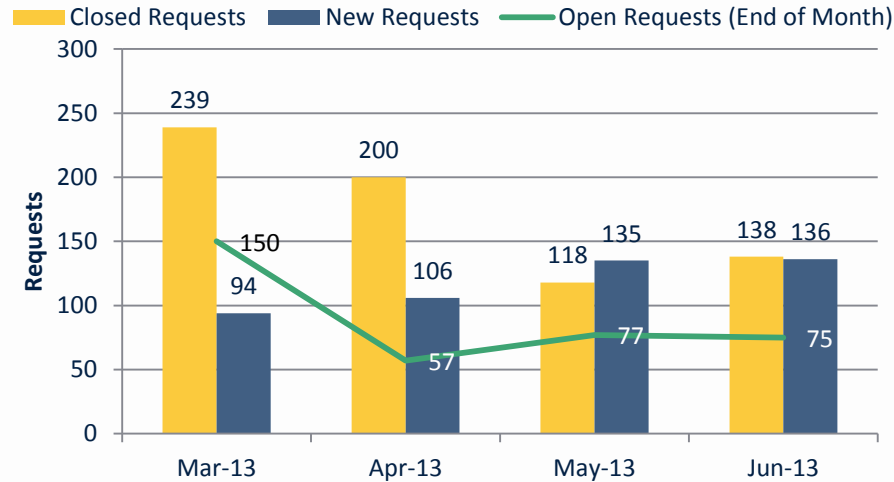
Note: Expected days to close, developed in 2012: 10 days.

Trash/Garbage Pickup (Vendor)

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

Requests (Y-axis: 0–600)

Month	Closed	New	Open
Mar-13	318	206	457
Apr-13	391	313	379
May-13	290	347	436
Jun-13	258	314	494

Days to Close

Legend: Mar-13 | Apr-13 | May-13 | Jun-13

Cases (Y-axis: 0–250)

Days	Mar-13	Apr-13	May-13	Jun-13
0-14	94	115	127	147
15-28	38	25	25	16
29-42	34	16	24	29
43-56	27	17	20	16
57-70	11	12	15	13
More than 70	114	202	79	37
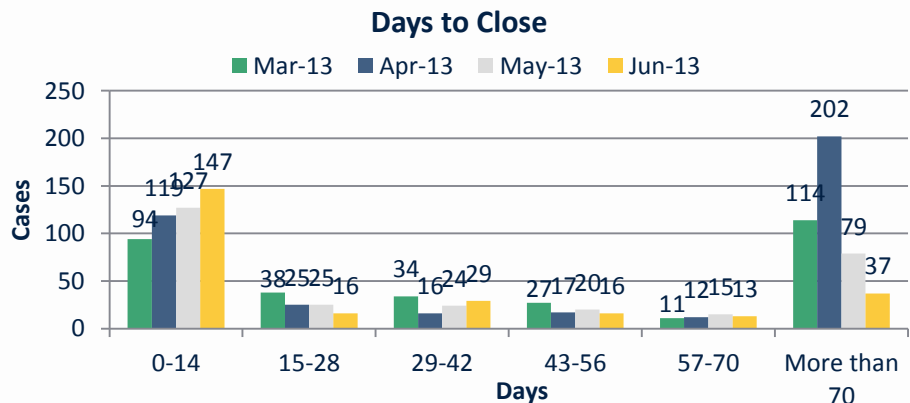
Note: Expected days to close, developed in 2012: 4-14 days.

Other Sanitation 311 Service Requests

Residential Recycling Programs

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

Closed Requests / New Requests:
- Mar-13: 297 / 299, Open: 163
- Apr-13: 547 / 588, Open: 205
- May-13: 317 / 345, Open: 237
- Jun-13: 17 / 264, Open: 484

Days to Close

Legend: Mar-13 | Apr-13 | May-13 | Jun-13

Days	Mar-13	Apr-13	May-13	Jun-13
0-14	182	424	207	6
15-28	76	59	63	
29-42	3	20	28	2
More than 42	36	44	19	9
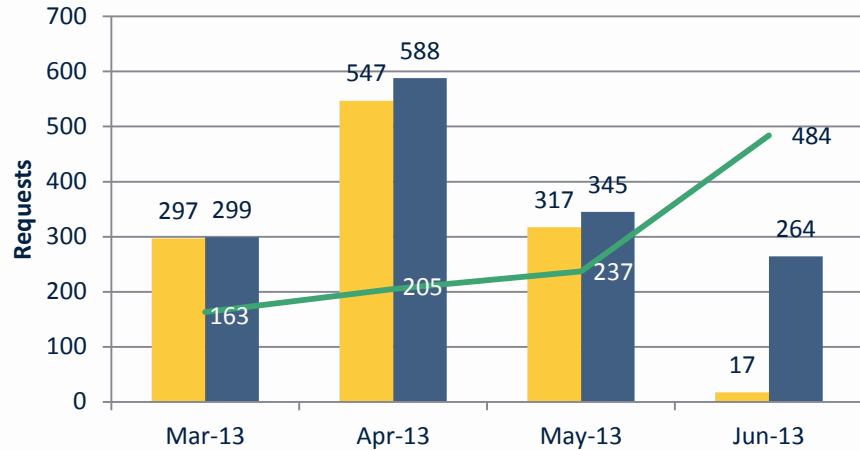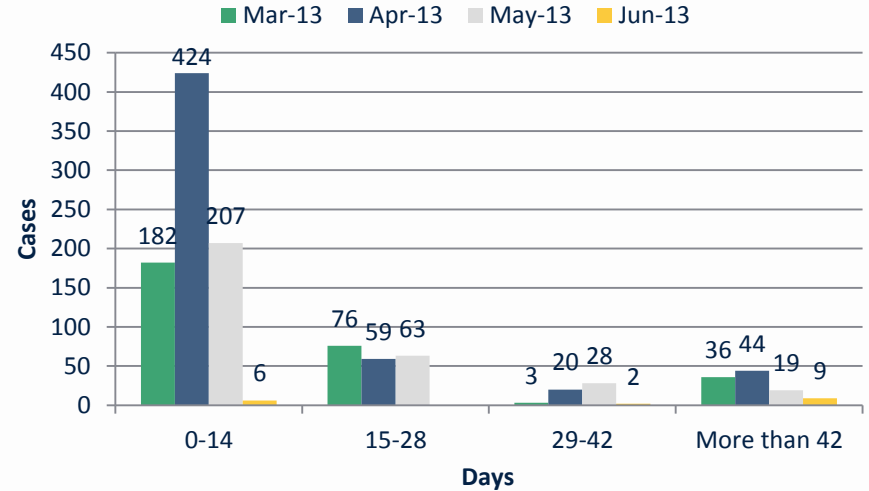
Note: Expected days to close, developed in 2012: 14-30 days.

Dead Animal Pickup (Vendor)

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

Closed Requests / New Requests:
- Mar-13: 21 / 16, Open: 9
- Apr-13: 20 / 15, Open: 4
- May-13: 29 / 26, Open: 1
- Jun-13: 12 / 21, Open: 10
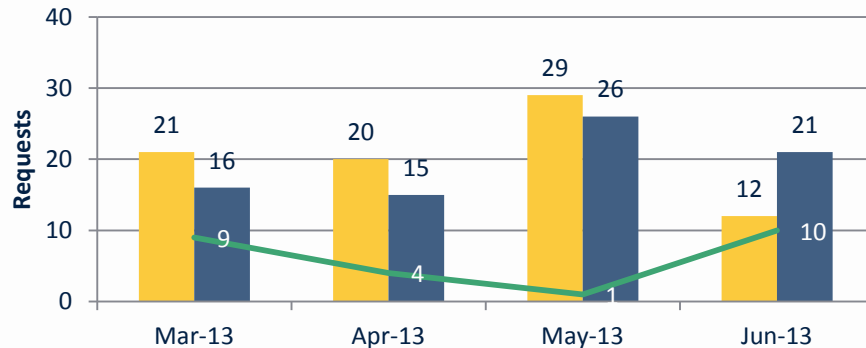
311 Issues

Responsible Parties	Issue	Due	Status
C. Sylvain-Lear	Vendors slowly addressing signficant case backlog (579 open cases as of 6/30/13).	Ongoing	Monitoring ongoing. Net increase of 65 cases in June 2013.

Data Source: 311

Public Safety

Goal: Ensure the public's safety and serve our citizens with respect and dignity.	
Objectives and Strategies	**Outcome Measures**
Rebuild citizen confidence in public safety offices 1. Reform NOPD policies and operations 2. Employ proactive policing and positive community engagement 3. Support oversight entities to promote transparency, accountability, and trust	• Percent compliance with consent decrees • Citizens reporting feeling safe in their neighborhood (NOCC survey) • Citizen confidence in NOPD (NOCC survey)
Ensure safe and secure neighborhoods, and reduce the murder rate 1. Prevent illegal activity 2. Intervene when conflicts occur to resolve them non-violently 3. Enforce the law with integrity 4. Effectively and fairly administer justice 5. Rehabilitate the incarcerated so that they do not recidivate 6. Coordinate the criminal justice system	• Homicide rate • Violent crime rate • Property crime rate • Felony recidivism rates • Average time to disposition • Fatal traffic accidents per 1,000 population
Prepare for, mitigate, and effectively respond to emergencies 1. Respond to emergencies, including fire and medical, effectively 2. Plan and prepare for disasters	• Fires per 1,000 structures (with detail on residential, commercial, and industrial structures) • Fatalities due to fire • Cardiac arrest with pulse at delivery to hospital • Percent of City plans, procedures, and other strategies that are National Incident Management System (NIMS) compliant

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

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

On Target (green circle)
Within 10% of Target (yellow triangle)
Off Target (red diamond)

	2011		2012		2013		
	Annual Actual	Target Met?	Annual Actual	Target Met?	YTD Actual	Annual Target	Status
	233	🟢	310	🟢	133	200	🟢

Action Items

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

Data Source: Law Department

NOPD Quality of Life Sweeps

- NOPD, Law, Revenue, Safety and Permits, and the Louisiana Office of Alcohol and Tobacco Control participated in a sweep of ABOs on June 25th

- 7 locations were checked, and 7 summons were issued

- Citations included:
  - 3 for no manager on premises
  - 2 for dumpster to be screened from public view
  - 2 for failing to wrap or cover food for sale
  - 1 for non-payment of City sales taxes
  - 1 for lack of non-alcoholic beverage permit
  - 1 for failing to pick up from sweeping of premises and sidewalk

- Next sweep is tentatively schedule for July 25th

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 1. Foster a business-friendly regulatory environment, including streamlining the permitting process 2. Promote an environment of equal opportunity for a diverse supplier pool 3. Aggressively seek to attract new business and retain existing businesses 4. Provide support for world-class special events	• Job growth (metro) • High wage job growth • Cultural industry job growth • Tourism growth (metro) • Population growth • Value of residential and commercial construction • Office, retail, and warehouse space occupancy rates (deviation from mean of benchmark jurisdictions) • Sales taxes generated • Occupational license growth
Develop and train the local workforce, and connect residents with jobs 1. Provide access to work opportunities to youth and other vulnerable populations 2. Promote workforce development and skills training to meet employers' needs 3. Link employers to the local workforce	• Unemployment rate • Average annual wages • Gross Metro Product (GMP) per job • Educational attainment (proportion of population with some college, and bachelor's degree or higher) • Size of the City's middle class (proportion of households by national income quintiles) • 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 (7)
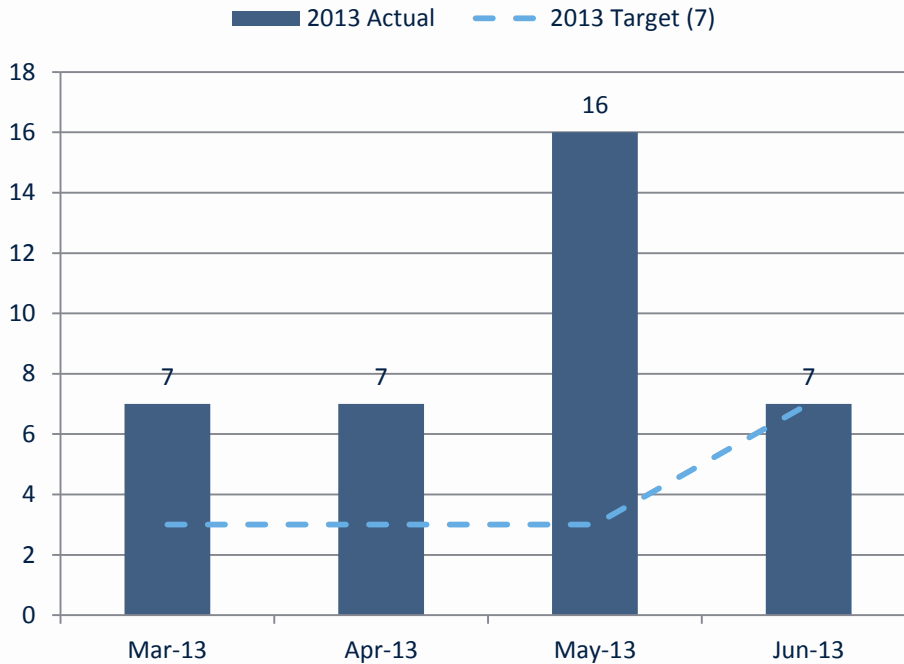
	2013		
	YTD (from March) Actual	Annual Target	Status
	9	≤ 7	🔴

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

Average Days to Complete Building Inspection Requests

2013		
June Actual	Annual Target	Status
0.01	≤ 3	🟢

Note: March-May building inspection request data excluded due to inaccuracies.

Children and Families

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

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

Total Mosquito Control Requests

- 71 requests in June
- Average response time: 2.9 business days

Note: Average June response time affected by airplane maintenance issues. Excluding the 10 affected requests would result in an average response time of 1.6 business days.
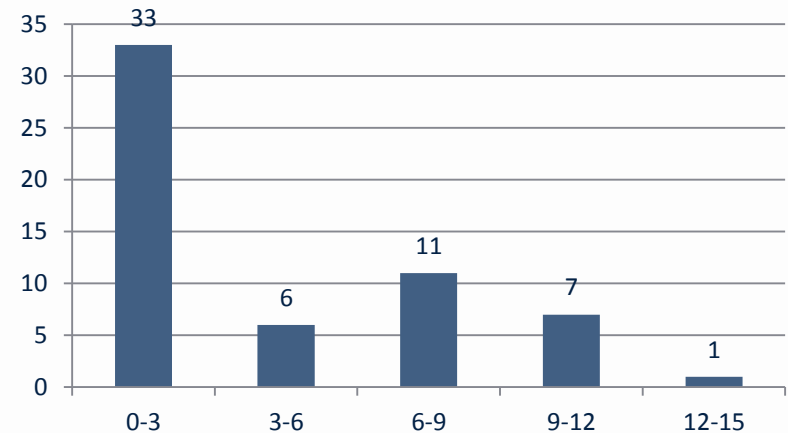
311 Mosquito Control Requests

9 open requests at end of June

Closed Requests / New Requests

Jun-13: Closed Requests = 58, New Requests = 63
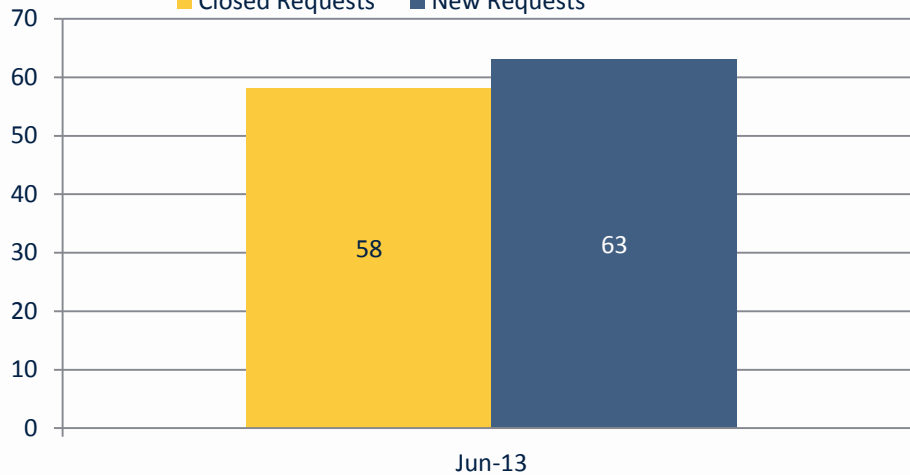
Note: 4 requests opened at the end of May were carried over into June.

Days to Close in June

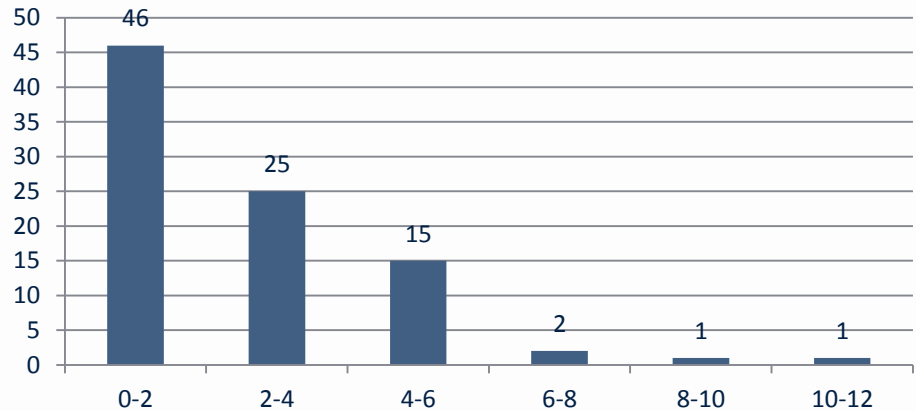| Days	Count
0-3	33
3-6	6
6-9	11
9-12	7
12-15	1

Total Rodent Complaint Requests

- 112 requests in June
- Average response time: 1.12 business days
- 9 follow-up inspection requests

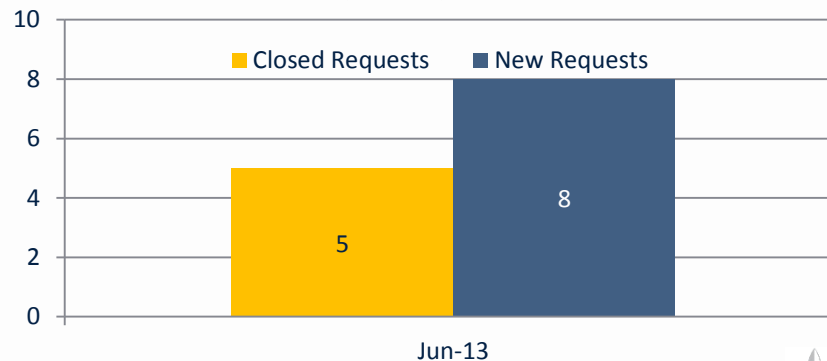## 311 Rodent Complaint Requests

1 open request at end of June
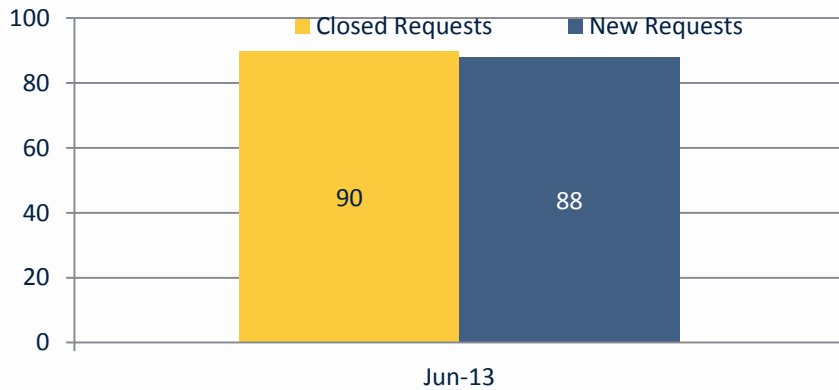
Days to Close in June

Note: 1 request opened at the end of May was carried over into June.

311 Rodent Complaint Follow-up Inspection Requests
3 open requests at end of June

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?