



CITY OF NEW ORLEANS

QualityofLifeSTAT

December 19th, 2013

(Reporting Period: November 2013)

www.nola.gov/opa

 QualityofLifeSTAT December 19, 2013

Agenda

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

Purpose and Scope

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

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

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

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

City Strategic Framework

Mission

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

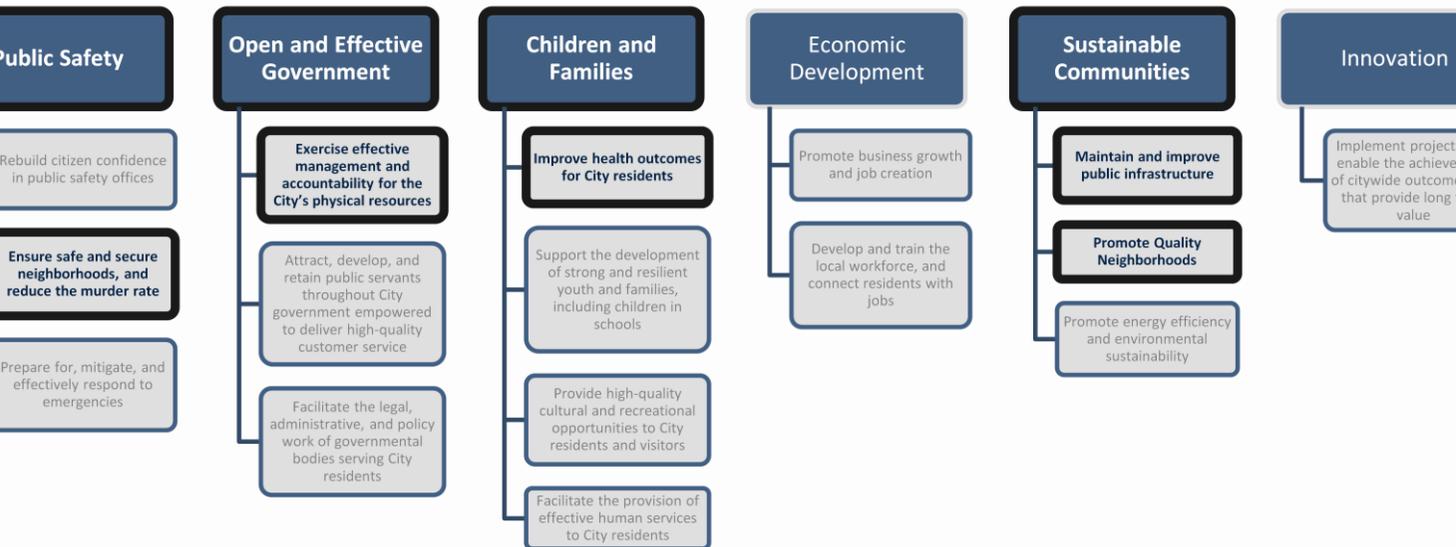
Values

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

Vision

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

Result Area Goals and Objectives



Open and Effective Government

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

Objectives and Strategies

Outcome Measures

Exercise effective management and accountability for the City's physical resources

1. Effectively steward the City's financial resources
2. Manage the City's information and analyze the City's performance data
3. Manage vendor relationships and provide oversight of City contracts
4. Responsibly support the City's capital assets

- Bond ratings (S&P, Fitch, Moody's)
- Comprehensive Financial Statement Audit Opinion
- Property tax collection rate (two year)
- Satisfaction with ITI services
- Average number of respondents to bids and RFPs

Attract, develop, and retain public servants throughout City government empowered to deliver high-quality customer service

1. Cultivate a high-quality City workforce
2. Provide fair and reasonable benefits to City employees and retirees

- Turnover rate
- Employee engagement and satisfaction (specific questions TBD from an internal survey)

Facilitate the legal, administrative, and policy work of governmental bodies serving City residents

1. Govern the City with integrity and accountability
2. Defend the City's legal interests
3. Promote civic engagement
4. Facilitate, link, and leverage resources with external organizations

- Citizen satisfaction with overall government services (UNO Quality of Life Survey)
- Philanthropic resources secured

311 Dashboard -

Request Closure Rates Remained Biggest Challenge

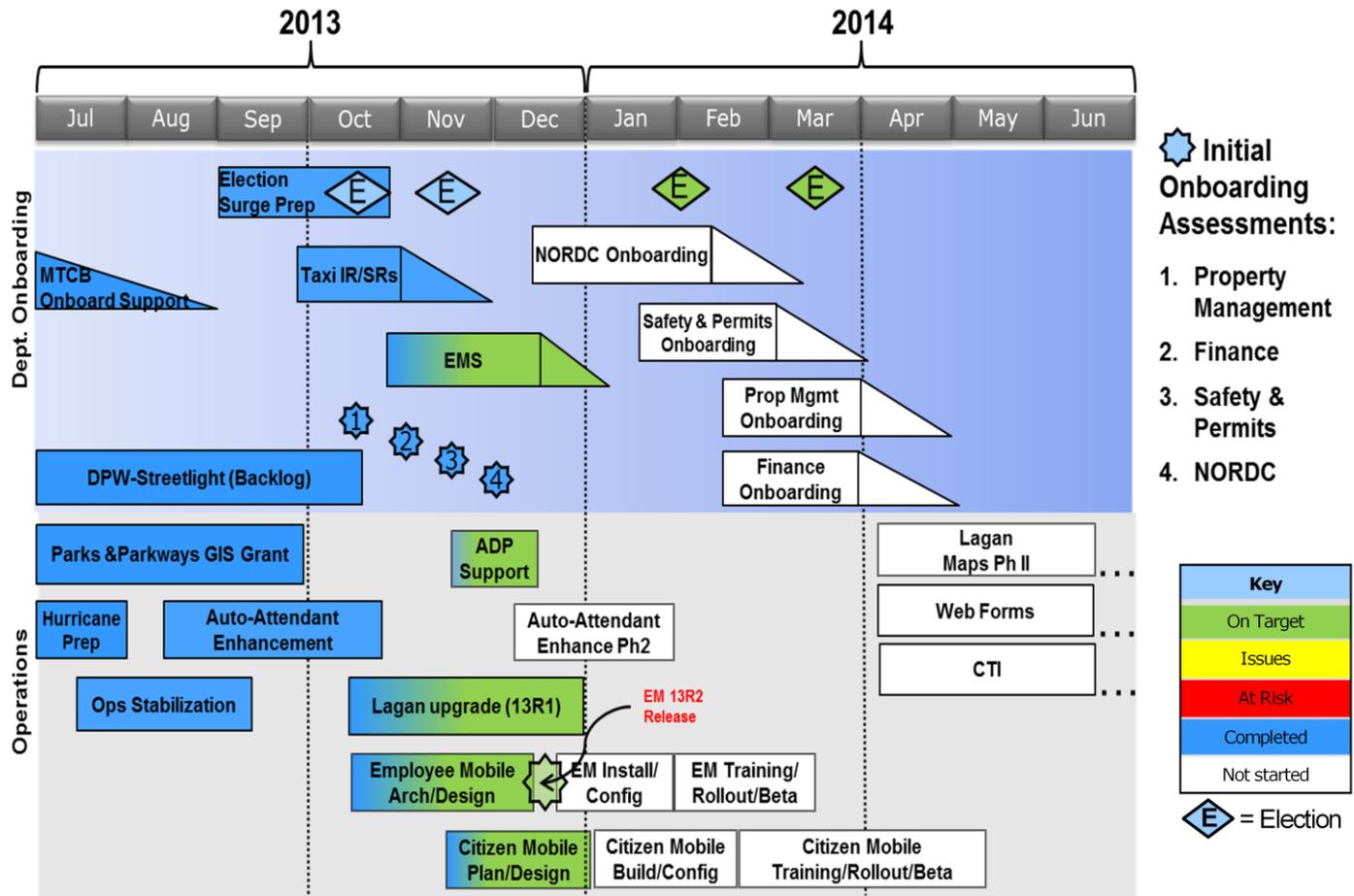


Existing Onboarded Departments

Onboarding Metrics	Code Enforce	DPW Main.	DPW Parking	DPW Traffic	Health	MTCB	Parks & Parkways	Sanitation	Taxi
Timeliness to Close Requests (Closed cases meeting target > 80%, 50-80%, <50%)									
Request Closure Rate (Closed Cases >= New Cases Yes/No)									
Backlog to Closed Requests Ratio (1-4, 5-7, >=8)									
311 Tool Usage (Resources actively managing cases using Lagan)									
OVERALL									
Actions Pending	<i>Note: Closures reflect Lagan, not LAMA.</i>	Address case backlog.	-	Address case backlog. Actively manage cases in 311.	-	<i>Establish Expected Days to Close Target(s).</i>	-	Address vendor backlog.	<i>Note: Launched 10/30/13</i>



311 Roadmap



Employee mobile devices are still on track to be rolled out in Q1 of 2014. Once operational, these devices should make it much easier for workers in the field to interface their work with the 311 system.

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)

Responsible Organization:
Department of Public Works (DPW)

Data Source:
DPW Weekly Maintenance Reports

Related Strategy:
Maintain and improve road surface infrastructure

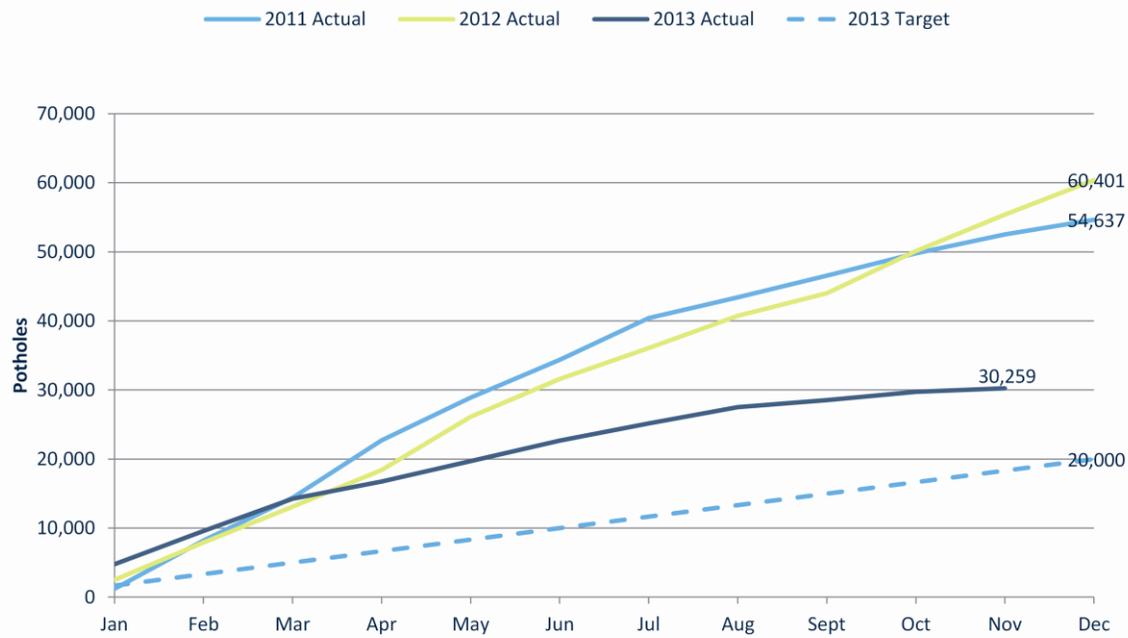
Legend:

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

 Key measure that best indicates whether City activities are achieving the desired results

DPW has far exceeded its annual target of 20,000 potholes filled.

 Number of potholes filled



2011		2012		2013		
Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
54,637	●	60,401	●	30,259	20,000	●

Responsible Organization:
Department of Public Works

Data Source:

Definitions:

Service Request: A 311 call requesting the City to perform a specific task.

Open Request: A service request that has not been completed.

Closed Request: A service request that has been completed.

Related Strategy:

Maintain and improve road surface infrastructure

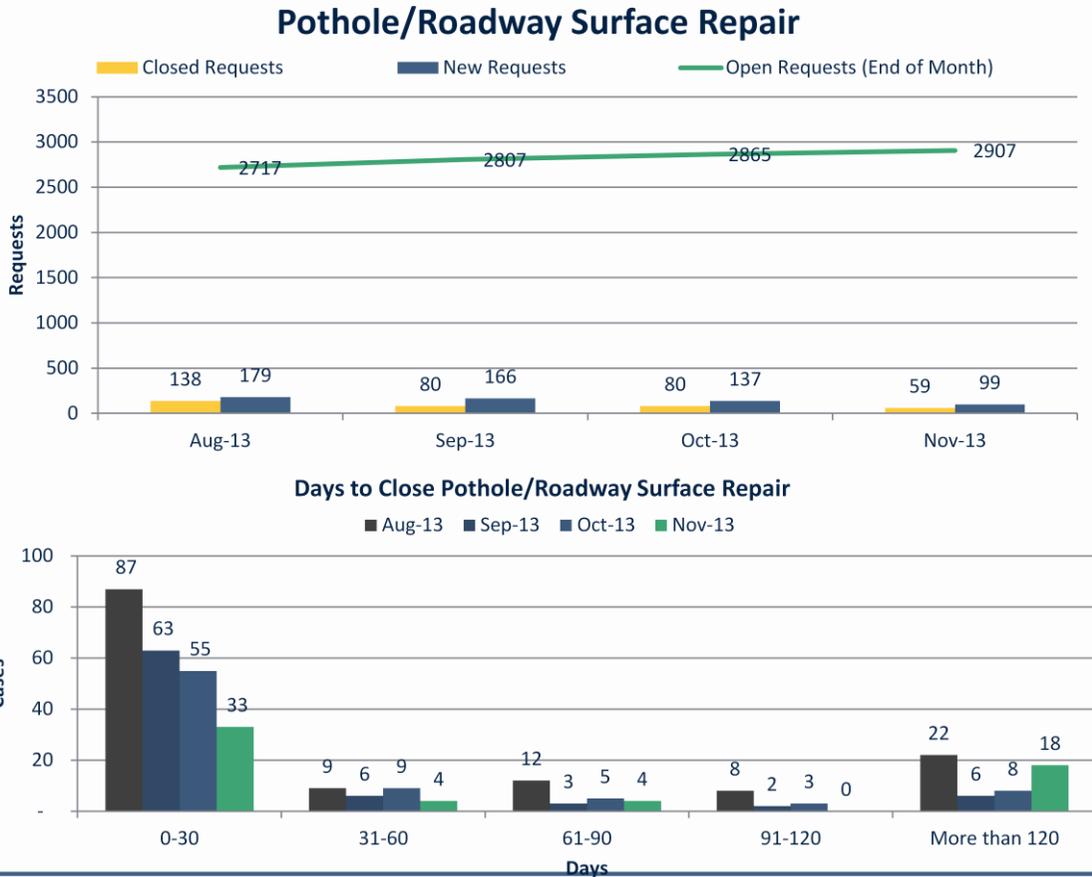
Notes:

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

While 311 pothole/roadway surface repair reflects maintenance crew and pothole filler activity, the pothole killer requests are not systematically captured at this time.

In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and reopened cases.

The backlog of 311 pothole service requests continued to increase.



Though DPW exceeded their annual target of potholes filled, they continue to have a difficult time closing 311 pothole/roadway service requests. DPW suspects that of the pothole/roadway service requests currently left open are actually more serious roadway surface issues which would require work from a contractor, for which resources currently do not permit. The CAO requested that the pothole and roadway service requests be disaggregated if possible so that potholes that require fewer resources can be prioritized and fixed.

Responsible Organization:
Department of Public Works

Data Source:
311

Related Strategy:
Maintain and improve road surface infrastructure

Note:
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

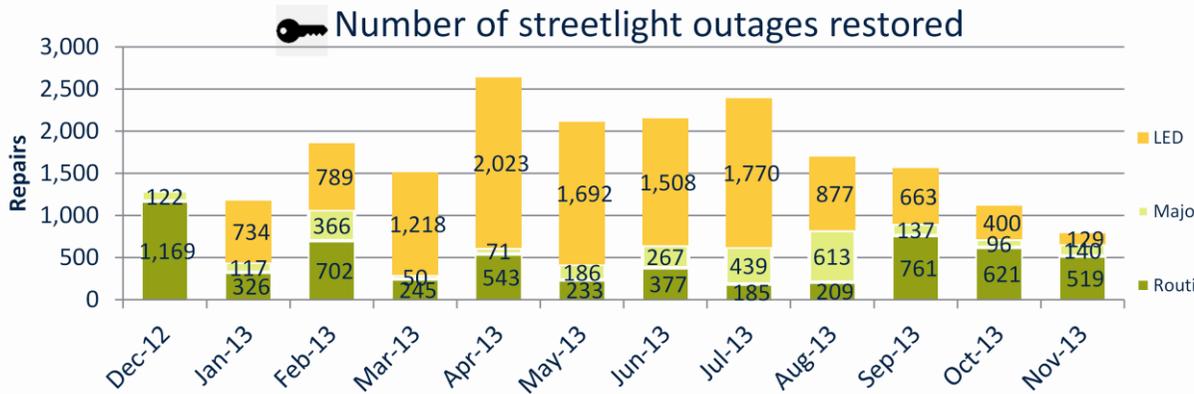
All other DPW maintenance 311 service requests backlogs increased.

Service Request (SR)	Open SRs (11/1)	New SRs	Closed SRs	Open SRs (11/30)	Δ from Prior Period	Avg. Age of Open SR	Avg. Days to Close
Manhole Cover Maintenance	142	19	12	150	8	397	7
Road Shoulder Repair	220	8	3	226	6	361	182
Sidewalk Repair	608	35	23	621	13	409	6
Street Flooding/Drainage	2383	89	63	2409	26	405	91
Subsidence	148	30	10	168	20	84	25

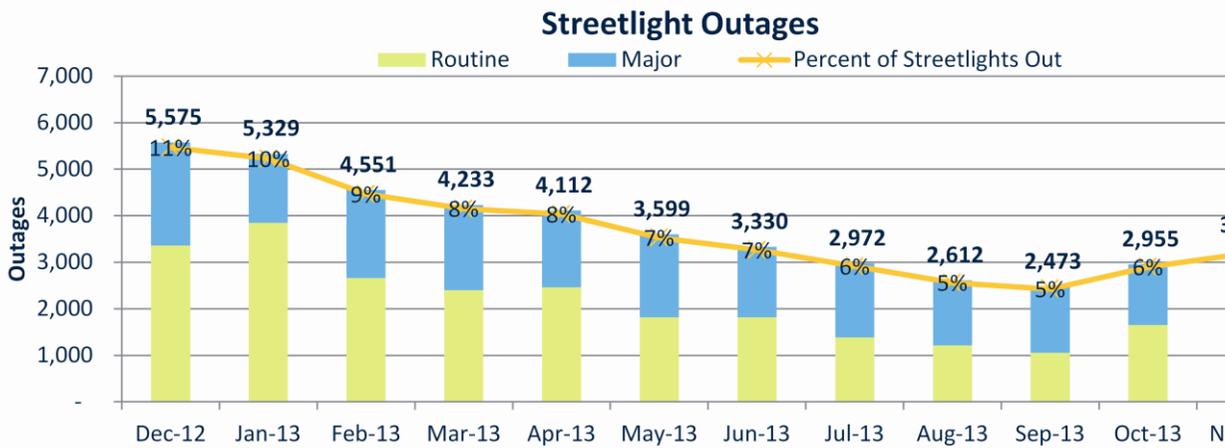
311 Issues

Responsible Parties	Issue/Status	Due
M. Jernigan	Service request expected days to close are set to 365 days. Need to review and revise.	Past Due
M. Nolan	Significant case backlog exists. Resources/funding unavailable to address requests. 6,481 open cases at end of November 2013.	Ongoing

Streetlight outages continued to increase to over 3,000, as anticipated due to the depletion of 2013 general funds for routine maintenance



2011		2012		2013		
Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
10,891	❖	12,500	❖	19,006	8,000	●



Streetlight outages continued to trend upward for the second month in a row after running out 2013 general funds for routine maintenance in September.

Responsible Organization:
Department of Public Works

Source:

Strategy:

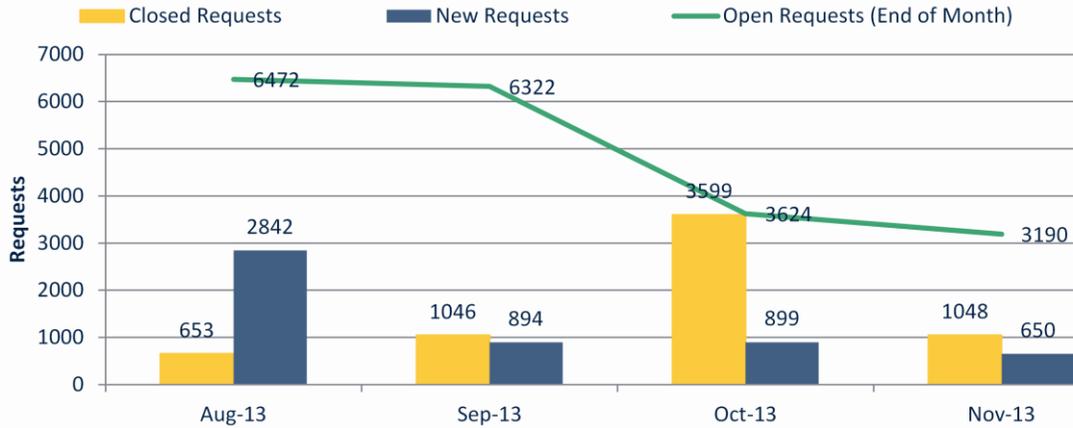
Maintain and improve road
infrastructure

Number of days to close,
completed in 2012: 30-180

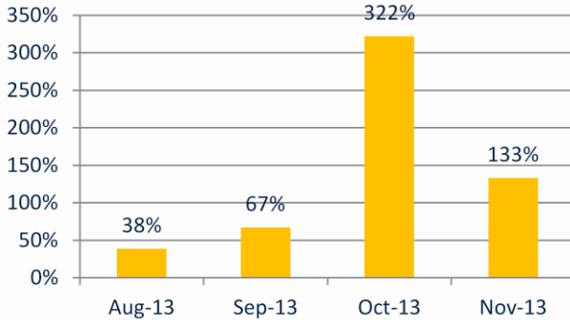
In some instances, a 311 service
request is reopened after being
previously closed. In such
cases, this may result in the
number of open requests not
corresponding exactly with the number
of closed and reopened cases.

The backlog of 311 streetlight requests substantially decreased, with number of 311 streetlight requests now closer to the number of streetlight outages than in previous months.

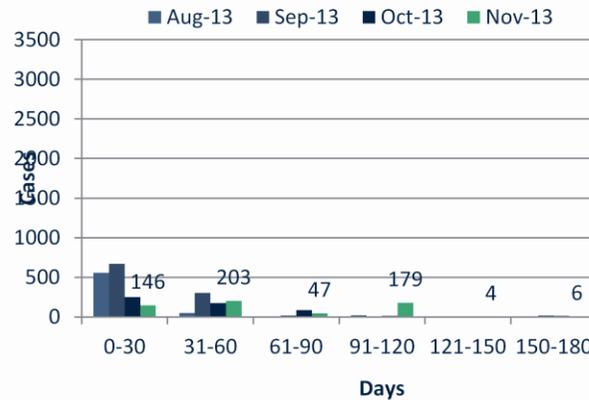
311 Streetlight Service Requests



Closed 311 Requests as Percentage of All Outages Restored



Days to Close



In November, DPW finished a big push to close out their 311 streetlights backlog, and service request now closely correspond to the number of streetlight outages in the city.

Responsible Organization:
Department of Public Works

Source:

Strategic Strategy:

Maintain and improve road
infrastructure

In some instances, a 311
service request is reopened
after being previously
closed. In such cases, this
will result in the number of
open requests not tying
directly with the number of
closed and opened cases.

Among other DPW 311 traffic requests, the street name sign requests backlog decreased, while the others increased.

Service Request (SR)	Open SRs (11/1)	New SRs	Closed SRs	Open SRs (11/30)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Road Surface Marking	77	4	1	80	3	256	1
Street Name Sign	341	21	148	213	-128	192	290
Traffic Sign	601	34	24	609	8	307	39
Traffic Signal	227	74	41	259	32	171	2

311 Issues

Responsible Parties	Issue	Due	Status
A. Yrle	No Traffic resource actively managing cases in Lagan	Past Due	Resource initially identified in Nov. 2012, and expected to free-up in early 2014.

In the traffic division, DPW has begun prioritizing street name signs in addition to streetlights, and closed out a significant portion of their 311 street name signs backlog in November. Sanitation requested that DPW provide them with signs so that they can properly notify citizens downtown prior to major street sweeping projects that are upcoming.

Visible Organization:
Department of Public Works

Source:

Objective:

Service Quality
Neighborhoods

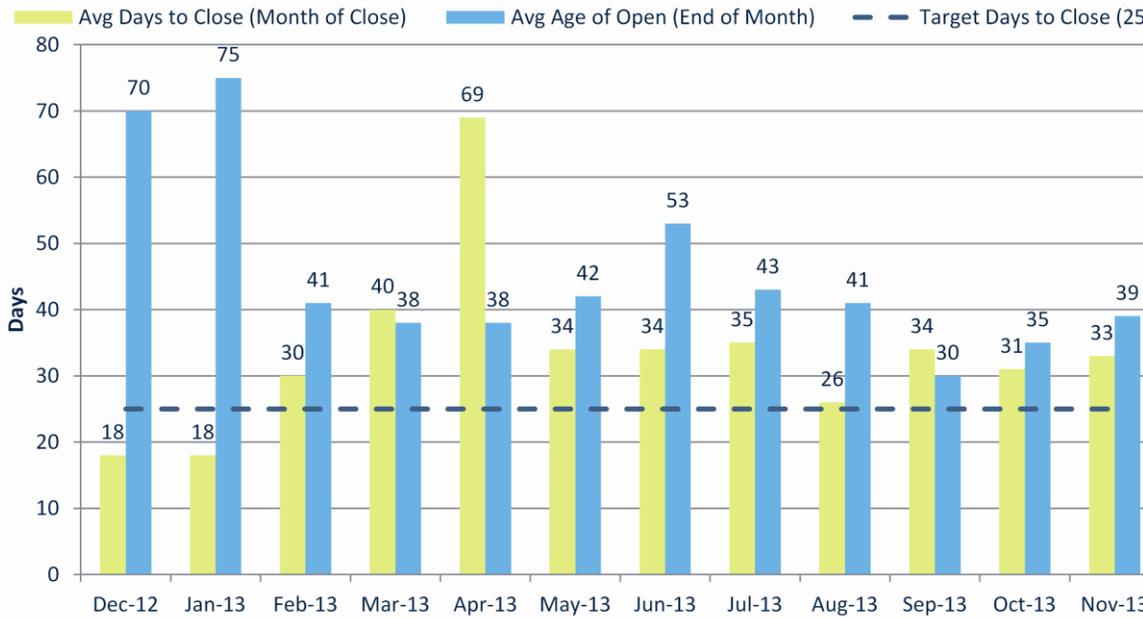
On Target
Within 10% of Target
Off Target

Key measure that best
describes whether City
services are achieving the
desired results

DPW remained above the target for number of days to close 311 abandoned vehicle requests



Average number of days to close 311 abandoned vehicle calls



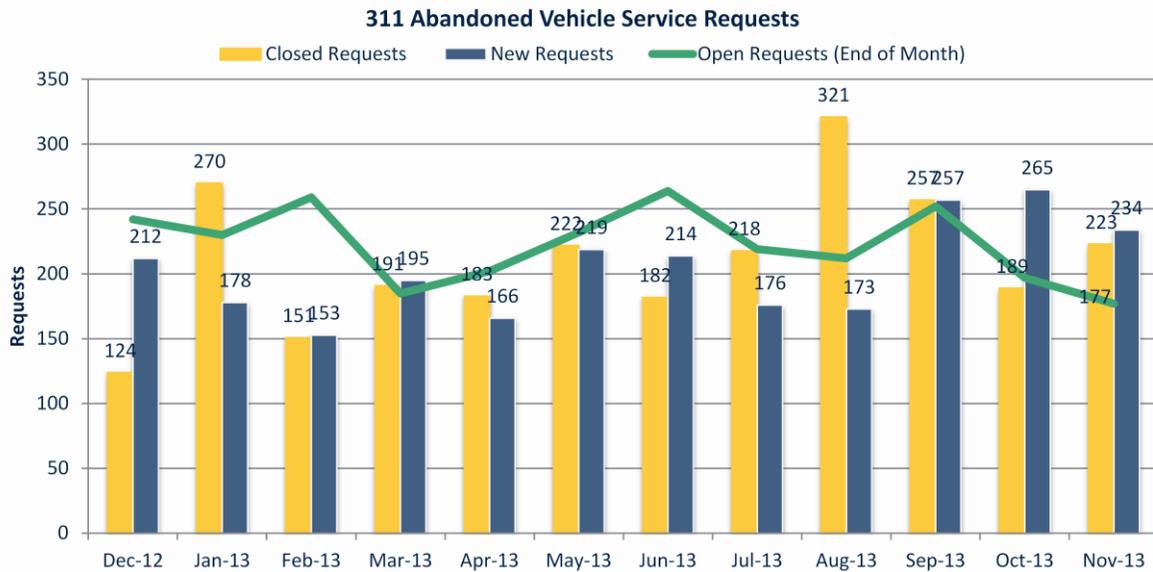
2011		2012		2013		
Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
17	-	18	●	33	≤ 25	◆

Responsible Organization:
Department of Public Works

Data Source:
11

Related Objective:
Promote Quality
Neighborhoods

The backlog of 311 abandoned vehicle service requests trended downward during the month.



Action Items

Date	Responsible Parties	Action Item	Due	Status
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.

Responsible Organization:
Department of Public Works
(DPW)

Data Source:
DPW Weekly Maintenance
Reports

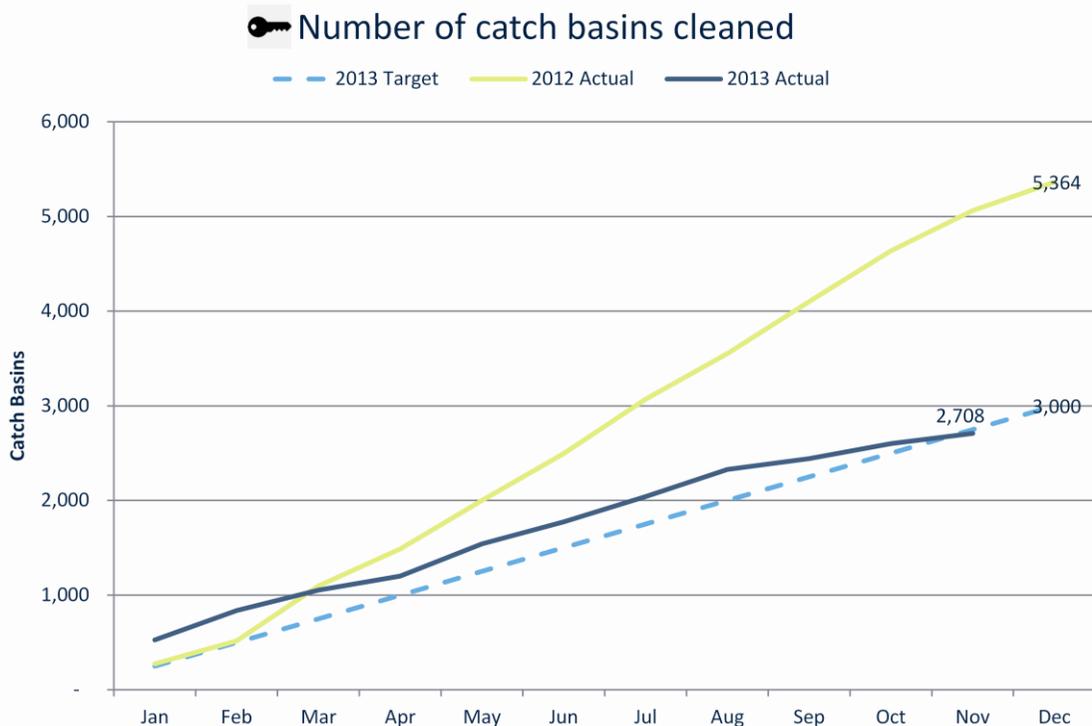
Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
ensure resilient
neighborhoods

Legend:

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

 Key measure that best indicates whether City activities are achieving the desired results

DPW fell off track on its annual catch basin cleaning target.



2011		2012		2013		
Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
3,339	◆	5,364	●	2,708	3,000	▲

DPW is doubtful they will meet their annual target, due to the loss of two out of three of the crew members, though the CAO challenged them to prioritize catch basins in the rest of December to make sure to get to the 3,000 target.

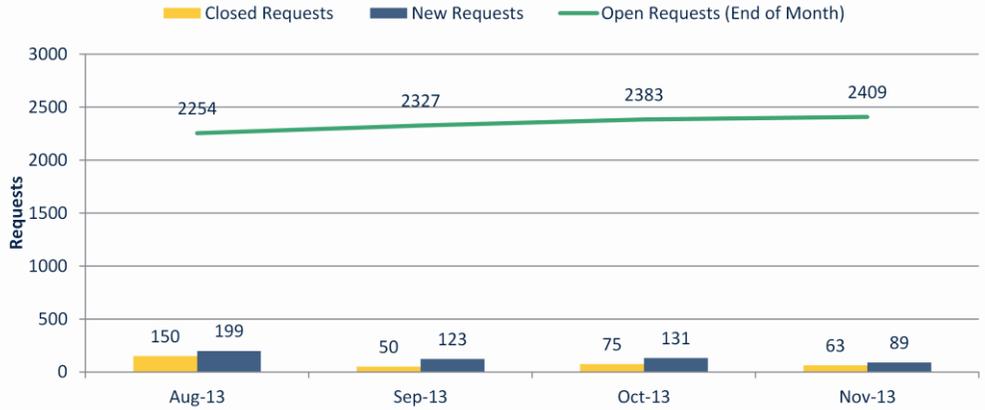
Responsible Organization:
Department of Public Works

Data Source:
311

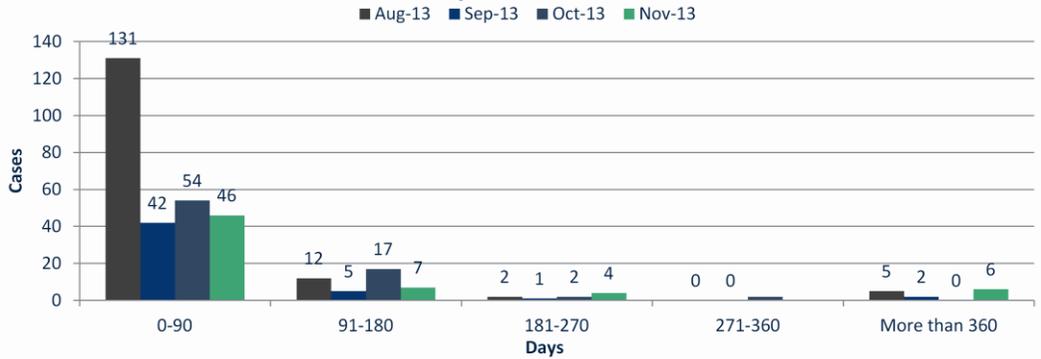
Related Strategy:
Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods

The street flooding/drainage backlog continued to increase.

311 Street Flooding/Drainage Service Requests



Days to Close



DPW 311 Issues

Responsible Parties	Issue/Status	Due
M. Jernigan	Identify Interim case status for service requests that have up to 365 day turn-around time. A 311 team member can help with this task if necessary.	Pending
M. Jernigan	Determine how administrative staff / 311 liaisons can re-prioritize their work to allocate more time to actively manage 311 cases.	Pending
M. Jernigan	Ensure that each division uses Lagan as the single database of work records.	Pending
M. Jernigan	Inform 311 which service requests / business processes should be analyzed by Information Technology and Innovation's Service and Innovation team to help identify potential efficiencies / operational improvements.	Pending

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

Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

Related Strategy:
Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods

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

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

The Sewerage and Water Board will continue reconfiguring their call and billing systems over the next several months, as it has experienced some loss in data, and continues to struggle on several of their call metrics.

Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
ensure resilient
neighborhoods

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

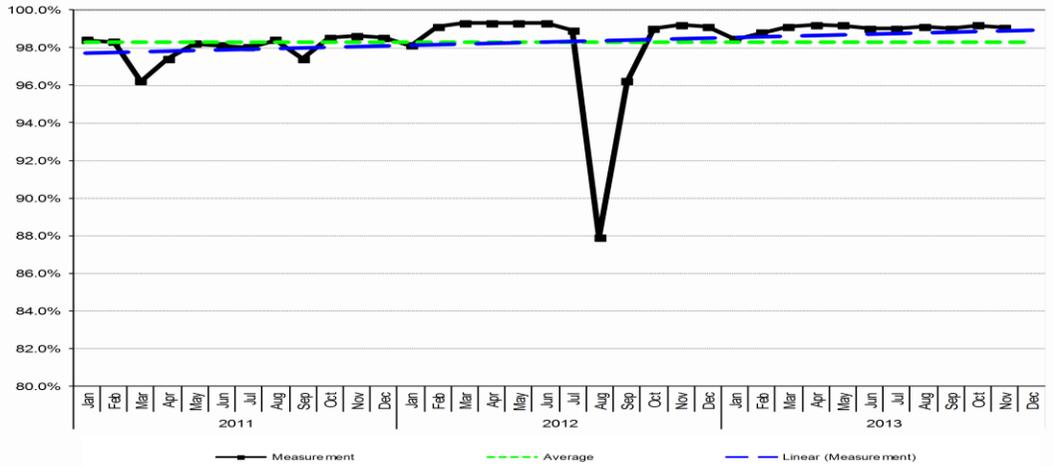
Trend: Favorable

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 April 2010 except for two months affected by Hurricane Isaac.

Plans for Improvement

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



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	98.4%	98.3%	96.2%	97.4%	98.2%	98.1%	98.0%	98.4%	97.4%	98.5%	98.6%	98.5%
2012	98.1%	99.1%	99.3%	99.3%	99.3%	99.3%	98.9%	87.9%	96.2%	99.0%	99.2%	99.1%
2013	96.4%	98.8%	99.1%	99.2%	99.2%	99.0%	99.0%	99.1%	99.0%	99.2%	99.1%	

Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

Related Strategy:
Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods

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: Yes

Process Operating Within Control Limits: Yes

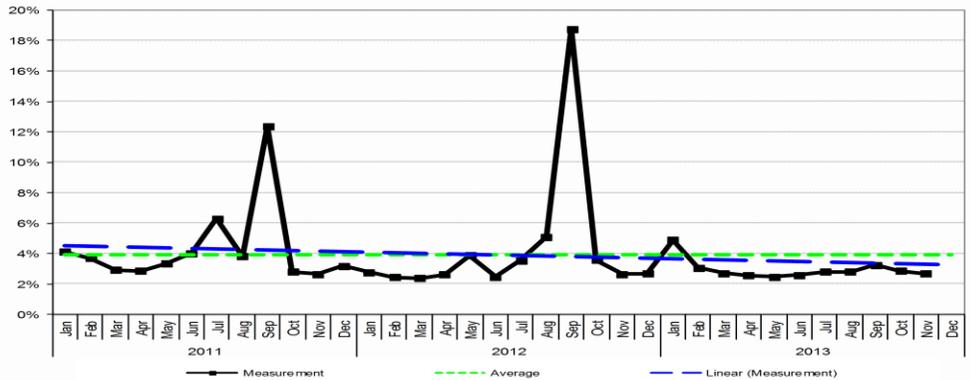
Trend: Favorable

Analysis

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

Plans for Improvement

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



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	4.1%	3.7%	2.9%	2.9%	3.4%	4.0%	6.3%	3.8%	12.4%	2.8%	2.7%	3.2%
2012	2.8%	2.5%	2.4%	2.6%	3.9%	2.5%	3.6%	5.1%	18.8%	3.6%	2.7%	2.7%
2013	4.9%	3.1%	2.7%	2.6%	2.5%	2.6%	2.8%	2.8%	3.3%	2.9%	2.7%	

Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

Related Strategy:
Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods

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

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Reduce
percentage over time

Currently Meeting Goal: **Yes**

Process Operating Within Control Limits:
Yes

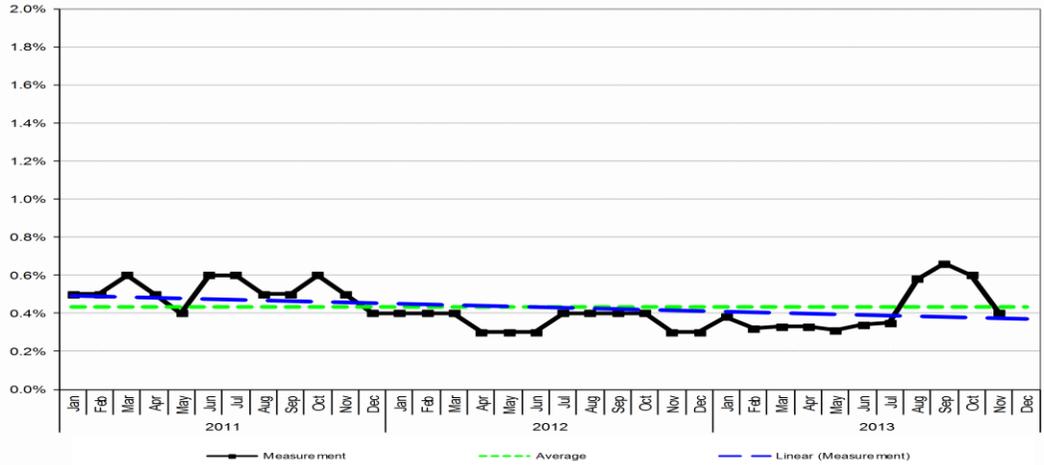
Trend: **Favorable**

Analysis

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

Plans for Improvement

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



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	0.5%	0.5%	0.6%	0.5%	0.4%	0.6%	0.6%	0.5%	0.5%	0.6%	0.5%	0.4%
2012	0.4%	0.4%	0.4%	0.3%	0.3%	0.3%	0.4%	0.4%	0.4%	0.4%	0.3%	0.3%
2013	0.4%	0.3%	0.3%	0.3%	0.3%	0.3%	0.4%	0.6%	0.7%	0.6%	0.4%	

Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

Related Strategy:
Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods

Sewerage and Water Board of New Orleans

Bills Adjusted as a Percentage of Total Bills Computed

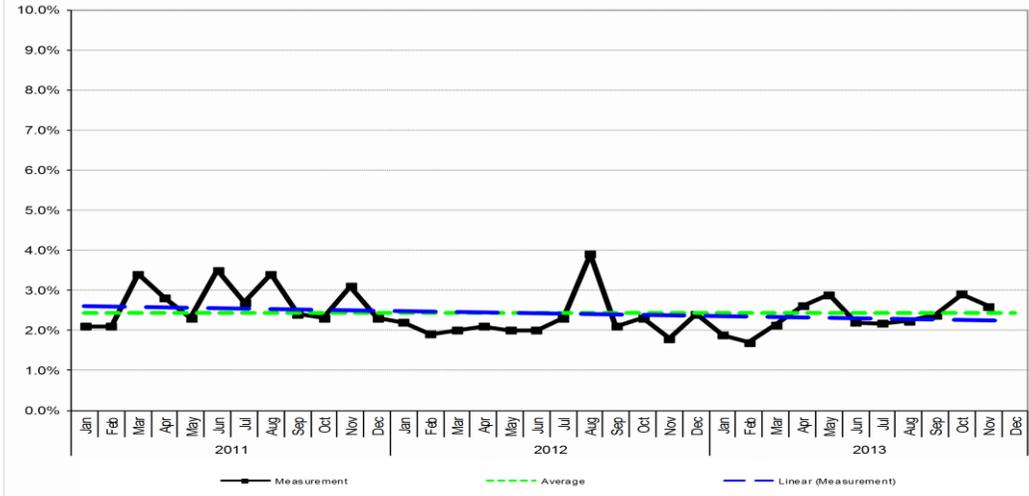
Constituency: Customer Ratepayers	Objective: Provide Accurate Bills	Goal: Reduce percentage over time
Currently Meeting Goal: Yes	Process Operating Within Control Limits: Yes	Trend: Favorable

Analysis

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

Plans for Improvement

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



Data Table												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	2.1%	2.1%	3.4%	2.8%	2.3%	3.5%	2.7%	3.4%	2.4%	2.3%	3.1%	2.3%
2012	2.2%	1.9%	2.0%	2.1%	2.0%	2.0%	2.3%	3.9%	2.1%	2.3%	1.8%	2.4%
2013	1.9%	1.7%	2.1%	2.6%	2.9%	2.2%	2.2%	2.2%	2.4%	2.9%	2.6%	

Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
ensure resilient
neighborhoods

Sewerage and Water Board of New Orleans Total Inbound Customer Contacts

Constituency:
**Customer
Ratepayers**

**Currently Meeting
Goal: Yes**

**Objective: Provide Timely
Information and Respond
Promptly to Requests**

**Process Operating
Within Control
Limits: Yes**

**Goal: Reduce
Triggers of
Customer Calls**

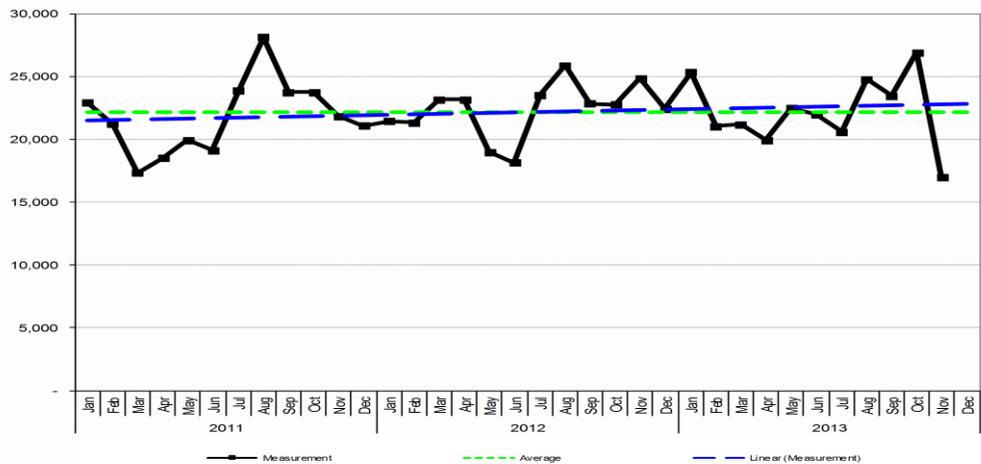
Trend: Level

Analysis

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

Plans for Improvement

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



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	22,887	21,210	17,328	18,507	19,943	19,116	23,863	28,102	23,759	23,751	21,839	21,057
2012	21,447	21,313	23,164	23,164	18,977	18,149	23,545	25,870	22,818	22,773	24,842	22,438
2013	25,331	21,051	21,194	19,937	22,446	21,994	20,602	24,764	23,439	26,892	16,980	

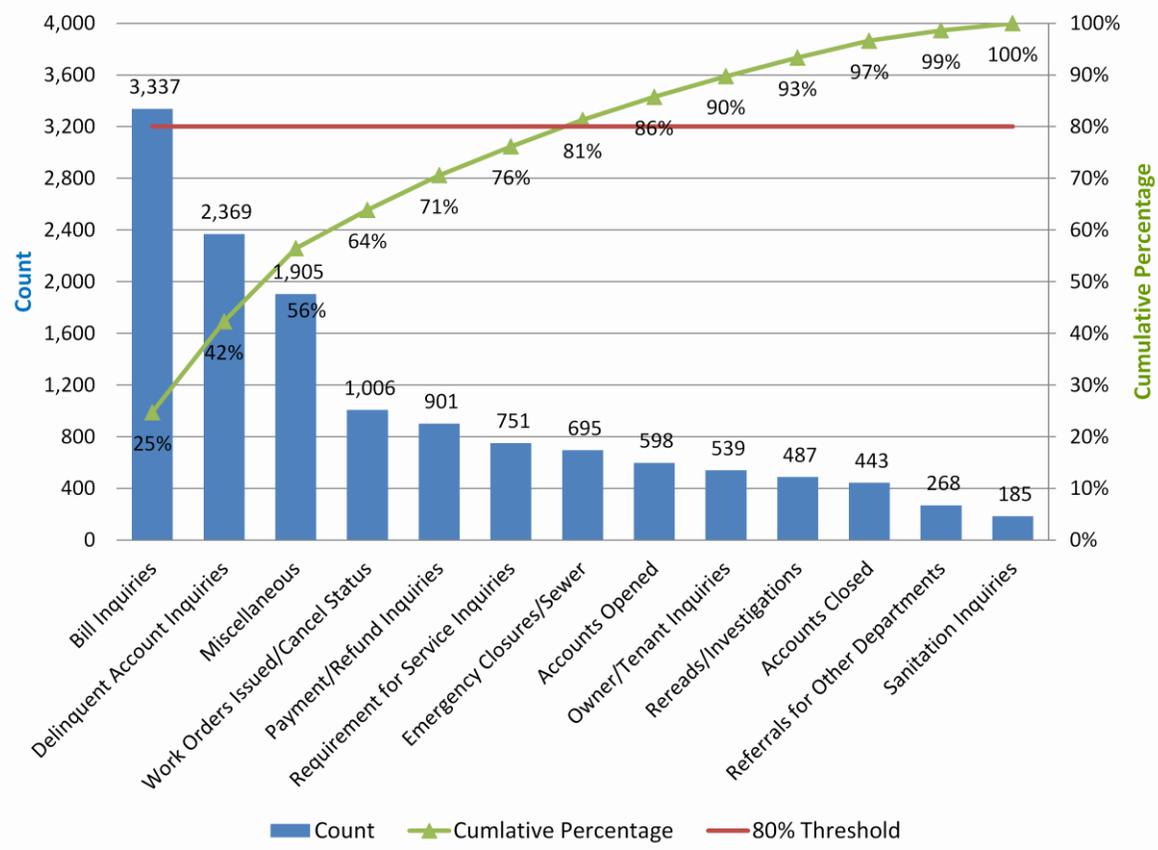
The data point for November is likely underreported by 10- to 11,000, due to glitches in the call system data during the month.

Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

Related Strategy:
Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods

Sewerage and Water Board of New Orleans Pareto Chart of Types of Customer Calls November 2013



Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

Related Strategy:
Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods

Sewerage and Water Board of New Orleans Average Call Wait Time

Constituency:
Customer Ratepayers

Objective: Provide Accurate Bills

Goal: Reduce over time

Currently Meeting Goal: Close

Process Operating Within Control Limits:
Yes

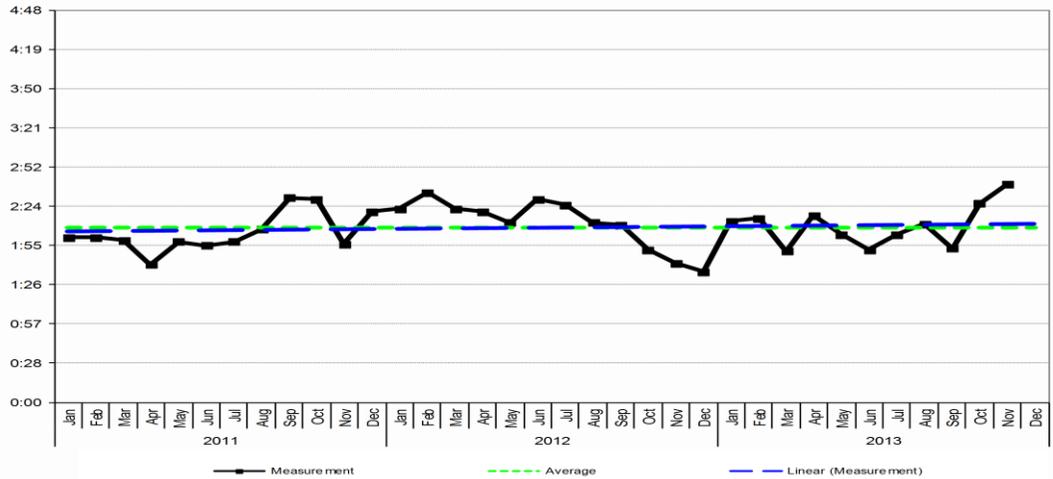
Trend: Level

Analysis

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

Plans for Improvement

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



Data Table												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	2:01	2:01	1:59	1:41	1:58	1:55	1:58	2:07	2:30	2:29	1:56	2:20
2012	2:22	2:34	2:22	2:20	2:12	2:29	2:25	2:12	2:10	1:52	1:42	1:36
2013	2:13	2:15	1:51	2:17	2:03	1:52	2:03	2:11	1:53	2:26	2:40	

Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

Related Strategy:
Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods

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

Constituency:
Customer Ratepayers

Objective: Provide Timely Information and Respond Promptly to Requests

Goal: Respond to calls with less than 5% abandoned

Currently Meeting Goal:
No

Process Operating Within Control Limits:
No

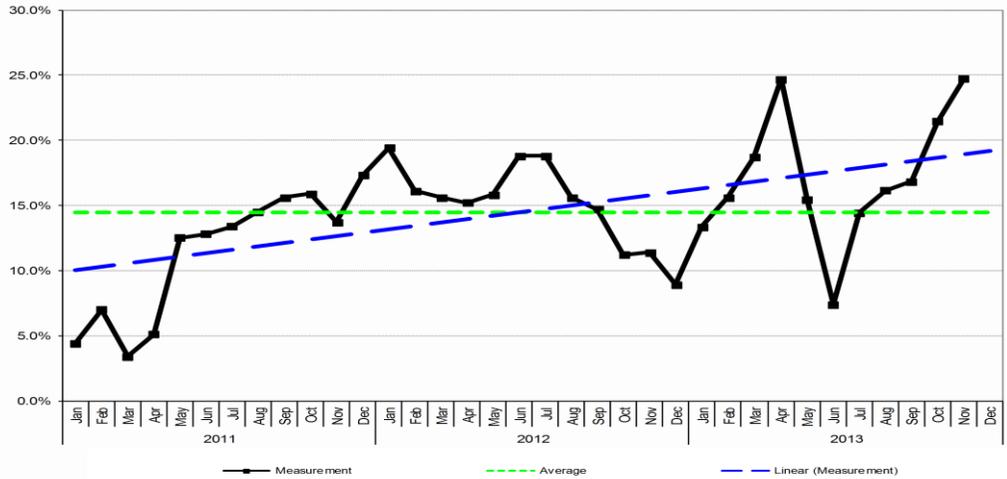
Trend: **Unfavorable**

Analysis

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

Plans for Improvement

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



	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%	7.4%	14.5%	16.2%	16.8%	21.5%	24.7%	

Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
ensure resilient
neighborhoods

Sewerage and Water Board of New Orleans Total Service Requests about Low Water Pressure

Constituency:
Customer
Ratepayers

Currently Meeting
Goal: Yes

Objective: Provide Timely
Information and Respond
Promptly to Requests

Process Operating
Within Control
Limits: Yes

Goal: Reduce
Number of Service
Requests

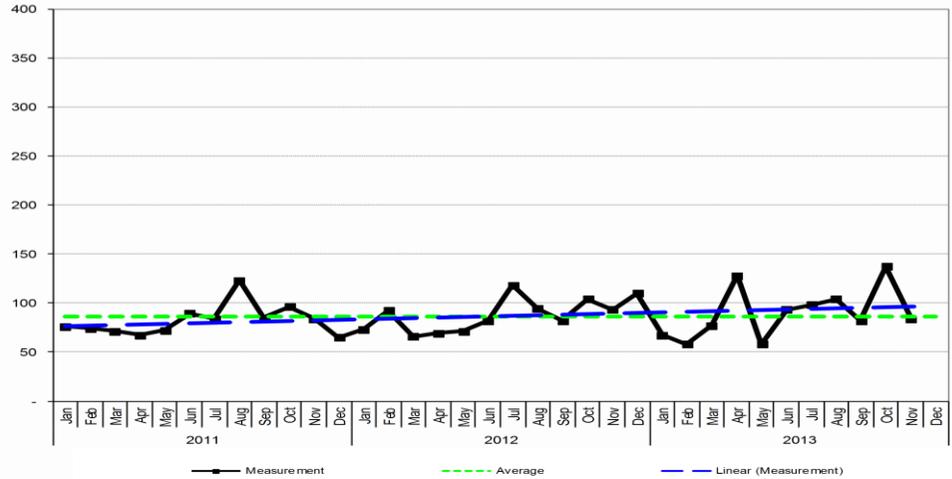
Trend: Level

Analysis

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

Plans for Improvement

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



Data Table												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	76	74	71	67	72	89	84	123	85	96	84	65
2012	73	92	66	69	71	82	118	94	82	104	93	110
2013	67	58	77	128	58	93	98	104	82	137	84	

Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

Related Strategy:
Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods

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

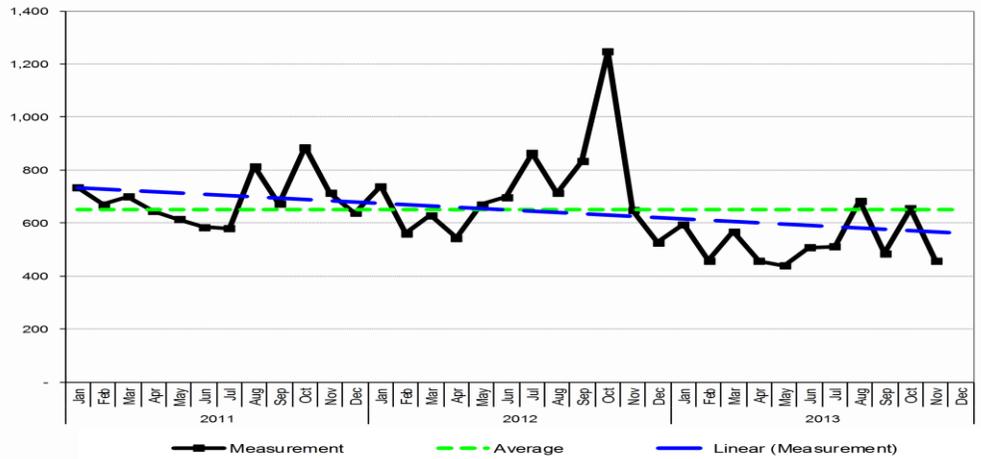
Trend: Favorable

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	594	457	567	456	439	508	511	683	485	1,246	648	457

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

Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

Related Strategy:
Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods

Constituency:
Customer Ratepayers

Currently Meeting Goal: **Yes**

Objective: Provide Timely Information and Respond Promptly to Requests

Process Operating Within Control Limits: **Yes**

Goal: Reduce Number of Service Requests

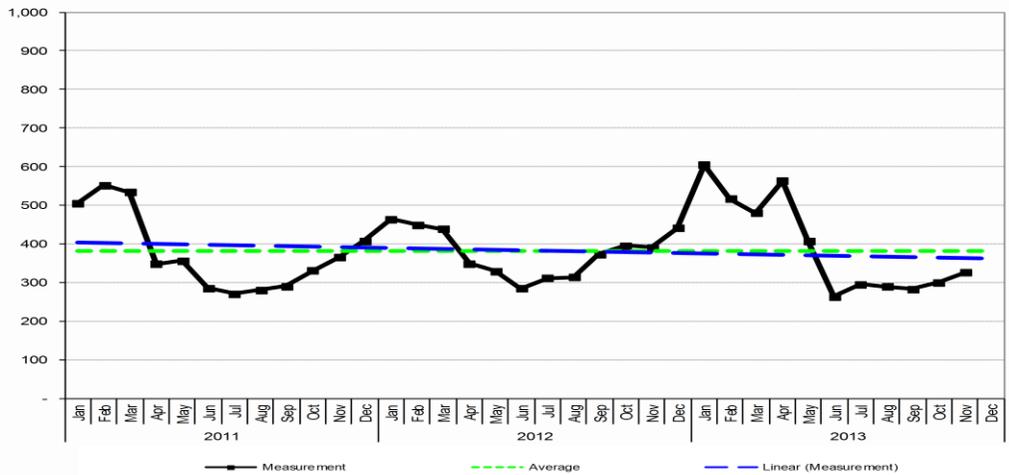
Trend: Favorable

Analysis

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

Plans for Improvement

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



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	505	552	534	348	356	286	271	280	290	331	365	408
2012	464	449	438	349	329	284	311	313	374	396	391	441
2013	604	516	480	563	406	264	295	289	283	300	326	

Responsible Organization:
Sewerage and Water Board of New Orleans

Data Source:
Sewerage and Water Board of New Orleans

Related Strategy:
Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods

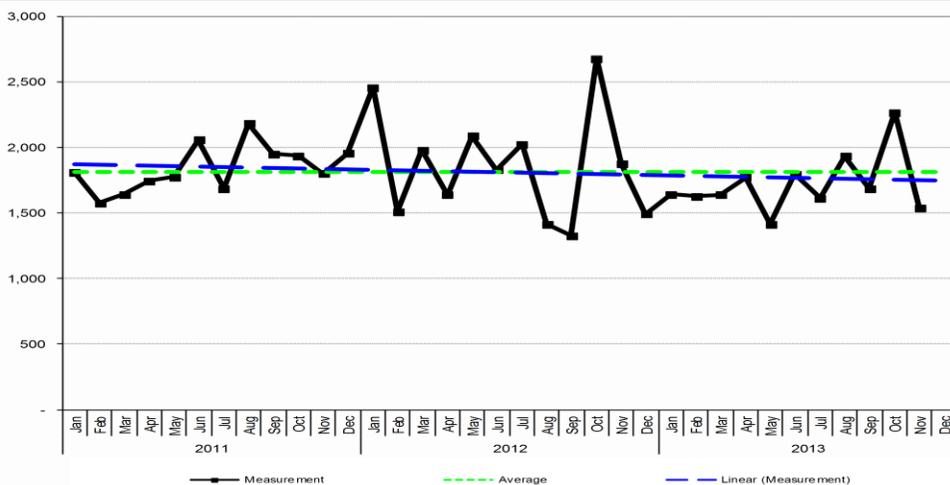
Sewerage and Water Board of New Orleans Total Accounts Turned Off for Non-Payment

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

Customers accounts are turned-off for non-payment for balances more than \$50 and over sixty days past due. The number of accounts turn-off for non-payment has increased by approximately 34% from September 2013.

Plans for Improvement

Staff is monitoring the number of accounts turned-off for non-payment to determine trend directions. No actions are contemplated at this time.



Data Table												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	1,807	1,576	1,641	1,744	1,773	2,056	1,687	2,180	1,951	1,933	1,800	1,952
2012	2,456	1,511	1,980	1,638	2,085	1,829	2,024	1,413	1,327	2,676	1,877	1,490
2013	1,641	1,628	1,638	1,770	1,415	1,795	1,613	1,932	1,687	2,265	1,540	

Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
ensure resilient
neighborhoods

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

EUM Attribute:
Financial Viability

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

Constituency:
Customer Ratepayers

Objective: Efficient use of resources in providing services

Goal: None established

Currently Meeting Goal: Not Applicable

Process Operating Within Control Limits: Yes

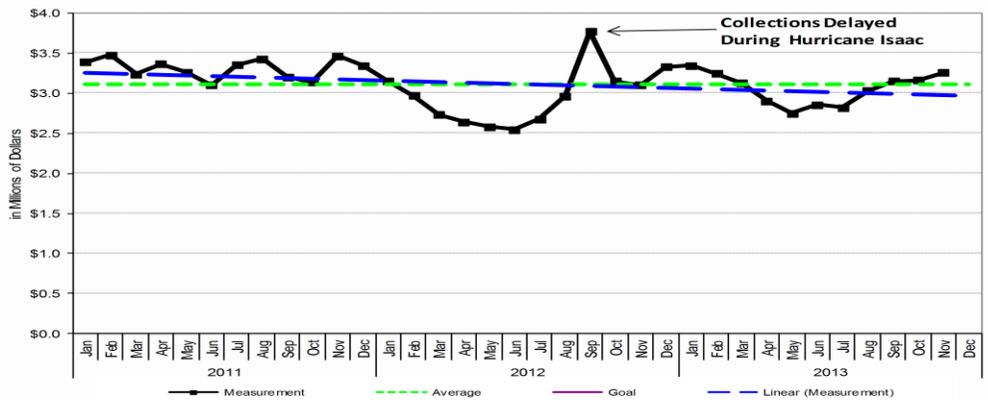
Trend: Favorable

Analysis

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

Plans for Improvement

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



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	\$ 3,391	\$ 3,476	\$ 3,238	\$ 3,363	\$ 3,260	\$ 3,100	\$ 3,353	\$ 3,431	\$ 3,202	\$ 3,136	\$ 3,467	\$ 3,348
2012	\$ 3,149	\$ 2,973	\$ 2,735	\$ 2,643	\$ 2,583	\$ 2,544	\$ 2,678	\$ 2,966	\$ 3,770	\$ 3,149	\$ 3,104	\$ 3,327
2013	\$ 3,348	\$ 3,243	\$ 3,127	\$ 2,907	\$ 2,748	\$ 2,860	\$ 2,819	\$ 3,031	\$ 3,149	\$ 3,161	\$ 3,258	

Responsible Organization:
Sewerage and Water Board of
New Orleans

Data Source:
Sewerage and Water Board of
New Orleans

Related Strategy:
Optimize the City's subsurface
drainage infrastructure to
ensure resilient
neighborhoods

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

EUM Attribute:
Financial Viability

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

Constituency:
**Customer
Ratepayers**

Objective: Efficient use of
resources in providing services

Goal: None established

**Currently Meeting
Goal:** Not Applicable

**Process Operating
Within Control Limits:**
Yes

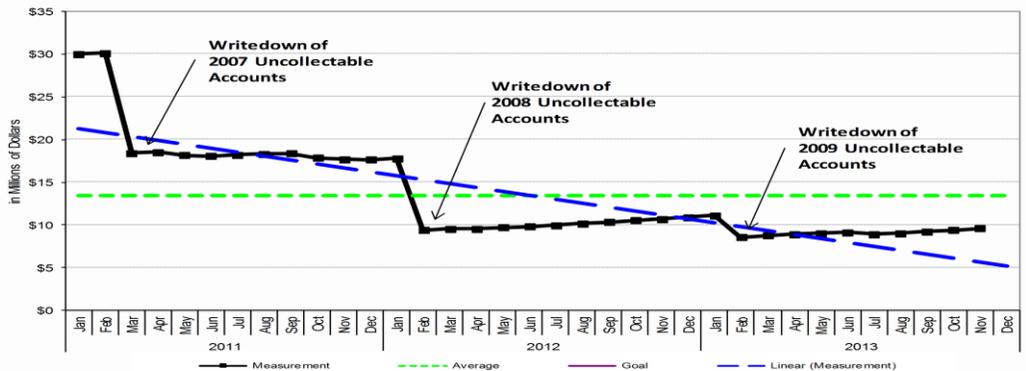
Trend: Favorable

Analysis

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

Plans for Improvement

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



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	\$ 30.004	\$ 30.128	\$ 18.428	\$ 18.546	\$ 18.179	\$ 18.059	\$ 18.201	\$ 18.301	\$ 18.359	\$ 17.856	\$ 17.685	\$ 17.634
2012	\$ 17.811	\$ 9.400	\$ 9.558	\$ 9.557	\$ 9.710	\$ 9.818	\$ 9.995	\$ 10.176	\$ 10.360	\$ 10.553	\$ 10.724	\$ 10.931
2013	\$ 11.104	\$ 8.552	\$ 8.766	\$ 8.928	\$ 9.055	\$ 9.113	\$ 8.939	\$ 9.029	\$ 9.224	\$ 9.389	\$ 9.585	

Sustainable Communities

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

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

Responsible Organization:
Department of Parks and Parkways

Data Source:
Department of Parks and Parkways

Related Strategy:
Protect and preserve parks and other green spaces

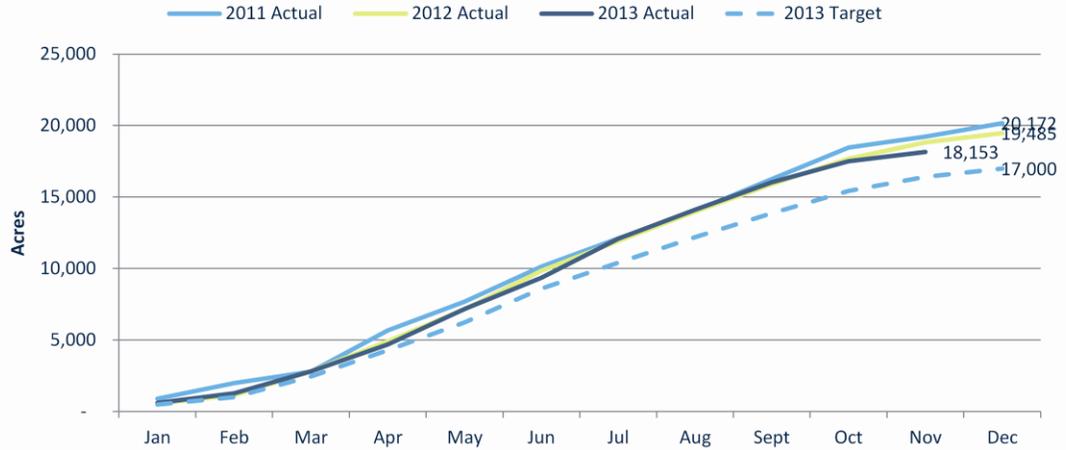
Legend:

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

 Key measure that best indicates whether City activities are achieving the desired results

Parks and Parkways substantially exceeded its annual target for acres mowed.

Number of acres mowed



2011		2012		2013		
Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
20,172	●	19,485	●	18,153	17,000	●

Action Items:

Date	Responsible Parties	Action Item	Due	Status
11/21/13	A. Rogers	Coordinate with Mosquito, Termite, and Rodent Control Board on Corners & Corridors initiative.	12/19/2013	Parks and Parkways is informing the Mosquito, Termite, and Rodent Control Board of its mowing schedule.

Responsible Organization:
Department of Parks and Parkways

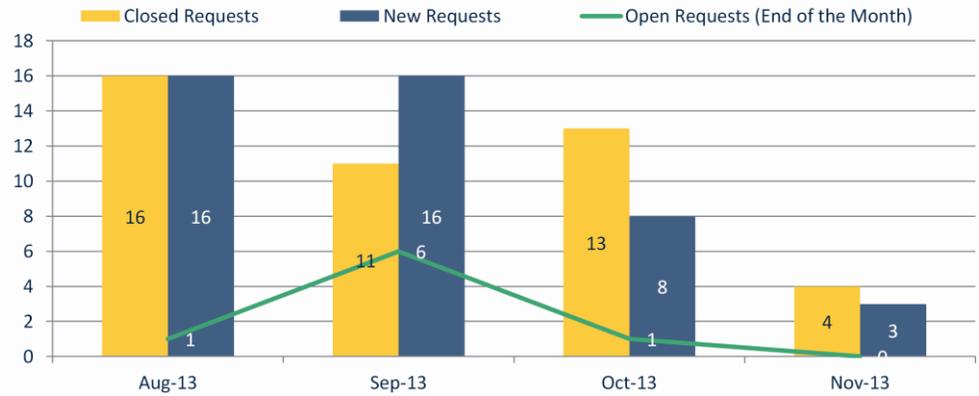
Data Source:
311

Related Strategy:
Protect and preserve parks and other green spaces

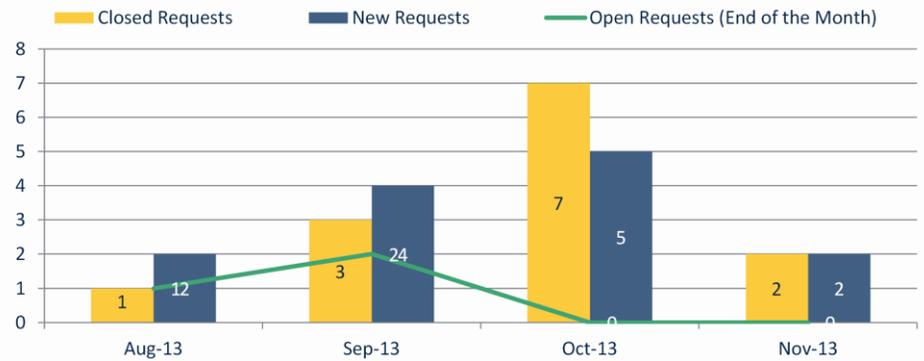
Note:
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

Parks and Parkways' 311 grass and park maintenance requests decreased.

311 Grass Service Requests



311 Park Maintenance Requests



Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

Definition:
Emergency: Any tree work order that is deemed a threat to public safety, and/or interferes with an ongoing construction project or special event, and is completed within 7 days.
Non-Emergency: Any tree work order that is not deemed an emergency.

Related Strategy:
Protect and preserve parks and other green spaces

Note:
Work orders may include multiple "forestry work orders."

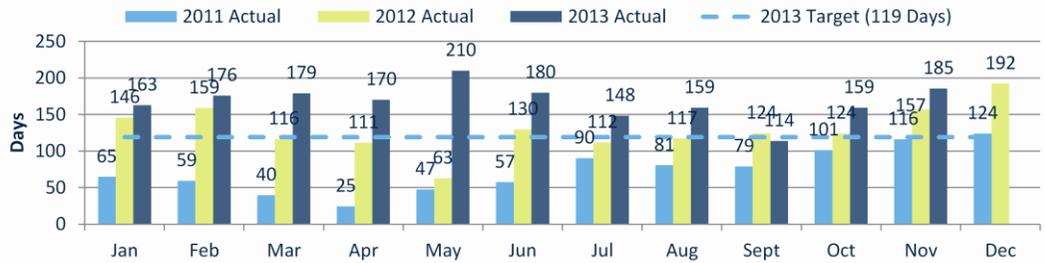
Legend:

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

Key: Key measure that best indicates whether City activities are achieving the desired results

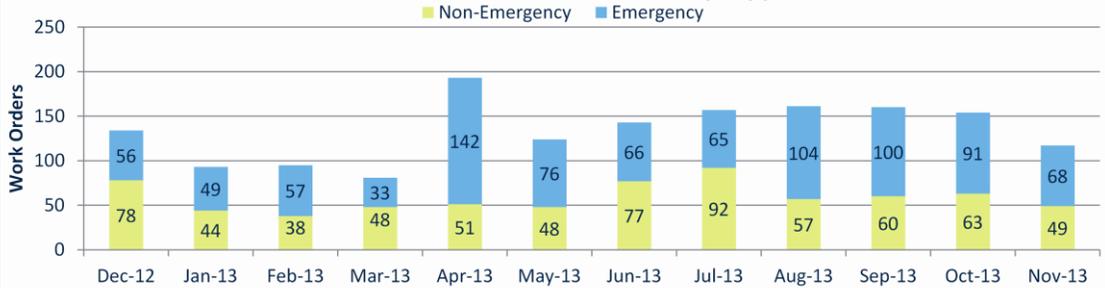
Parks and Parkways' number of days to close non-emergency tree service requests increased.

Average number of days to complete non-emergency tree service requests



2011		2012		2013		
Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
84	▲	132	▲	165	≤ 119	◆

Tree Work Orders Closed by Type



Responsible Organization:
Department of Parks and
Parkways

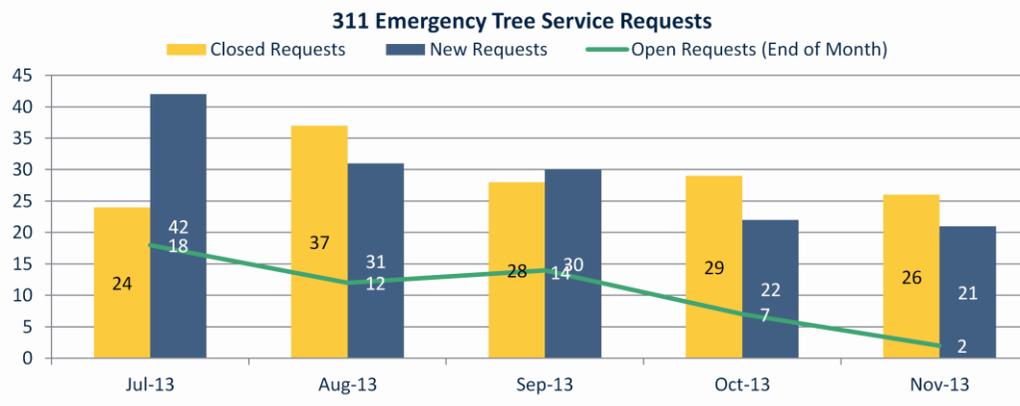
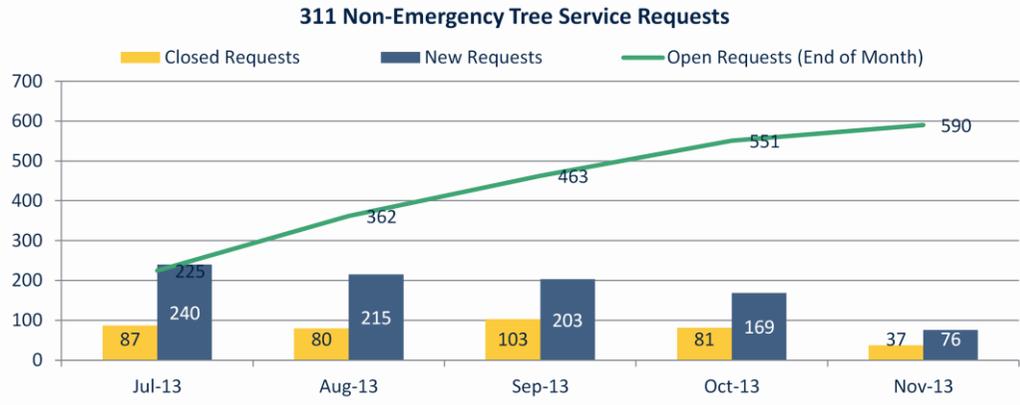
Data Source:
Department of Parks and
Parkways

Definitions:
Emergency: Any tree work
order that is deemed a
threat to public safety,
and/or interferes with an
ongoing construction
project or special event.
Non-Emergency: Any tree
work order that is not
deemed an emergency.

Related Strategy:
Protect and preserve parks
and other green spaces

Note:
In rare instances, a 311
service request is reopened
after being previously
closed. In such cases, this
may result in the number of
open requests not tying
exactly with the number of
closed and opened cases.

The number of open 311 non-emergency tree service requests continued to increase, though open 311 emergency requests decreased.



Parks and Parkways crews are currently still working out of their internal list, due to constraints in the 311 system's information reporting of service requests to Parks and Parkways. 311 and Parks & Parkways plan to meet to discuss how to beef up the information transmitted to Parks & Parkways by 311's Lagan system.

Parks and Parkways completed a moderate number of work orders.

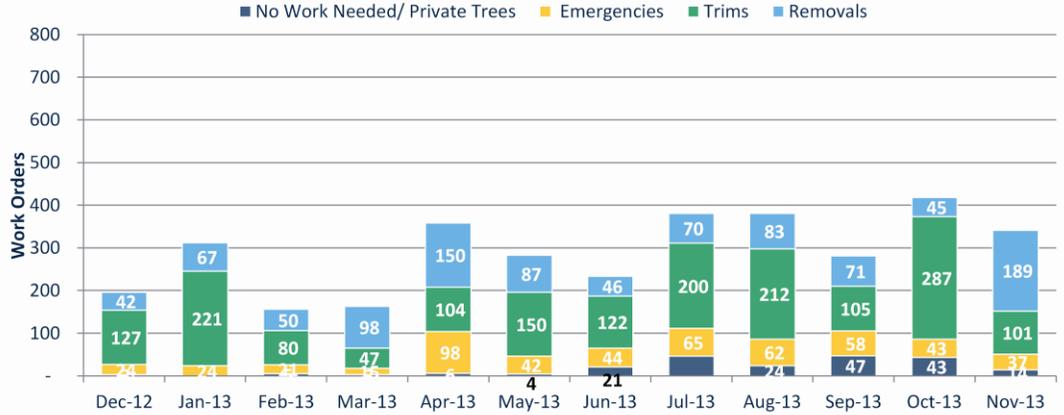
Responsible Organization:
Department of Parks and
Parkways

Data Source:
Department of Parks and
Parkways

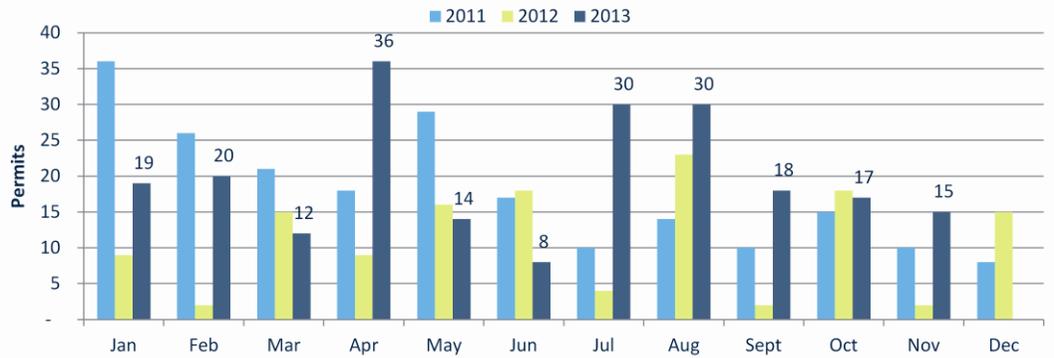
Note:
Forestry work orders represent
the actual work completed within
a tree "work order."

Related Strategy:
Protect and preserve parks and
other green spaces

Forestry Work Orders Completed



Permits Issued



Responsible Organization:
 Department of Sanitation
 Department of Parks and
 Parkways

Data Source:
 Department of Sanitation
 Department of Parks and
 Parkways

Definition:
Bandit sign: A flyer or
 advertisement posted on a
 public row in an unauthorized
 location.

Related Strategies:
 Provide effective sanitation
 services to residents and
 businesses
 Protect and preserve parks
 and other green spaces

Sanitation and Parks and Parkways continued to remove fewer bandit signs in 2013.



Action Items

Date	Responsible Parties	Action Item	Due	Status
10/4/12	C. Sylvain-Lear	Develop a plan for PSAs regarding signs for businesses	Ongoing	Items developed: brochure 8/11 (revised 2012/2013); PSAs 6/12 (general), 1/13 (waste tires); and flyers for inside and outside of the French Quarter/Downtown Development District in 3/12 (revised 12/12); draft PSA revised 7/18/13; reminder sent to Communications 8/14/13. Letter sent to political candidates 9/14/13. Reminder sent to Communications 10/16/13.
7/12/12	E. Williams, D. Macnamara, C. Sylvain-Lear	Pursue civil actions against repeat bandit sign offenders	Ongoing	Law will discuss with Entergy the possibility of Entergy taking action to address the damage to their property. While Law believes that actions in Civil District Court may be brought in the form of injunctions, this may not be the best use of City resources. Summons issued to owner of Discount Tree Cutting 10/29; trial date set in Municipal Court, Division "C" on 2/18/14.

Sanitation enforcement remained consistent.

Responsible Organization:
 Department of Sanitation
 New Orleans Police Department

Data Source:
 Department of Sanitation

Note:
 Additional inspections performed and summons issued by the District New Orleans Police Department Quality of Life Officers are not included in the totals.

Related Strategy:
 Provide effective sanitation services to residents and businesses



Action Items

Date	Responsible Parties	Action Item	Due	Status
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	Revisions to Chapter 6 are now in the City Code which complies with the State's enabling legislation for administrative hearings for Sanitation violations; however, additional work is needed in order to implement a process change. Continuing to work with Law to develop the appropriate process to reach the hearing stage.

Law and Sanitation continue to collaborate on a process that would allow for the issuance of citations to property owners whose yards chronically have litter.

Responsible Organization:
Department of Sanitation

Data Source:
Department of Sanitation

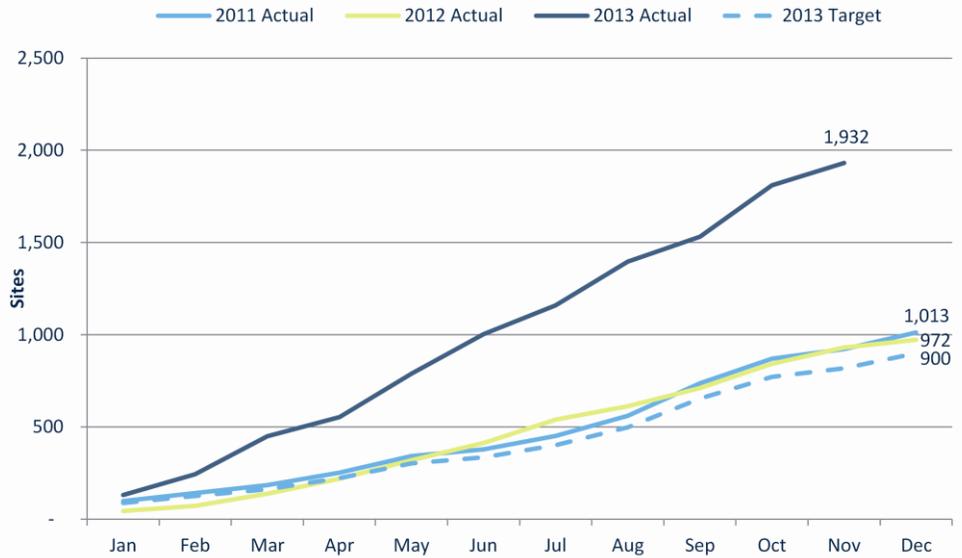
Related Strategy:
Provide effective sanitation services to residents and businesses

Legend:

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

 Key measure that best indicates whether City activities are achieving the desired results

Sanitation substantially exceeded its annual target of 900 illegal dumping site clearances.



2011		2012		2013		
Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
1,013	●	972	●	1,932	900	●

Responsible Organization:
Department of Sanitation

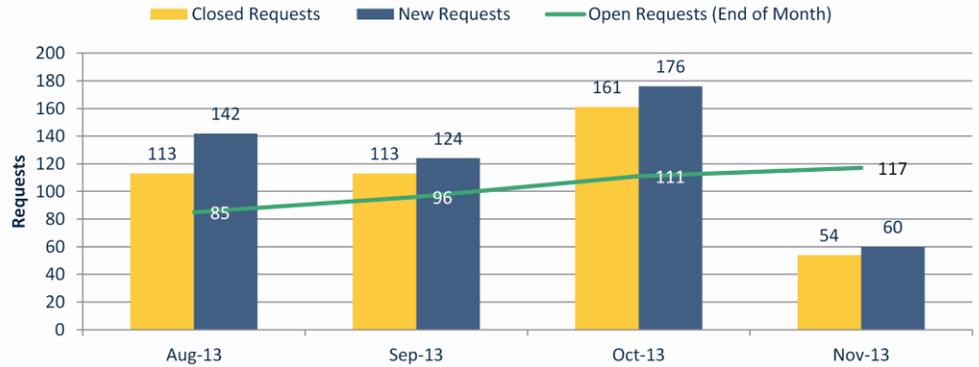
Data Source:
Department of Sanitation
311

Related Strategy:
Provide effective sanitation services to residents and businesses

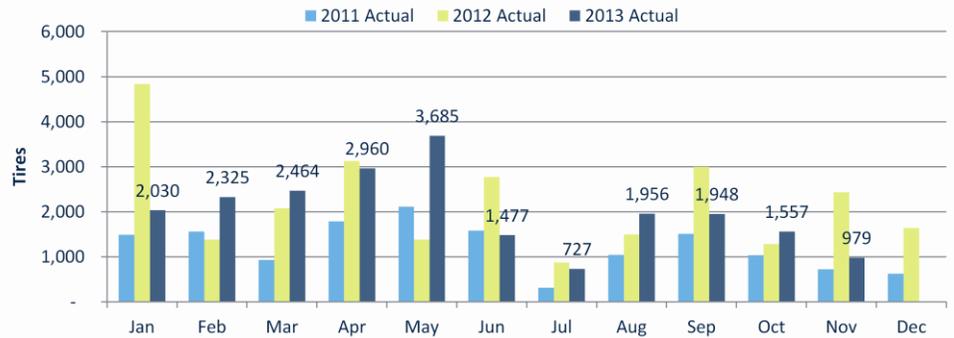
Note:
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

The backlog of 311 illegal dumping cases continued to increase.

311 Illegal Dumping Service Requests



Tires Removed



Sanitation suspects that some of the open 311 illegal dumping service requests are actually closed, and plans to work through the list to make it more reflective of their work.

Responsible Organization:
Department of Sanitation

Data Source:
311

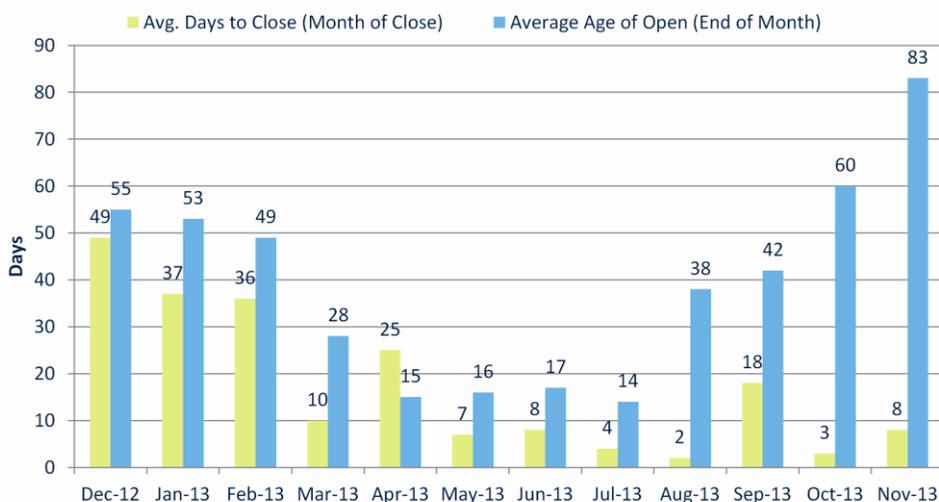
Note:
Establishing a baseline in 2013.
Expected days to close, developed in
2012: 30 days.

Related Strategy:
Provide effective sanitation services to
residents and businesses

 Key measure that best indicates
whether City activities are achieving
the desired results

The average days to close illegal dumping 311 requests was low, and though the age of open requests substantially increased.

 Average days to close illegal dumping 311 cases



Action Item

Date	Responsible Parties	Action Item	Due	Status
7/12/12	E. Williams, C. Sylvain-Lear, J. Munster	Consider increasing barriers to entry for tire shops via changes in occupational license requirements	Ongoing	Sanitation met with Safety & Permits and City Planning 7/29 to develop standards for CZO related to tire shops. A draft of the CZO was released 9/13. It is in the public comment period. Changes are in Article 20, Use Standards JJ: 8 and 9.

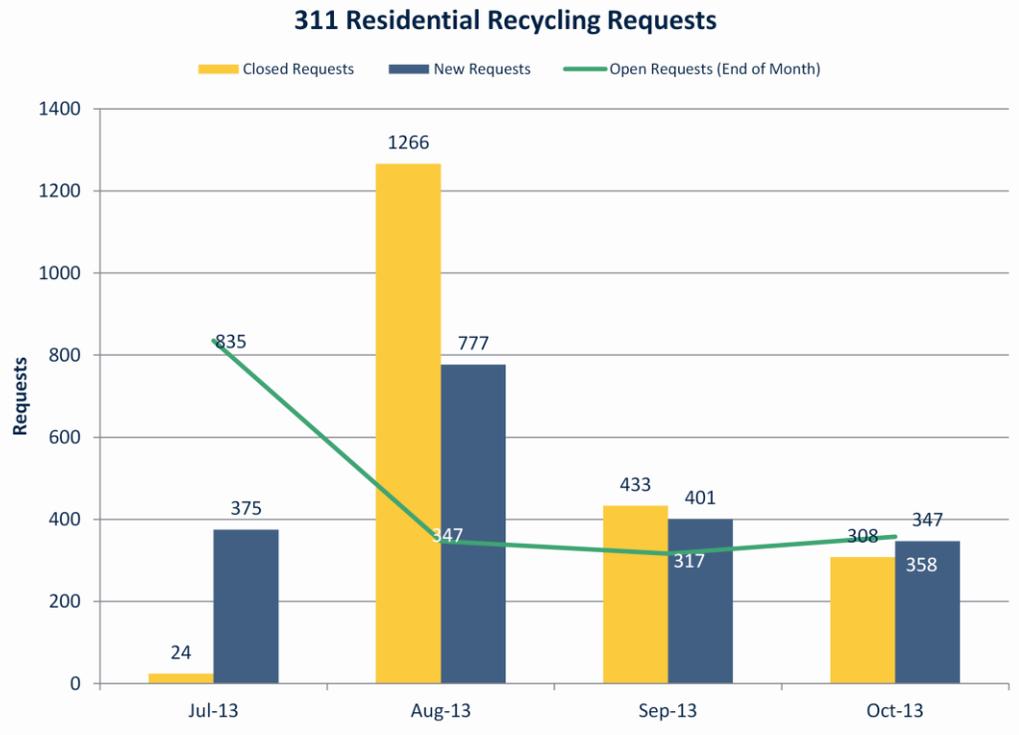
Responsible Organization:
Department of Sanitation vendors

Data Source:
311

Related Strategy:
Provide effective sanitation services
to residents and businesses

Note:
In rare instances, a 311 service
request is reopened after being
previously closed. In such cases, this
may result in the number of open
requests not tying exactly with the
number of closed and opened cases.

The backlog of 311 residential recycling requests increased.



Responsible Organization:
Department of Sanitation and vendors

Data Source:
311

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

Related Strategy:
Provide effective sanitation services to residents and businesses

Note:
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

The 311 trash/garbage pickup service request backlog decreased substantially, the others stayed steady. The majority of the open 311 trash/garbage pickup requests were to start trash service.

Service Request (SR)	Open SRs (11/1)	New SRs	Closed SRs	Open SRs (11/30)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Dead Animal Pickup (Vendor)	2	14	11	5	3	22	2
Large Item Pickup (Vendor)	40	97	97	40	0	36	5
Trash/Garbage Pickup (Vendor)	321	282	417	186	-135	46	65
Change size of Trash Cart	6	1	6	1	-5	17	49
Damage Caused By Contractor	78	38	96	20	-58	15	81
Missed Collection	12	55	44	23	11	17	3
Replace Trash Cart	30	27	29	27	-3	185	71
Start Trash Service	190	148	229	110	-80	23	74
Stop Trash Service	2	4	3	3	1	51	2
Trash/Garbage Pickup*	3	9	10	2	-1	87	3

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

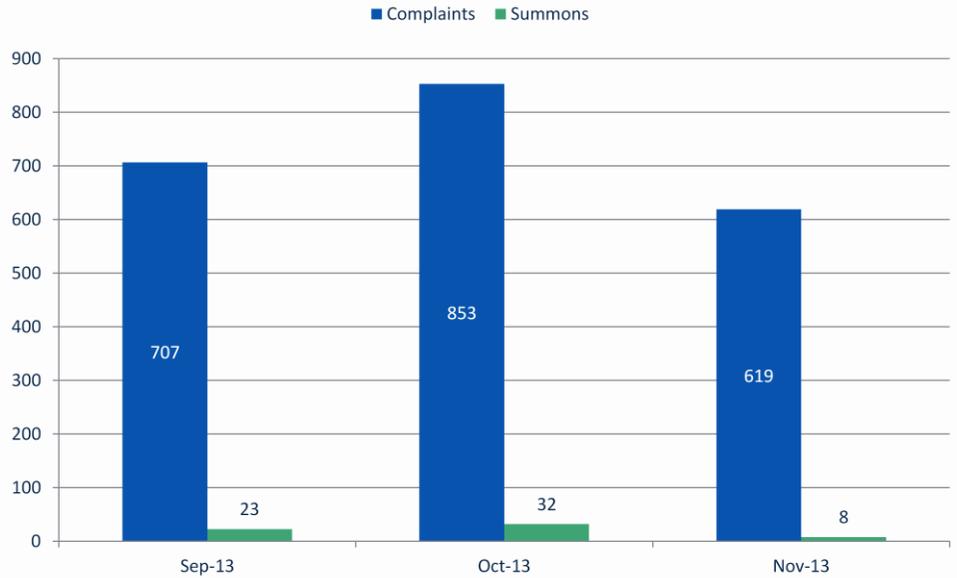
Responsible Organization:
New Orleans Police Department

Data Source:
New Orleans Police Department

Related Strategy:
Effectively and fairly administer justice

Complaints and summons decreased.

Complaints Received and Summons Issued by NOPD Quality of Life Officers



Responsible Organization:
 New Orleans Police
 Department, DPW, Code
 Enforcement, Sanitation
 Department, Department of
 Parks and Parkways

Data Source:
 311

Related Objective:
 Employ proactive policing and
 positive community
 engagement

Note:
 In rare instances, a 311
 service request is reopened
 after being previously closed.
 In such cases, this may result
 in the number of open
 requests not tying exactly
 with the number of closed
 and opened cases.

Most complaints received by Quality of Life officers were not entered into 311 as priority service requests.



Priority 311 Service Requests from Quality of Life (QOL) Officers

Service Request (SR)	Complaints Received by QOL Officers in the field	Open SRs (11/1)	New SRs	Closed SRs	Open SRs (11/30)	Δ from Prior Period	Avg. Age of Open SR
Abandoned Vehicle Reporting/Removal	261	9	8	0	17	8	25
Code Enforcement General Request	45	0	5	5	0	0	N/A
Illegal Dumping Reporting		2			2	0	129
Large Item Trash/Garbage Pickup		1			1	0	54
Park Maintenance		0			0	0	N/A
Pothole/Roadway Surface Repair		4		1	3	-1	139
Rodent Complaint		0			0	0	N/A
Street Flooding/Drainage		1			1	0	593
Street Light		0			0	0	N/A
Traffic Sign		2			2	0	83
Traffic Signal		1			1	0	106
Trash/Garbage Pickup		0			0	0	N/A
Tree Service		1			1	0	65
Tree Service Emergency		1		1	0	-1	0

Responsible Organization:
Law Department

Data Source:
Law Department

Related Strategy:
Effectively and fairly administer justice

Definitions:
ABO: Alcoholic Beverage Outlet. A business that serves alcoholic beverages.

Legend:

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

 Key measure that best indicates whether City activities are achieving the desired results

The Law Department substantially exceeded its annual target of 200 ABO case filings.

 Number of tax and public nuisance cases filed before the ABO Board



2011		2012		2013		
Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
233	●	310	●	236	200	●

Children and Families

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

Objectives and Strategies	Outcome Measures
<p>Improve health outcomes for City residents</p> <ol style="list-style-type: none"> 1. Improve access to healthcare for city residents (including access to mental health services) 2. Provide public health services to City residents, including community health education and preventing the spread of communicable diseases 	<ul style="list-style-type: none"> • Rate of low birth weight babies • County Health Ranking (University of Wisconsin) • American Fitness Index ranking (metro) (American College of Sports Medicine)
<p>Support the development of strong and resilient youth and families, including children in schools</p> <ol style="list-style-type: none"> 1. Support increased student achievement and school success, including closing achievement gaps 2. Encourage the development of strong and resilient families 3. Support the social and emotional needs of youth 	<ul style="list-style-type: none"> • Graduation rate • LEAP test passage rates • Teen pregnancy rate • Truancy rate
<p>Provide high-quality cultural and recreational opportunities to City residents and visitors</p> <ol style="list-style-type: none"> 1. Support cultural institutions and experiences 2. Provide recreational opportunities to residents 	<ul style="list-style-type: none"> • Citizen satisfaction with culture and recreational opportunities (UNO Quality of Life Survey) • Registered arts and culture nonprofit organizations per 100,000 population
<p>Facilitate the provision of effective human services to City residents</p> <ol style="list-style-type: none"> 1. Provide quality, secure housing to residents and reduce homelessness 2. Ensure a safety net of needed services is available to all residents 3. Ensure residents' access to a variety of healthy nutritional options 4. Honor the service of veterans and wounded warriors by recognizing their unique needs 	<ul style="list-style-type: none"> • Point-in-Time homelessness count • Food Insecurity Rate (US Department of Agriculture, Feeding America)

Responsible Organization:
New Orleans Mosquito, Termite, and Rodent Control Board

Data Sources:
New Orleans Mosquito, Termite, and Rodent Control Board
311

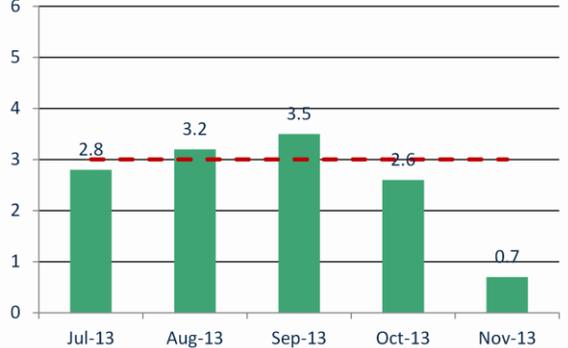
Related Strategy:
Provide public health services to City residents, including community health education and preventing the spread of communicable diseases

- Legend:**
- On Target
 - ▲ Within 10% of Target
 - ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

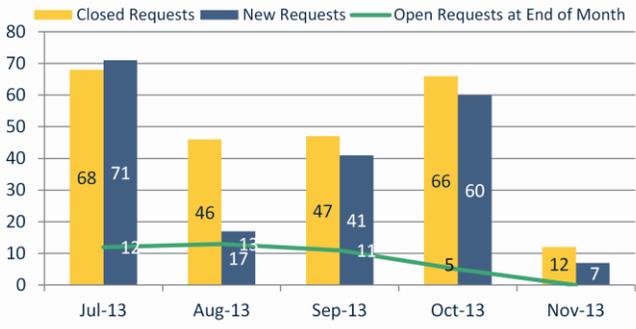
The Board substantially exceeded its number of days to respond to mosquito service requests

 Average business days to respond to mosquito service requests

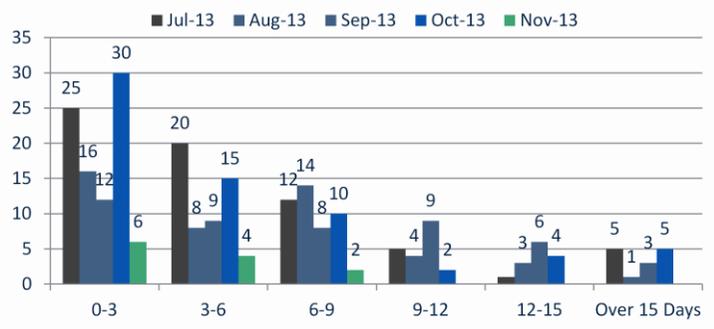


2013		
YTD Actual	Annual Target	Status
2.6	3	●

311 Mosquito Control Service Requests



Days to Close Mosquito Control 311 Requests



Responsible Organization:

New Orleans Mosquito, Termite, and Rodent Control Board

Data Sources:

New Orleans Mosquito, Termite, and Rodent Control Board
311

Related Strategy:

Provide public health services to City residents, including community health education and preventing the spread of communicable diseases

Legend:

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

Key measure that best indicates whether City activities are achieving the desired results

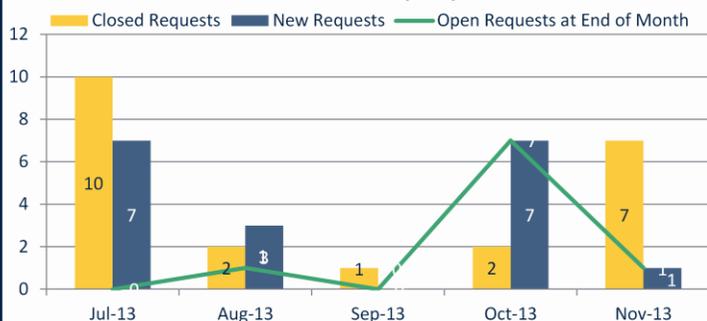
The Mosquito & Termite Control Board substantially exceeded its target number of days to respond to rodent service requests

Key Average business days to respond to rodent service requests

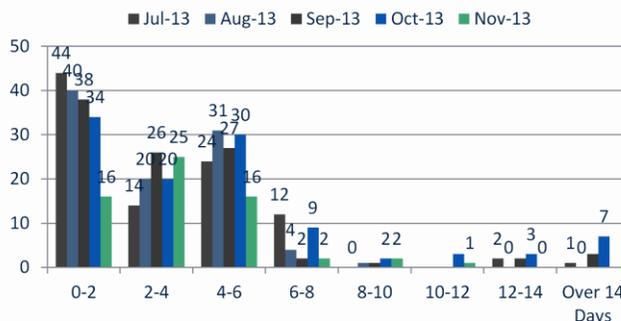


2013		
YTD Actual	Annual Target	Status
1.3	3	●

311 Rodent Follow-up Inspections



Days to Close 311 Rodent Requests



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?