CITY OF NEW ORLEANS

QualityofLifeSTAT

November 21st, 2013
(Reporting Period: October 2013)
www.nola.gov/opa

Agenda

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

Purpose and Scope

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

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

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

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

City Strategic Framework

Mission

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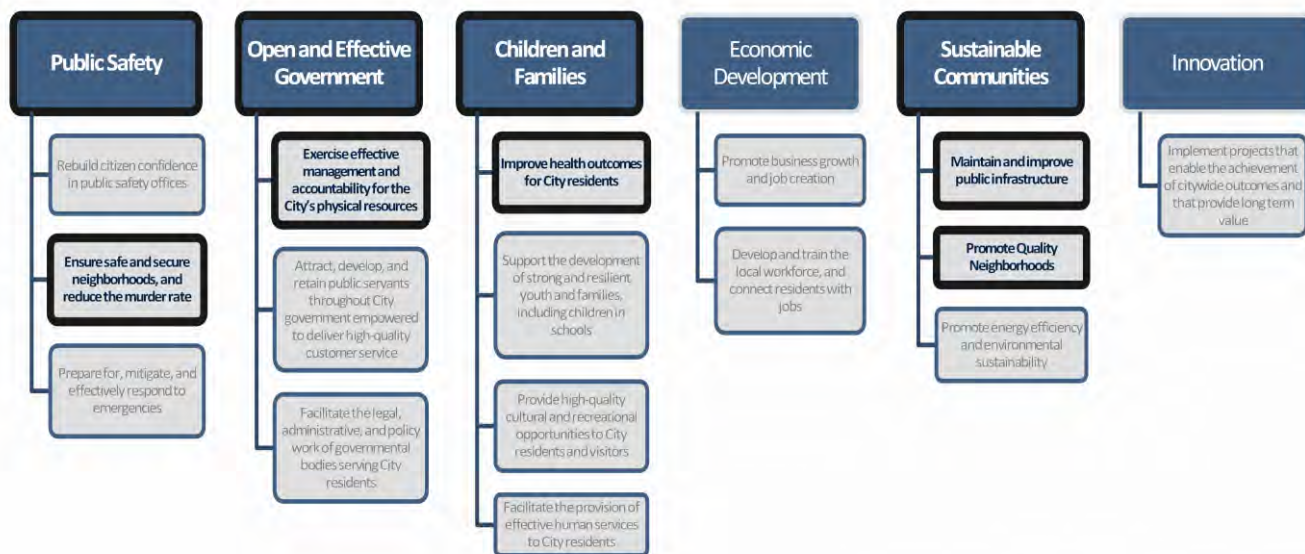
Values

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

Vision

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

Result Area Goals and Objectives

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

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Open and Effective Government

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

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

311 Dashboard

Onboarding Metrics	Code Enforce	DPW Main.	DPW Parking	DPW Traffic	Health	MTCB	Parks & Parkways	Sanitation
Existing Onboarded Departments								
Timeliness to Close Requests (Closed cases meeting target > 80%, 50-80%, <50%)	🟢 Green	🟢 Green	🟡 Yellow	🔴 Red	🟡 Yellow	⚪ White	🟢 Green	🟡 Yellow
Request Closure Rate (Closed Cases >= New Cases Yes/No)	🟢 Green	🔴 Red	🔴 Red	🟢 Green	🟢 Green	🔴 Red	🔴 Red	🟢 Green
Backlog to Closed Requests Ratio (1-4, 5-7, >=8)	🟢 Green	🔴 Red	🟢 Green	🟢 Green	🟢 Green	🟢 Green	🟢 Green	🟢 Green
311 Tool Usage (Resources actively managing cases using Lagan)	🟢 Green	🟢 Green	🟢 Green	🟢 Green	🟢 Green	🟢 Green	🟢 Green	🟢 Green
Overall	🟢 Green	🟡 Yellow	🟢 Green	🟢 Green	🟢 Green	🟢 Green	🟢 Green	🟢 Green
Actions Pending	Note: Closures reflect Lagan, not LAMA.	Address case backlog.	-	Address case backlog. Actively manage cases in 311.	-	Establish Expected Days to Close Target(s).	-	Address vendor backlog. Vendors actively manage cases in 311.
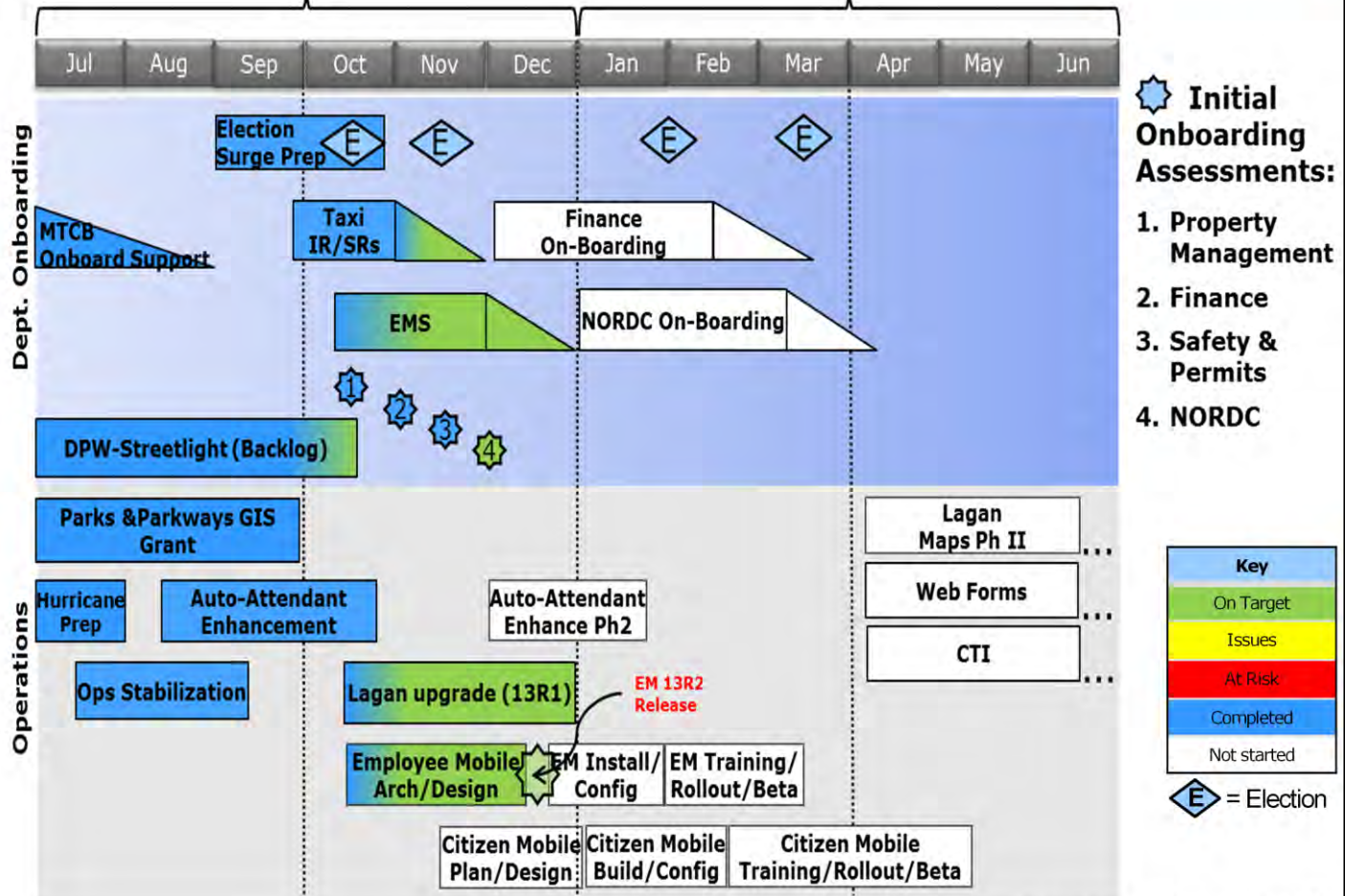
Property Management and Finance are on-track to be onboarded in Q1 2014.

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)

Due to depletion of funding, DPW's pothole activity has slowed down. However, they have far surpassed their annual target.

Responsible Organization:
Department of Public Works

Data Source:
311

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.
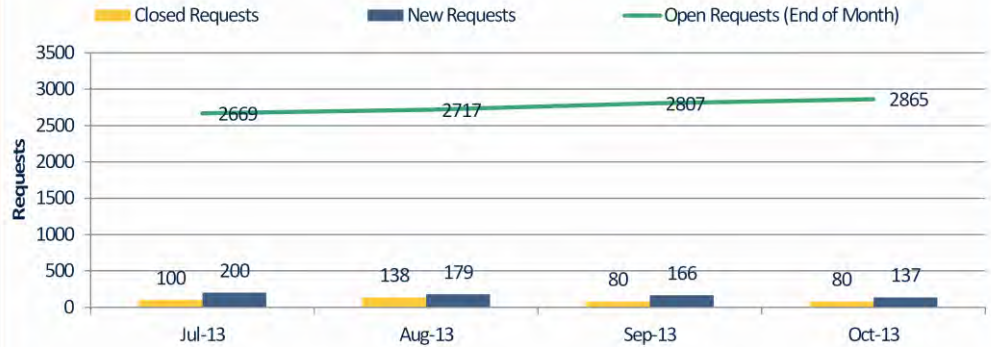
Related Strategy:
Maintain and improve road surface infrastructure

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

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

The backlog of 311 pothole service requests increased in October. Of the service requests closed in October, the vast majority were closed within 30 days.

Pothole/Roadway Surface Repair

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

Month	Closed Requests	New Requests	Open Requests (End of Month)
Jul-13	100	200	2669
Aug-13	138	179	2717
Sep-13	80	166	2807
Oct-13	80	137	2865

Days to Close Pothole/Roadway Surface Repair

Legend: Jul-13 | Aug-13 | Sep-13 | Oct-13

Days	Jul-13	Aug-13	Sep-13	Oct-13
0-30	81	87	63	55
31-60	5	9	6	9
61-90	3	12	3	5
91-120	3	8	2	3
More than 120	8	22	6	8

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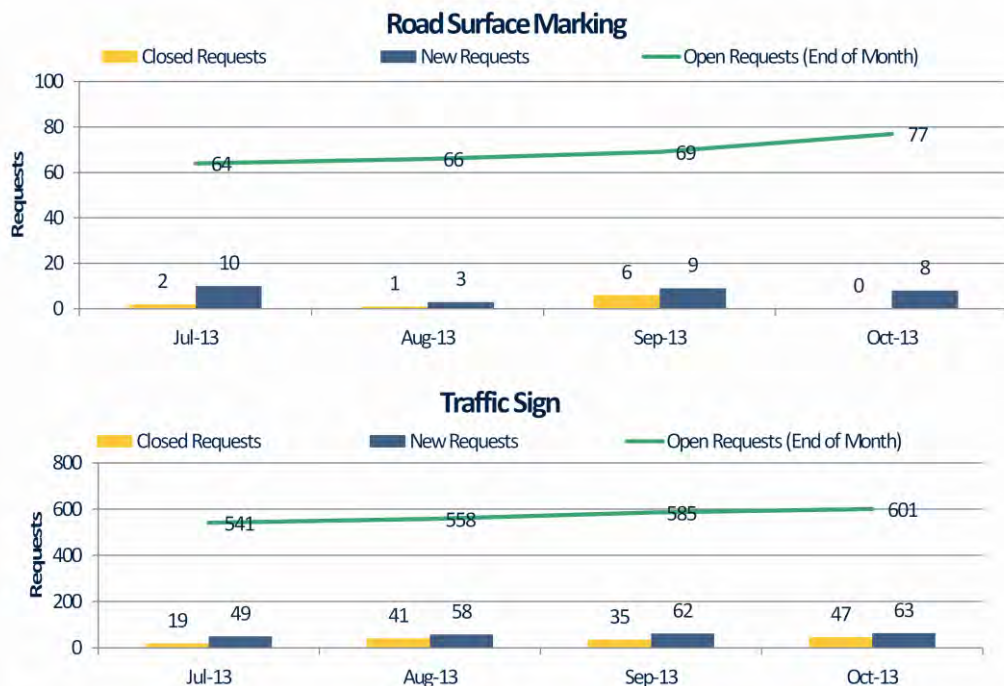
All DPW maintenance 311 service requests backlogs slightly increased.

Due to the aforementioned funding constraints, DPW does not have adequate resources to work down their maintenance backlogs.

Backlogs increased for both road surface marking and traffic sign service requests.

Road Surface Marking

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

	Jul-13	Aug-13	Sep-13	Oct-13
Closed Requests	2	1	6	0
New Requests	10	3	9	8
Open Requests (End of Month)	64	66	69	77

Traffic Sign

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

	Jul-13	Aug-13	Sep-13	Oct-13
Closed Requests	19	41	35	47
New Requests	49	58	62	63
Open Requests (End of Month)	541	558	585	601

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.

The backlog for street name sign service requests ticked up. DPW substantially cut the backlog for traffic signal service requests.

Street Name Sign

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

Open Requests (End of Month): Jul-13: 302, Aug-13: 320, Sep-13: 323, Oct-13: 341

Closed Requests: Jul-13: 51, Aug-13: 4, Sep-13: 21, Oct-13: 5
New Requests: Jul-13: 22, Aug-13: 22, Sep-13: 24, Oct-13: 22

Traffic Signal

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

Open Requests (End of Month): Jul-13: 302, Aug-13: 332, Sep-13: 370, Oct-13: 227

Closed Requests: Jul-13: 19, Aug-13: 23, Sep-13: 27, Oct-13: 198
New Requests: Jul-13: 32, Aug-13: 53, Sep-13: 65, Oct-13: 55

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DPW struggles to keep its traffic signal/flasher vehicle mobilized, due to funding constraints.

DPW exceeded its annual target for restored streetlight outages. Streetlight outages began to tick back up towards 3,000, as anticipated due to the depletion of 2013 general funds for routine maintenance.

🔑 Number of streetlight outages restored

Legend: ■ Routine Maintenance ■ Major Repairs ■ LED
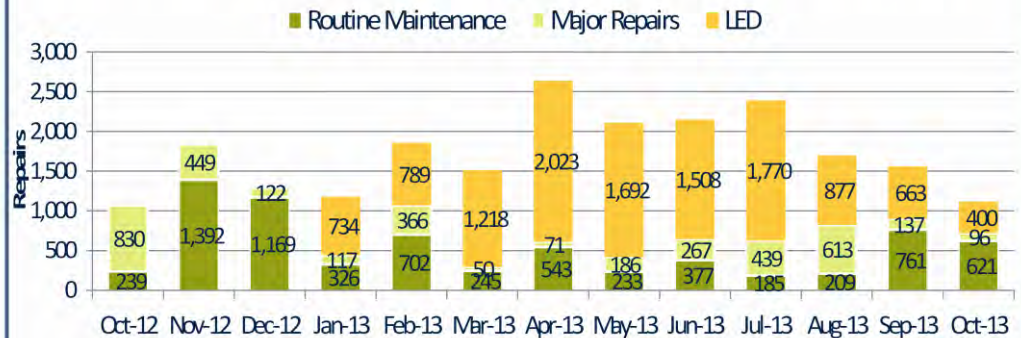
	2011		2012		2013		
	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
	10,891	🔶	12,500	🔶	18,218	8,000	🟢

Streetlight Outages

Legend: ■ Routine ■ Major ✕ Percent of Streetlights Out
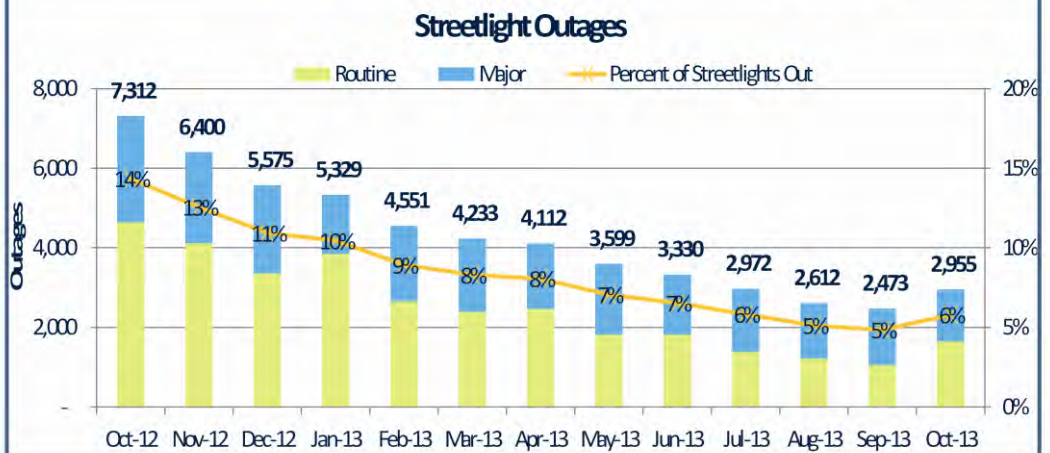
Depletion of maintenance funding has resulted in fewer streetlight outages being restored. As an anticipated consequence, the number of street outages has become to trend back upward.

The backlog of 311 streetlight requests substantially decreased in October, and the vast majority of closed requests in October had been open for several months.
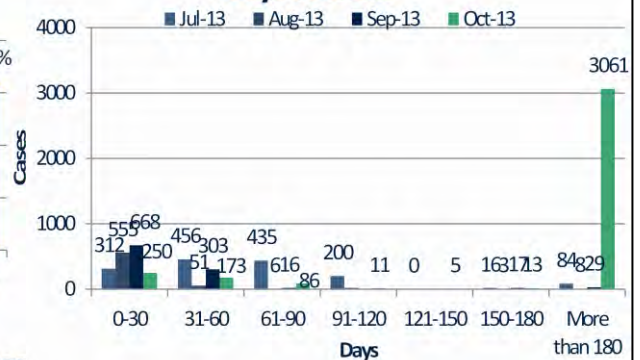
311 Streetlight Service Requests

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

- Jul-13: Closed 1303, New 416, Open 4281
- Aug-13: Closed 653, New 2842, Open 6472
- Sep-13: Closed 1046, New 894, Open 6322
- Oct-13: Closed 3599, New 899, Open 3624
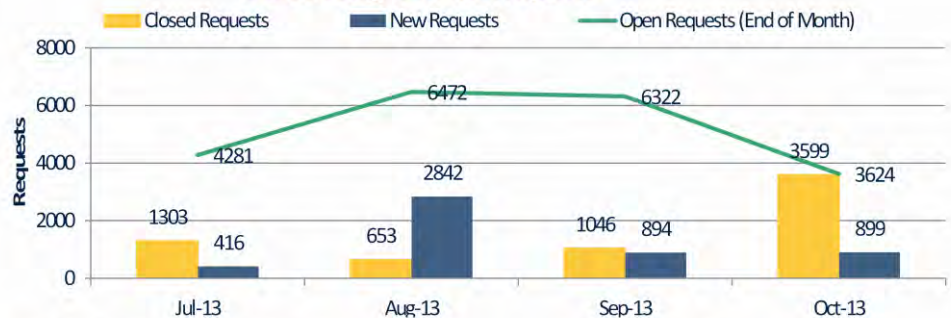
Closed 311 Requests as Percentage of All Outages Restored

- Jan-13: 12%
- Feb-13: 93%
- Mar-13: 6%
- Apr-13: 1%
- May-13: 1%
- Jun-13: 0%
- Jul-13: 54%
- Aug-13: 38%
- Sep-13: 67%
- Oct-13: 322%

Days to Close

Legend: Jul-13 | Aug-13 | Sep-13 | Oct-13

Days	Jul-13	Aug-13	Sep-13	Oct-13
0-30	312	555	668	250
31-60	456	51	303	173
61-90	435	616	86	
91-120	200	11		
121-150	0	5		
150-180	163	17	13	
More than 180	84	829		3061
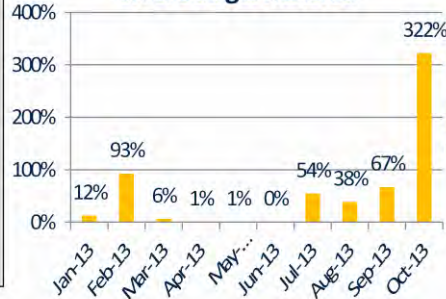
311 Issues

Responsible Parties	Issue	Due	Status
M. Jernigan/M. Torri	New method needed for closing the backlog of streetlight cases based on actual work completed	Past Due	Initial wave of inactive backlog closures executed on 10/16. Remaining waves expected to be completed by 11/6.

For the first time in 2013, DPW exceeded its monthly target of days to close abandoned vehicle service requests. The average age of open abandoned vehicle service requests was slightly up from September, but lower relative to previous months.

🗝 Average number of days to close 311 abandoned vehicle calls

Avg Days to Close (Month of Close) ▪ Avg Age of Open (End of Month) – – Target Days to Close (25)
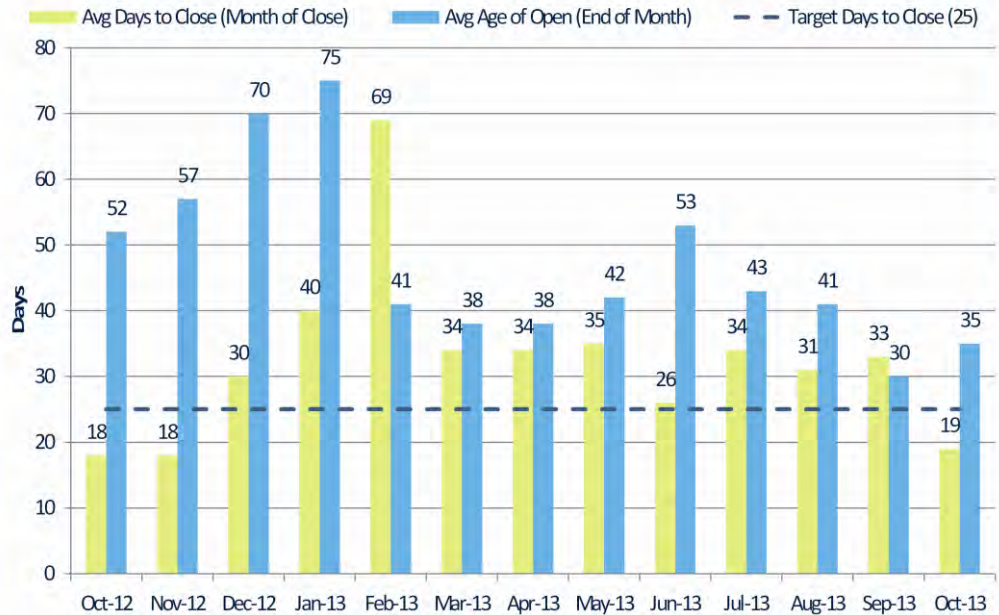
	2011		2012		2013		
	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
	17	-	18	🟢	35	≤ 25	🔶

DPW plans to hire more two truck drivers in Q4 to further work through their 311 abandoned vehicle backlog.
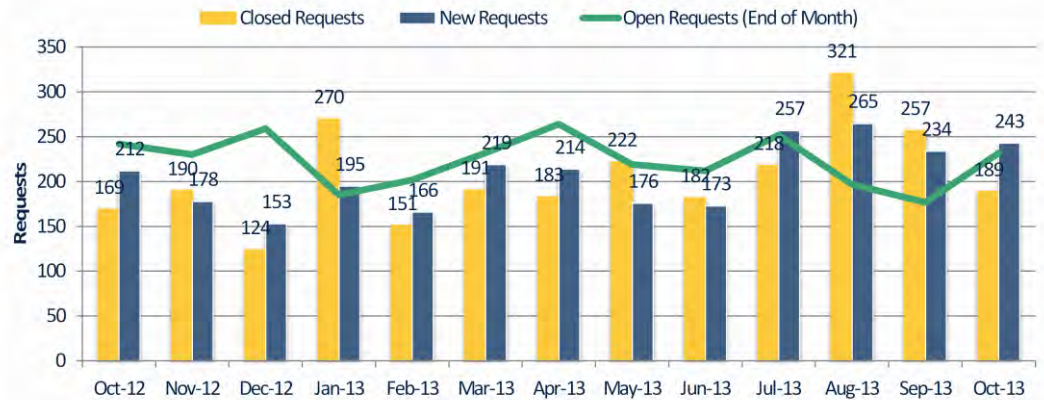
Responsible Organization:
Department of Public Works

Data Source:
311

Related Objective:
Promote Quality Neighborhoods

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

311 Abandoned Vehicle Service Requests

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

Action Items

Date	Responsible Parties	Action Item	Due	Status
10/4/12	M. Jernigan; A. Square	Contract with additional towing companies for abandoned vehicles	Past Due	Request for bids to be developed. Some firms may provide services at no cost to the City. To pay private contractors up front, would need to include in budget, or set up enterprise fund.
11/1/12	D. Macnamara, J. Soileau, All	Obtain lists of top issues for enforcement, develop enforcement strategy, and train Quality of Life officers	Ongoing	P&P and Sanitation provided lists. DPW is developing a card for officers. DPW and NOPD developed draft procedures for processing parking tickets, and will commence training and ticket book issuance now that special events are complete.

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DPW currently has only one investigator in the field to address 311 abandoned vehicle cases.

DPW remained on track to reach its annual catch basin target, though due to the recent slowdown, though the rate of cleaning had decreased.

🔑 Number of catch basins cleaned

- - - 2013 Target   —— 2012 Actual   —— 2013 Actual
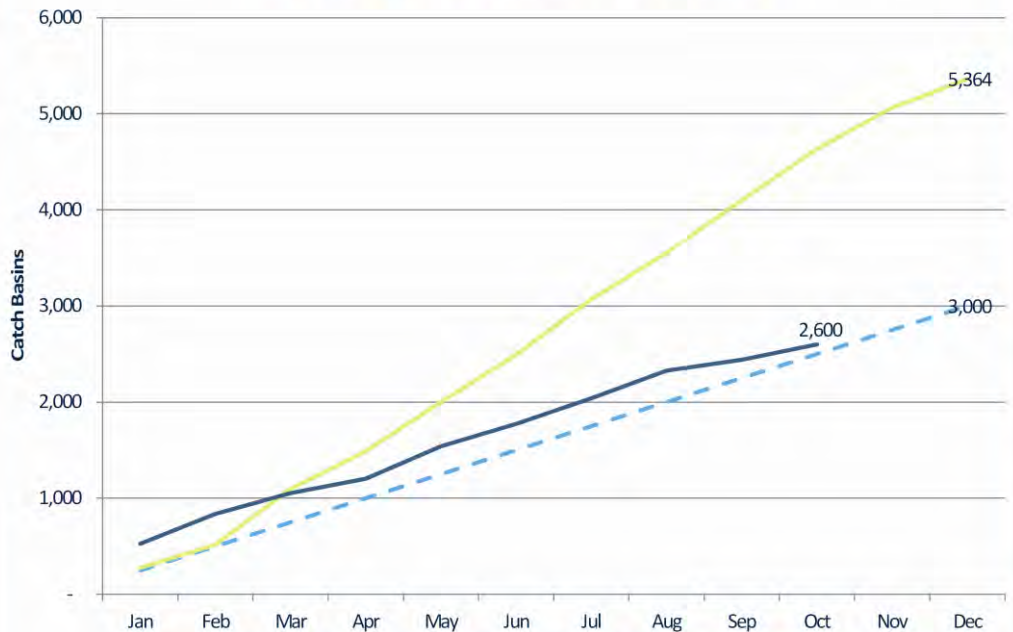
	2011		2012		2013		
	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
	3,339	🔷	5,364	🟢	2,600	3,000	🟢

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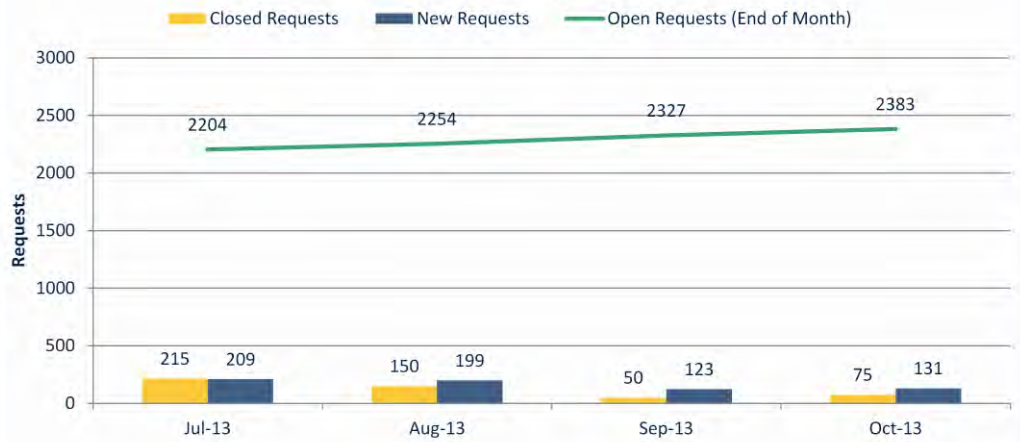DPW still expects to reach its annual catch basin target despite the slowdown over the past three months.

The street flooding and drainage backlog increased during the month.

311 Street Flooding/Drainage Service Requests

Days to Close
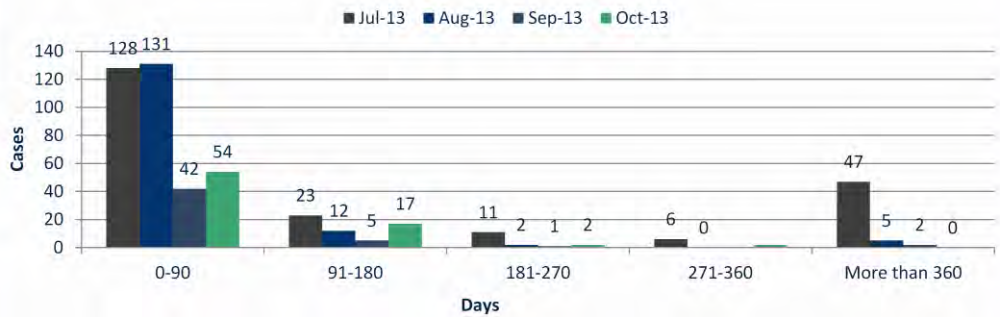
DPW 311 Issues

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 ITI's Service & Innovation team to help identify potential efficiencies / operational improvements.	Pending
E. Kerkow	Contact DPW to schedule a demo of the new 311 employee mobile module that will allow DPW staff to manage cases in the field via a mobile device.	Completed

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

		Responsible Organization: Sewerage and Water Board of New Orleans				

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	🟩	🟩	🟩
	Estimated Bills	🟨	🟩	🟩
	High Bill Complaints		🟩	🟩
	Adjusted Bills	🟩	🟩	🟩
Problem Resolution				
	Customer Contacts	🟥	🟩	🟥
	Call Wait Time	🟨	🟩	🟨
	Abandoned Calls	🟥	🟥	🟥
	Low Water Pressure	🟨	🟩	🟨
	Water System Leaks	🟩	🟩	🟩
	Sewer System Leaks		🟩	🟨
Collections Effectiveness				
	Accounts Off for Non-Payment		🟩	🟩
	Receivables 30 to 120 Days Old		🟩	🟩
	Receivables 120 Days and Older		🟩	🟩

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

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S&WB is now fully staffed. However, it expects to receive higher call intake due to the increase in turnoffs that will likely result from the new ordinance, so S&WB plans to hire more call staff to accommodate the higher demand.

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 since April 2010 except for two months affected by Hurricane Isaac.

Plans for Improvement

Staff is working to reduce the number of estimated and erroneous readings. Also, the Automated Meter Reading pilot project is also intended to reduce the number of estimated and erroneous readings, as well as to reduce the cost of obtaining a validated reading.
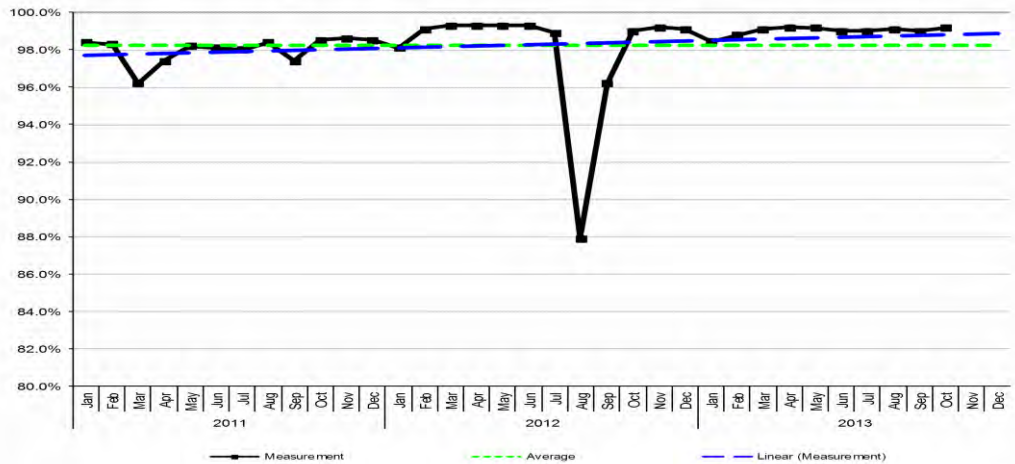
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	98.4%	98.3%	96.2%	97.4%	98.2%	98.1%	98.0%	98.4%	97.4%	98.5%	98.6%	98.5%
2012	98.1%	99.1%	99.3%	99.3%	99.3%	99.3%	98.9%	87.9%	96.2%	99.0%	99.2%	99.1%
2013	98.4%	98.8%	99.1%	99.2%	99.2%	99.0%	99.0%	99.1%	99.0%	99.2%		

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S&WB is working to have a more automated meter-reading system, but is currently doing well with its current process.

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: Close

**Process Operating Within Control Limits: Yes**

Trend: Favorable

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

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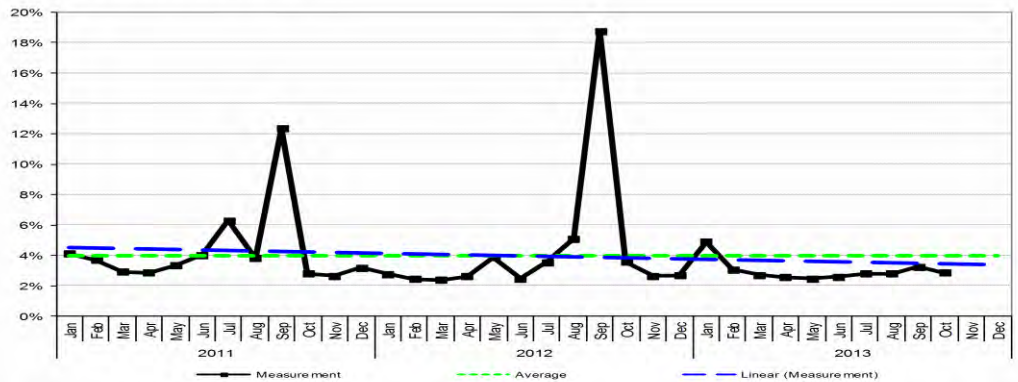
Data Table

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

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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: Close	**Process Operating Within Control Limits: Yes**	**Trend: Favorable**

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

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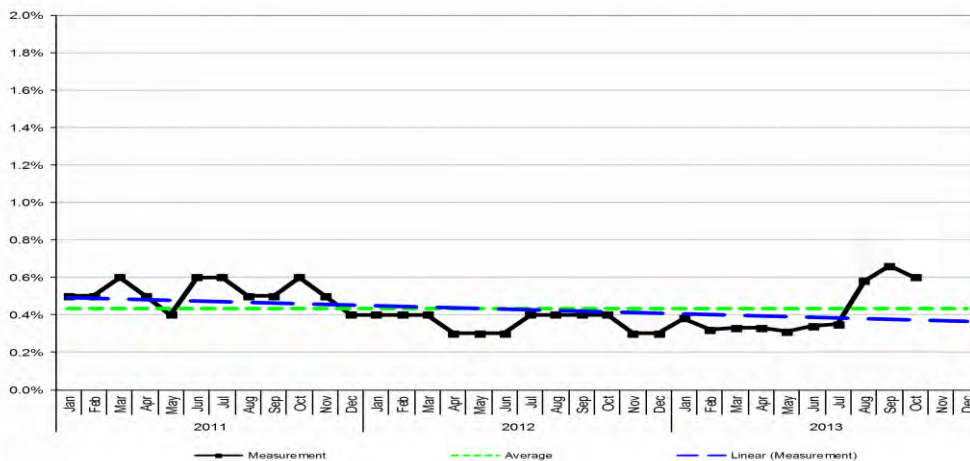
Data Table

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

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
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.

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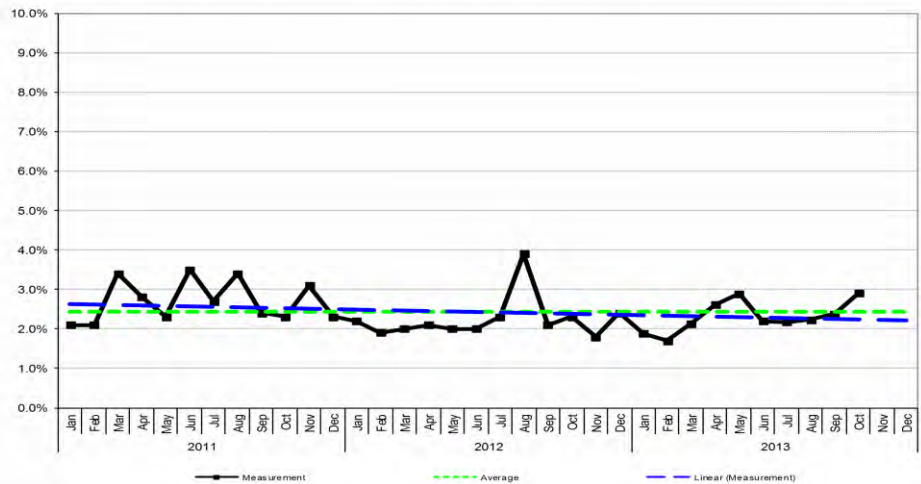
Data Table

	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%		

Sewerage and Water Board of New Orleans
Total Inbound Customer Contacts

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: No

Objective: Provide Timely Information and Respond Promptly to Requests

Process Operating Within Control Limits: Yes

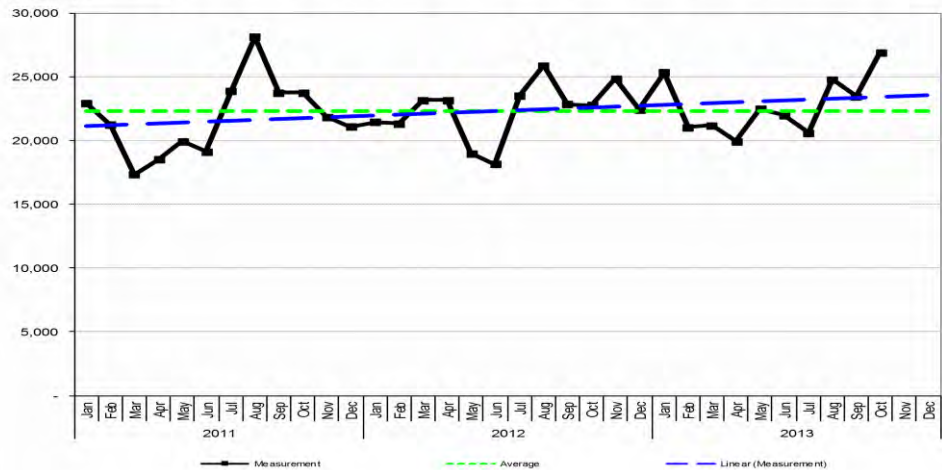**Goal: Reduce Triggers of Customer Calls**

Trend: Unfavorable

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

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

Legend: Measurement · Average · Linear (Measurement)

Data Table

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

S&WB is working to bring down their number of inbound calls to a more manageable level.

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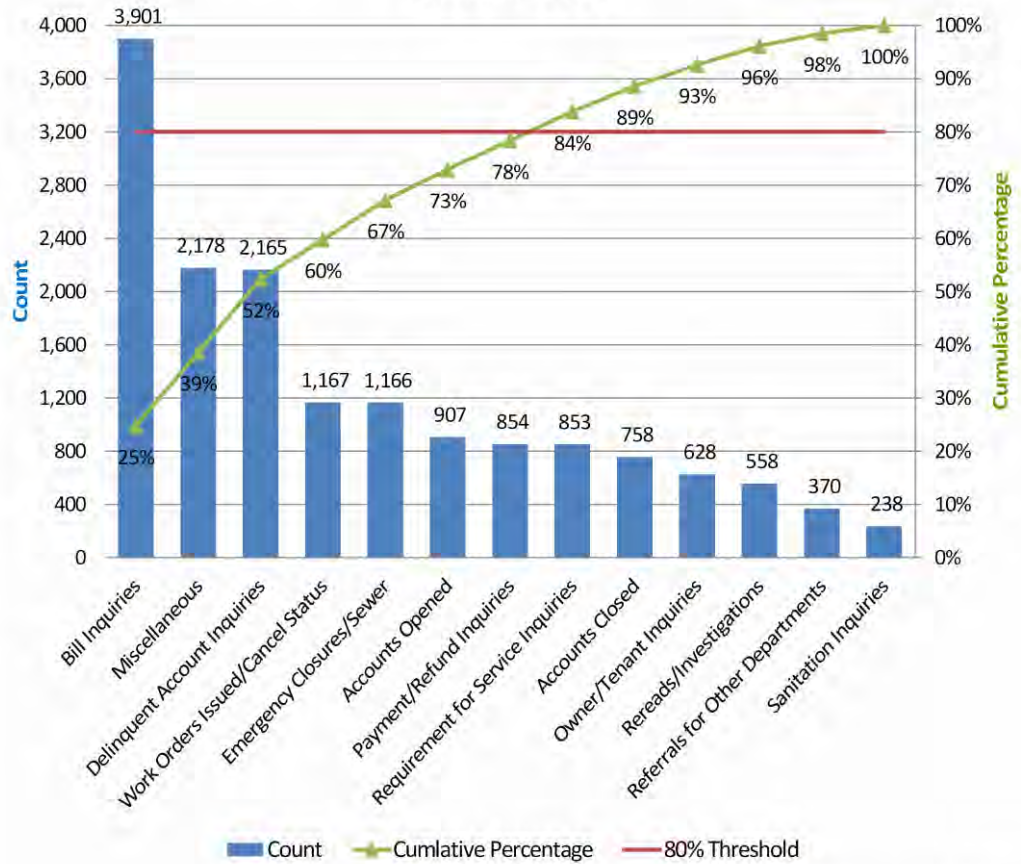
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Sewerage and Water Board of New Orleans
Average Call Wait Time

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	**Objective: Provide Accurate Bills**	**Goal: Reduce over time**
Currently Meeting Goal: Close	**Process Operating Within Control Limits:** **Yes**	**Trend: Level**

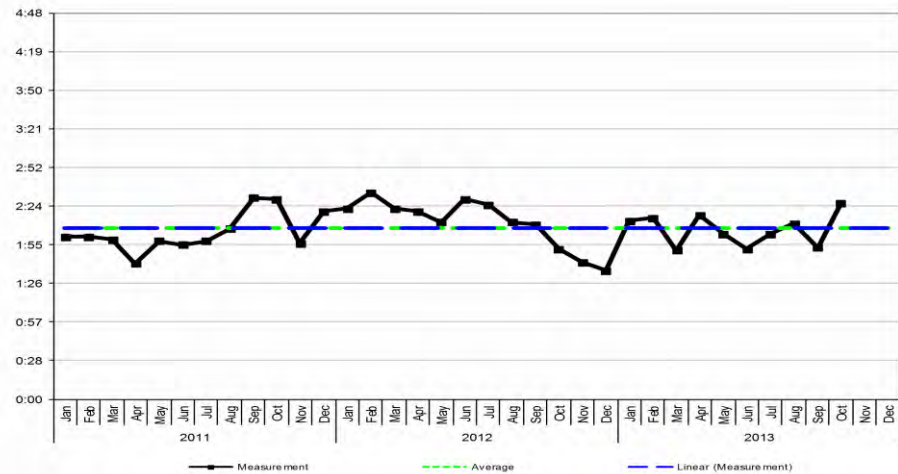### Analysis
Customers contact the Sewerage and Water Board to start or end service; to request information about their bill; to report concerns about their water service, sewer connection, street flooding, or solid waste sanitation service; and other matters. The Call Center for emergency repairs is 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 (dashed) — Linear (Measurement)

Data Table

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

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.
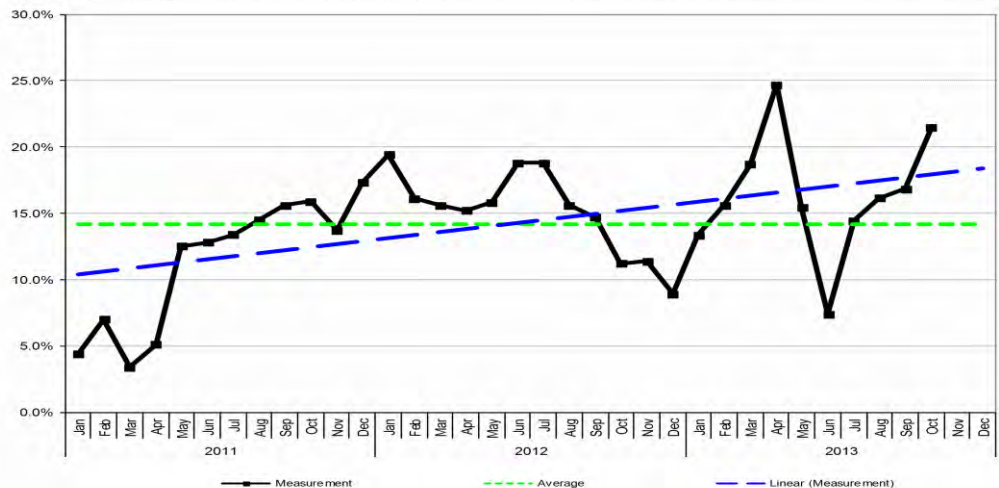
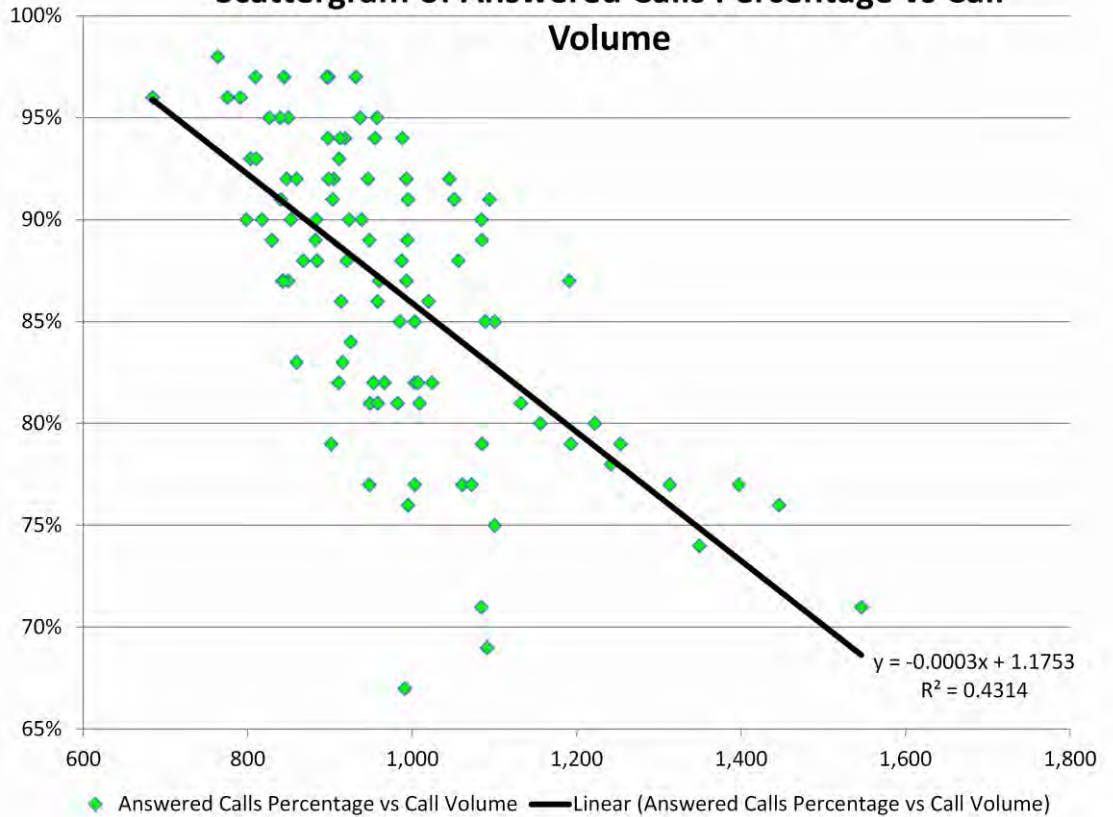|	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	4.4%	7.0%	3.4%	5.1%	12.5%	12.8%	13.4%	14.5%	15.6%	15.9%	13.7%	17.3%
2012	19.4%	16.1%	15.6%	15.2%	15.8%	18.8%	18.8%	15.6%	14.7%	11.2%	11.4%	8.9%
2013	13.3%	15.6%	18.7%	24.7%	15.4%	7.4%	14.5%	16.2%	16.8%	21.5%		

Data Table

S&WB still struggles to get its abandoned call rate to a more adequate level, but is working towards finding the right balance of call representatives between busier times and times of lower customer volume.
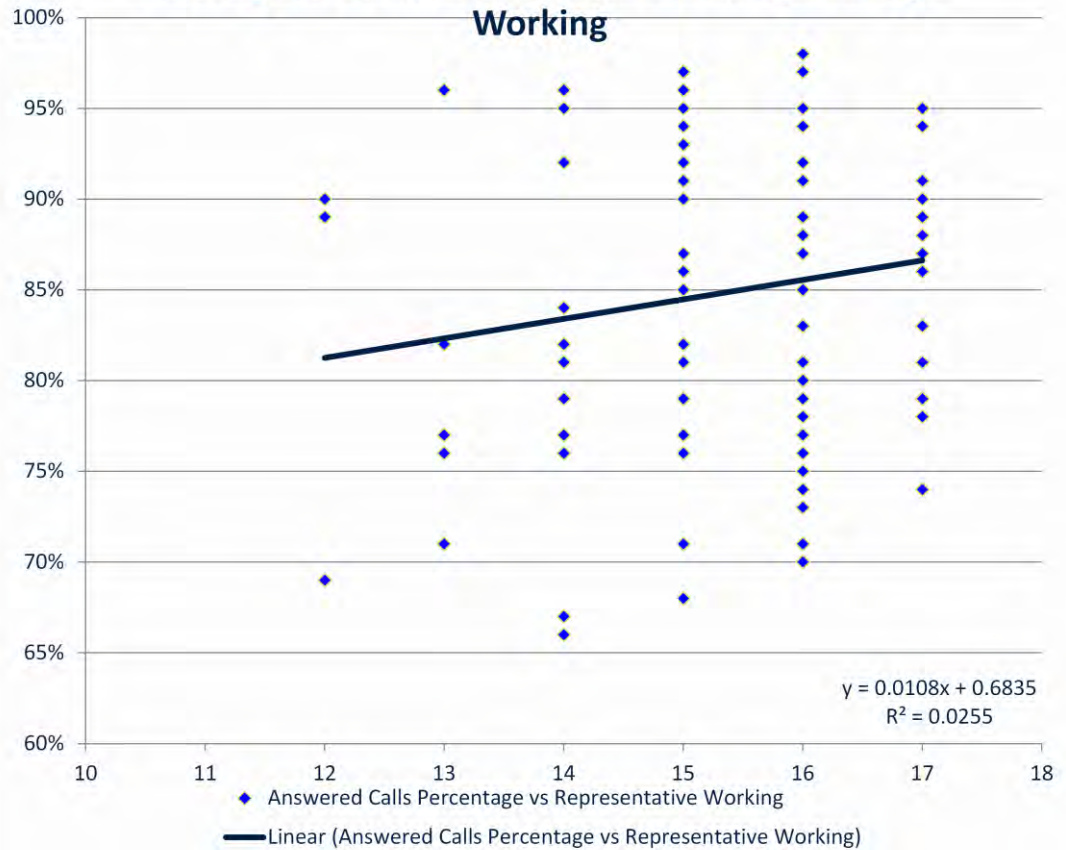
Call data continues to illustrate a strong relationship between the amount of calls Sewerage & Water Board receives and the percent of calls they are able to answer.

Sewerage and Water Board of New Orleans
Scattergram of Answered Calls Percentage vs Reps Working

$y = 0.0108x + 0.6835$
$R^2 = 0.0255$

◆ Answered Calls Percentage vs Representative Working

— Linear (Answered Calls Percentage vs Representative Working)

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The number of call representatives working does not exhibit a relationship to the percent of calls Sewerage& Water Board is answering. SWB plans to more efficiently schedule its call center workers in order to have adequate staffing during times of higher call volume, and lower staffing during slower times.

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

Constituency: Customer Ratepayers

Objective: Provide Timely Information and Respond Promptly to Requests

Goal: Reduce Number of Service Requests

Currently Meeting Goal: Close

Process Operating Within Control Limits: Yes

Trend: Level

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

Plans for Improvement
Staff continues to make repairs to the water system to reduce the number of occasions of low pressure.
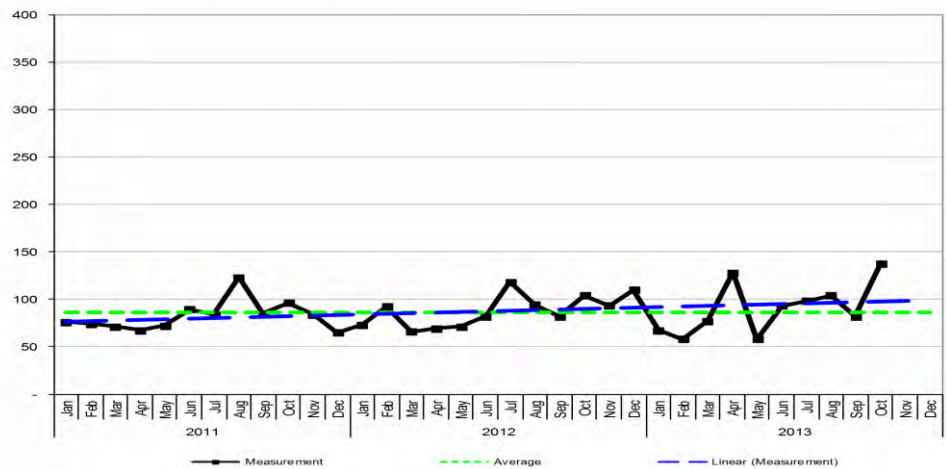
Data Table
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	76	74	71	67	72	89	84	123	85	96	84	65
2012	73	92	66	69	71	82	118	94	82	104	93	110
2013	67	58	77	128	58	93	98	104	82	137		

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Sewerage and Water Board of New Orleans
Total Service Requests for Water 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

Objective: Provide Timely Information and Respond Promptly to Requests

Goal: Reduce Number of Service Requests

Currently Meeting Goal: Yes

Process Operating Within Control Limits: Yes

Trend: Favorable

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

Plans for Improvement
Staff is working with FEMA to expand beyond point repairs to line replacements for water mains with high frequency of failure.
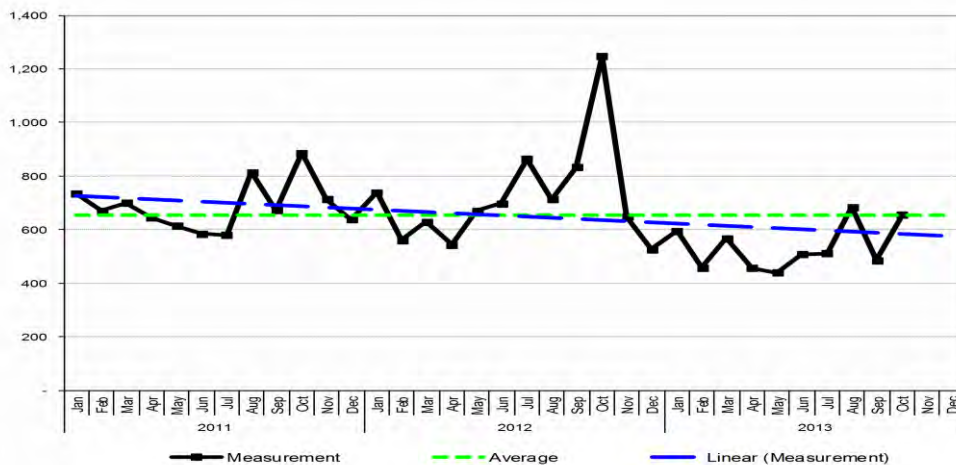
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	733	670	700	645	614	584	580	814	672	886	712	638
2012	739	560	629	543	670	697	863	713	833	1,246	648	526
2013	594	457	567	456	439	508	511	683	485	654		

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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: 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.
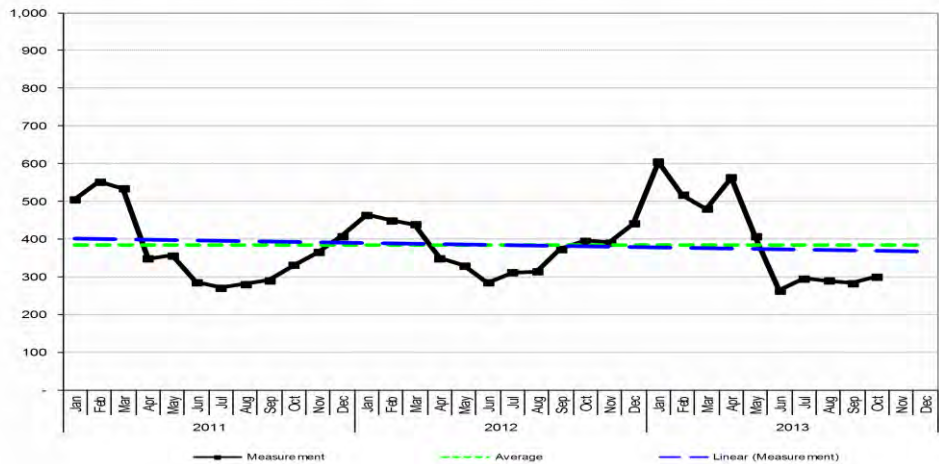
Data Table

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

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Responsible Organization:	Sewerage and Water Board of New Orleans

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: Close

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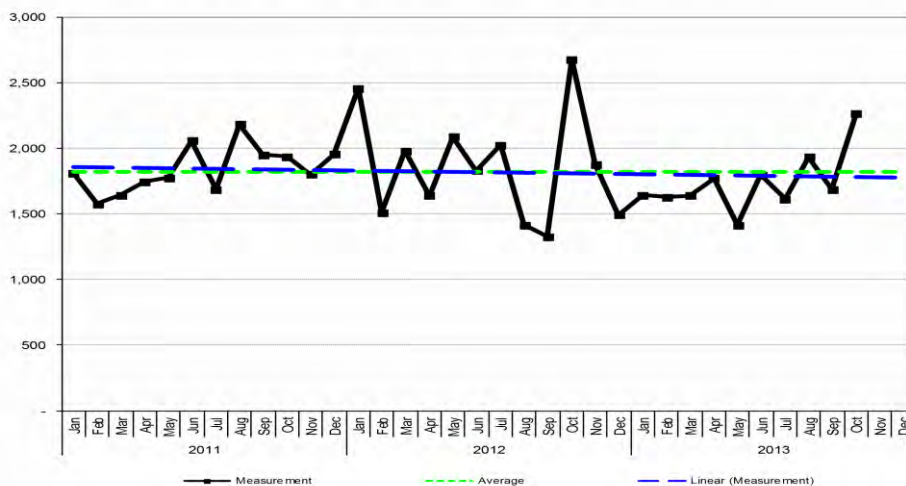
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	1,807	1,576	1,641	1,744	1,773	2,056	1,687	2,180	1,951	1,933	1,800	1,952
2012	2,456	1,511	1,980	1,638	2,085	1,829	2,024	1,413	1,327	2,676	1,877	1,490
2013	1,641	1,628	1,638	1,770	1,415	1,795	1,613	1,932	1,687	2,265		

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
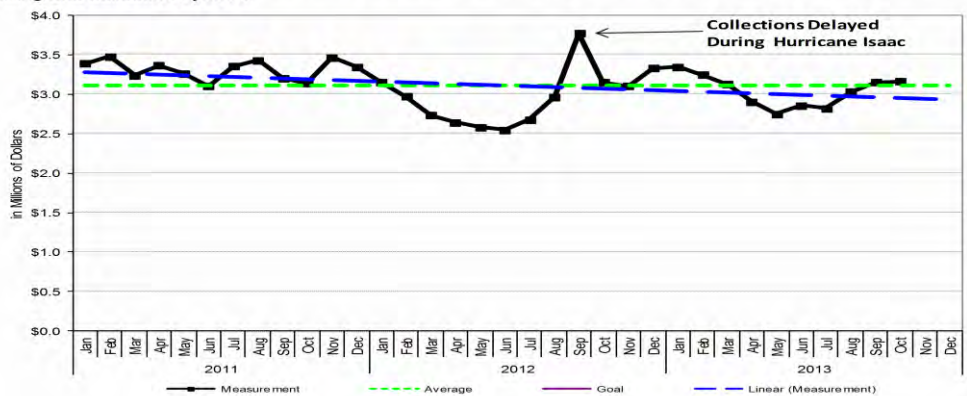
Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	$3.391	$3.476	$3.238	$3.363	$3.260	$3.100	$3.353	$3.431	$3.202	$3.136	$3.467	$3.348
2012	$3.149	$2.973	$2.735	$2.643	$2.583	$2.544	$2.678	$2.966	$3.770	$3.149	$3.104	$3.327
2013	$3.348	$3.243	$3.127	$2.907	$2.748	$2.860	$2.819	$3.031	$3.149	$3.161		

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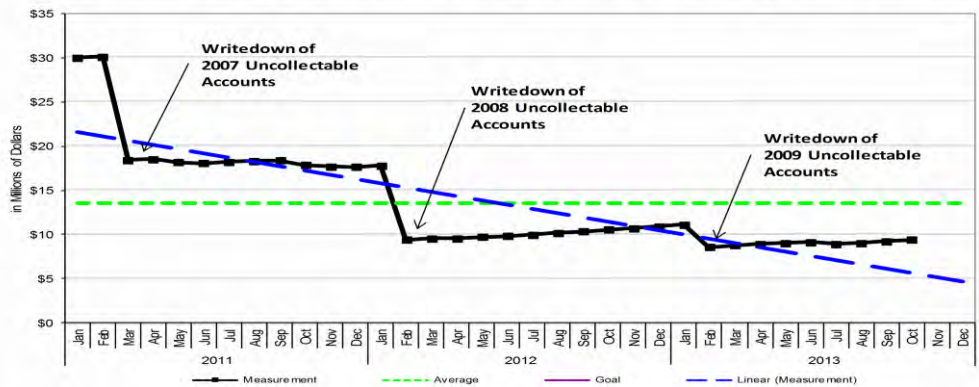
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	$30.004	$30.128	$18.428	$18.546	$18.179	$18.059	$18.201	$18.301	$18.359	$17.856	$17.685	$17.634
2012	$17.811	$9.400	$9.558	$9.557	$9.710	$9.818	$9.995	$10.176	$10.360	$10.553	$10.724	$10.931
2013	$11.104	$8.552	$8.766	$8.928	$9.055	$9.113	$8.939	$9.029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

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)

Parks and Parkways has reached its annual target for acres mowed.

🔑 **Number of Acres Mowed**

Responsible Organization:
Department of Parks & Parkways

Data Source:
Department of Parks & 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

	2011		2012		2013		
	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
	20,172	🟢	19,485	🟢	17,501	17,000	🟢

Action Items:

Date	Responsible Parties	Action Item	Due	Status
11/21/13	A. Rogers	Contact MTCB to better coordinate its efforts with Parks and Parkways	Ongoing	

Mosquito & Termite Control Board requested that Parks and Parkways inform them before they mow higher grass lawns, so that MTCB can spray the area to terminate any pests that may scatter following a mowing.
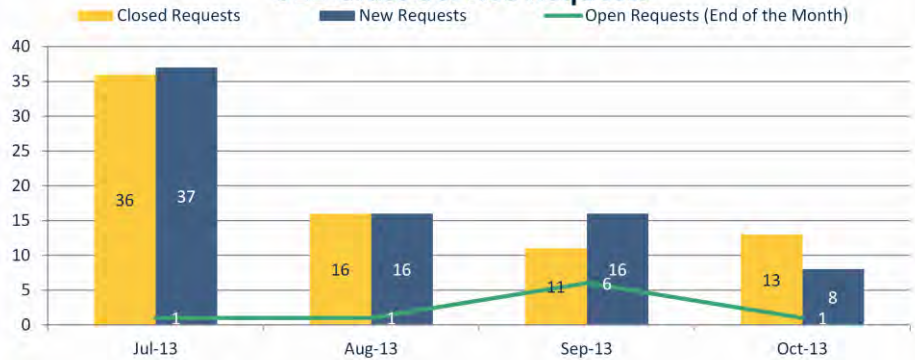
Parks and Parkways' 311 grass and park maintenance requests stayed steady and relatively low.

311 Grass Service Requests

311 Park Maintenance Requests
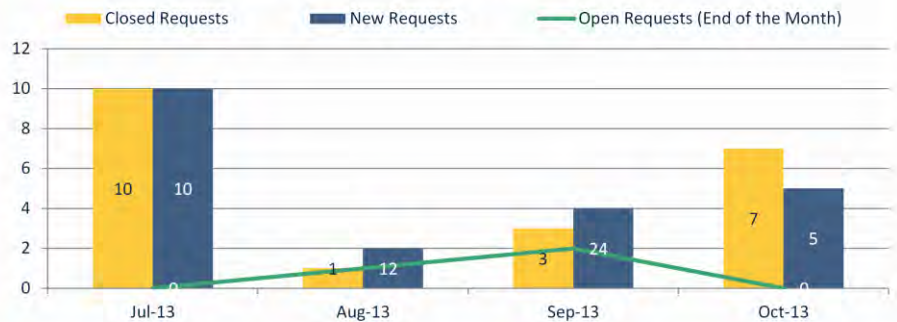
Responsible Organization: Department of Parks & Parkways

Data Source: Department of Parks & 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.
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 measure that best indicates whether City activities are achieving the desired results
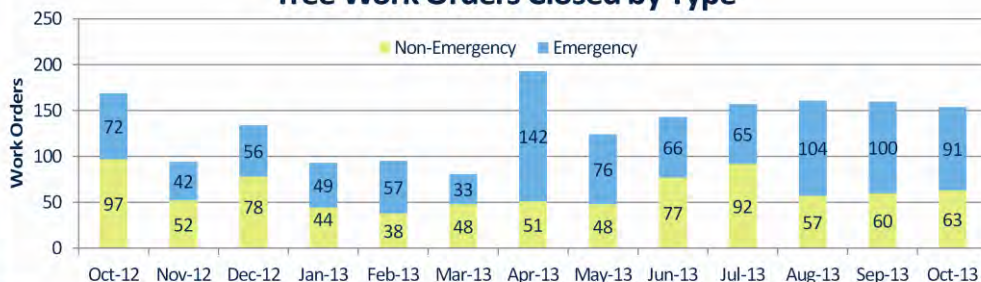
Parks & Parkways was unable to meet its monthly target of days to close non-emergency tree service requests, as the number of emergency requests remained relatively high.

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

Legend: 2011 Actual | 2012 Actual | 2013 Actual | 2013 Target (119 Days)

Month	2011	2012	2013
Jan	65	146	163
Feb	59	159	176
Mar	40	116	179
Apr	25	111	170
May	47	63	210
Jun	57	130	180
Jul	90	112	148
Aug	81	117	159
Sept	79	124	114
Oct	101	124	159
Nov	116	157	
Dec	124	192	

	2011		2012		2013		
	Actual	**Target Met?**	**Actual**	**Target Met?**	**YTD Actual**	**Annual Target**	**Status**
	84	🔺	132	🔺	164	≤ 119	🔴

Tree Work Orders Closed by Type

Legend: Non-Emergency | Emergency

Month	Non-Emergency	Emergency
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
Jul-13	92	65
Aug-13	57	104
Sep-13	60	100
Oct-13	63	91

Responsible Organization:
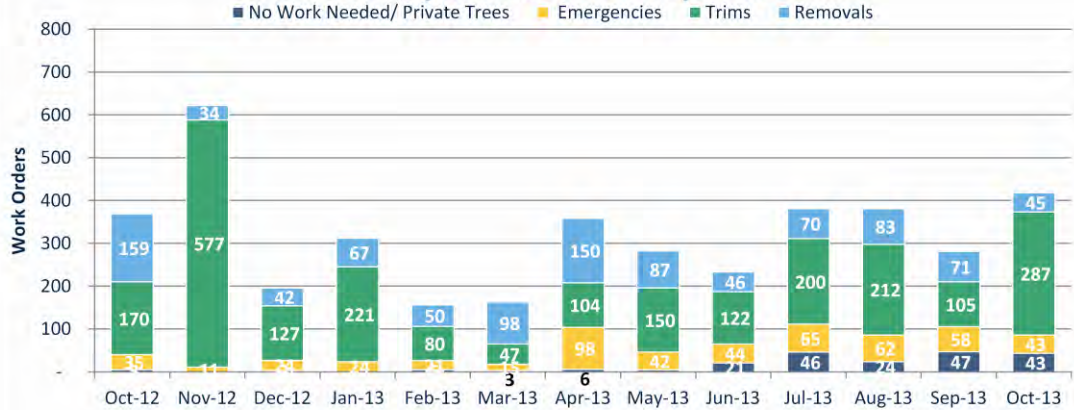Department of Parks & Parkways

Data Source:
Department of Parks & 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

In October, Parks and Parkways completed more work orders than previous months in the year, and issued a moderate number of permits compared to the rest of the year.

Forestry Work Orders Completed

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

	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13
Removals	159	34	42	67	50	98	150	87	46	70	83	71	45
Trims	170	577	127	221	80	47	104	150	122	200	212	105	287
Emergencies	35	11					98	42	44	65	62	58	43
No Work Needed/ Private Trees						3	6			46		47	43

Forestry 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		15	9	16	18	4	23		18		15
2013	19	20	12	36	14	8	30	30	18	17		

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The number of bandit signs removed remains well below 2011 and 2012 levels, potentially indicating a lower number of bandit signs being posted around the city.

Bandit Signs Removed

Action Items

Date	Responsible Parties	Action Item	Due	Status
10/4/12	C. Sylvain-Lear	Develop a plan for PSAs regarding signs for businesses	Ongoing	Items developed: brochure 8/11 (revised 2012/2013); PSAs 6/12 (general), 1/13 (waste tires); and flyers for inside and outside of the French Quarter/Downtown Development District in 3/12 (revised 12/12); draft PSA revised 7/18/13; reminder sent to Communications 8/14/13. 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.

Responsible Organization:
Department of Sanitation
New Orleans Police Department

Data Source:
Department of Sanitation

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

Related Strategy:
Provide effective sanitation services to
residents and businesses

Sanitation continued to conduct a consistent number of inspections during the month of October. The number of summons issued was consistent with prior months.

Sanitation Enforcement

Inspections ■ Summons

Month	Inspections	Summons
Oct-12	210	10
Nov-12	194	11
Dec-12	199	13
Jan-13	215	7
Feb-13	149	3
Mar-13	199	10
Apr-13	215	12
May-13	238	9
Jun-13	201	6
Jul-13	241	10
Aug-13	253	7
Sep-13	289	9
Oct-13	254	9

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	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.

Sanitation continued to exceed its annual target of 900 illegal dumping site clearances.
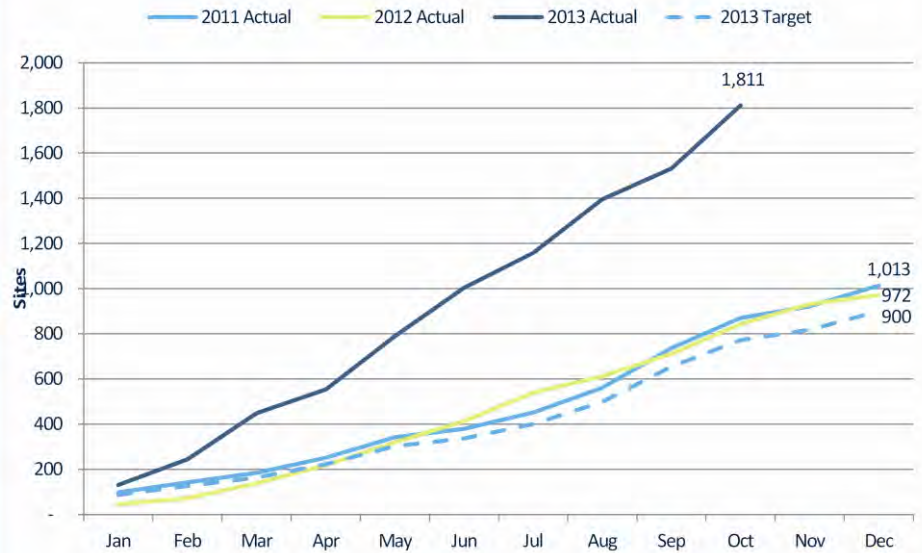
2011		2012		2013		
Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
1,013	●	972	●	1,811	900	●

While Sanitation has far surpassed its annual target, this is likely reflects there still being a high number of illegal dumping sites in the city.
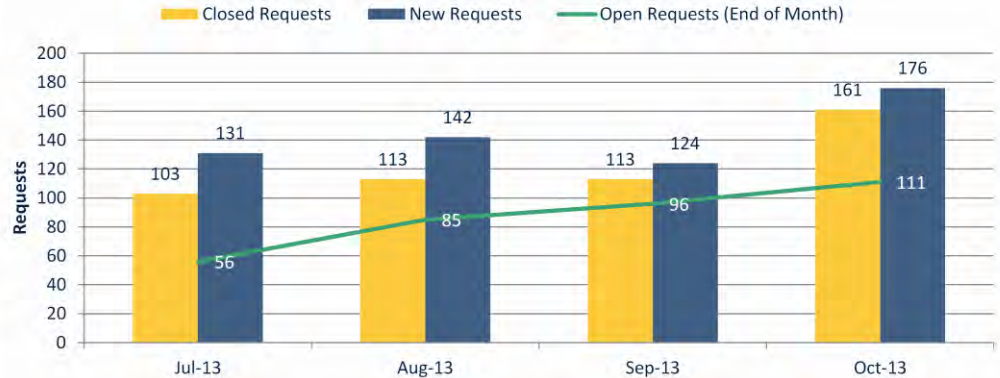
The backlog of 311 illegal dumping cases increased during the month. YTD, Sanitation has removed a number of tires consistent with the same period in 2012, and substantially more than in 2011.

311 Illegal Dumping Service Requests

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

Month	Closed Requests	New Requests	Open Requests (End of Month)
Jul-13	103	131	56
Aug-13	113	142	85
Sep-13	113	124	96
Oct-13	161	176	111

Tires Removed

Legend: 2011 Actual, 2012 Actual, 2013 Actual

Month	2012 Actual	2013 Actual
Jan	4,830	2,030
Feb		2,325
Mar	2,464	
Apr		2,960
May		3,685
Jun		1,477
Jul		727
Aug		1,956
Sep		1,948
Oct		1,657
Nov		
Dec		
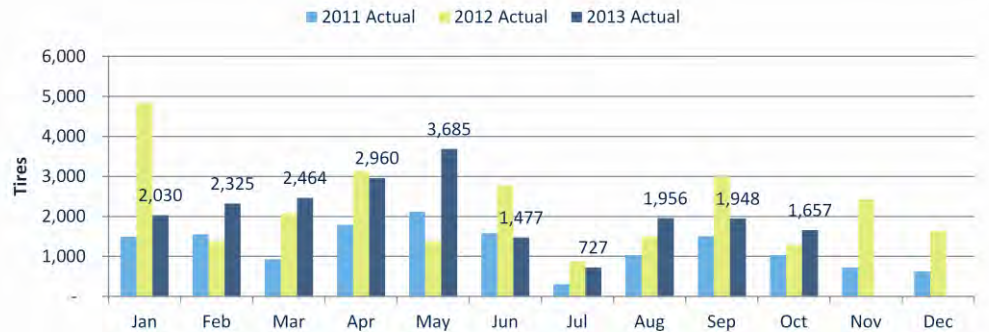
The NOPD is no longer giving warnings to tire shops. NOPD is issuing summonses to tire shops once any violations are found during inspections.

The average days to close was very low during the month of October, though the age of the open requests substantially increased.

🗝 Average days to close illegal dumping 311 cases

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

Month	Avg. Days to Close	Average Age of Open
Oct-12	17	73
Nov-12	70	51
Dec-12	49	55
Jan-13	37	53
Feb-13	36	49
Mar-13	10	28
Apr-13	25	15
May-13	7	16
Jun-13	8	17
Jul-13	4	14
Aug-13	2	38
Sep-13	18	42
Oct-13	3	60

Y-axis: Days (0 to 80)

Action Items

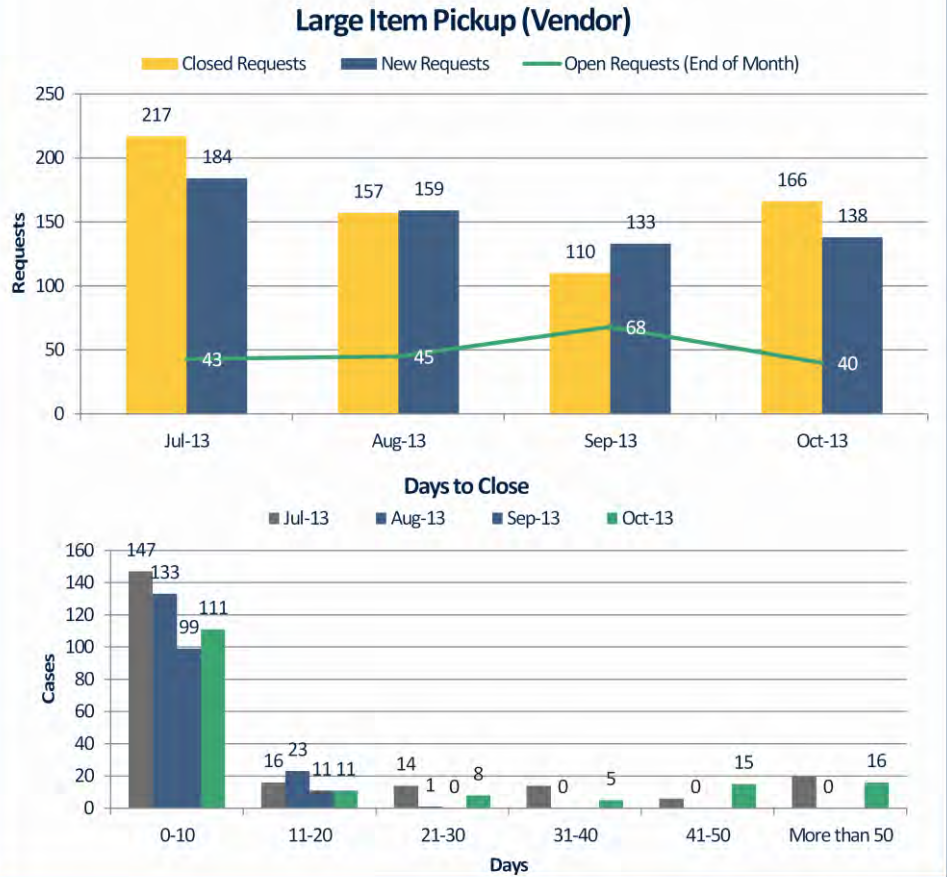| Date	Responsible Parties	Action Item	Due	Status
7/12/12	C. Sylvain-Lear	Explore grants to address tire dumping	Ongoing	To date, unsuccessful. Applied for Keep America Beautiful and Keep Louisiana Beautiful grants for surveillance cameras and other items related to inspections, education, and increased enforcement.
7/12/12	E. Williams, C. Sylvain-Lear, J. Munster	Consider increasing barriers to entry for tire shops via changes in occupational license requirements	Ongoing	Sanitation met with Safety & 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
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. NOPD Quality of Life officers inspected 44 tire shops and issued 7 summons during the week of November 4.
4/5/12	Office of Neighborhood Engagement	Reach out to neighborhood and volunteer groups to encourage pre-notification to Sanitation of clean-up needs	Ongoing	Pre-notifications have increased as a result of disseminating info to organizations, but some are still after the fact.

The backlog of 311 large item pickup requests decreased. The vast majority of completed service requests were closed within 10 days.

Large Item Pickup (Vendor)

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

Jul-13: Closed 217, New 184, Open 43
Aug-13: Closed 157, New 159, Open 45
Sep-13: Closed 110, New 133, Open 68
Oct-13: Closed 166, New 138, Open 40

Days to Close

Legend: Jul-13, Aug-13, Sep-13, Oct-13

0-10: 147, 133, 99, 111
11-20: 16, 23, 11, 11
21-30: 14, 1, 0, 8
31-40: 14, 0, 5
41-50: 5, 0, 15
More than 50: 16, 0, 16

The backlog of 311 trash/garbage pickup service requests decreased substantially. The vast majority of completed requests were closed within 14 days.

311 Trash/Garbage Pickup Service Requests (Vendor)
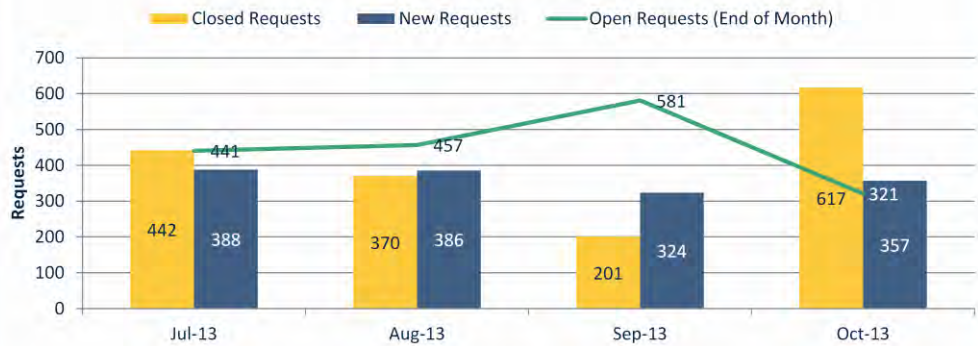
Days to Close

Responsible Organization:
Department of Sanitation and vendors

Data Source:
311

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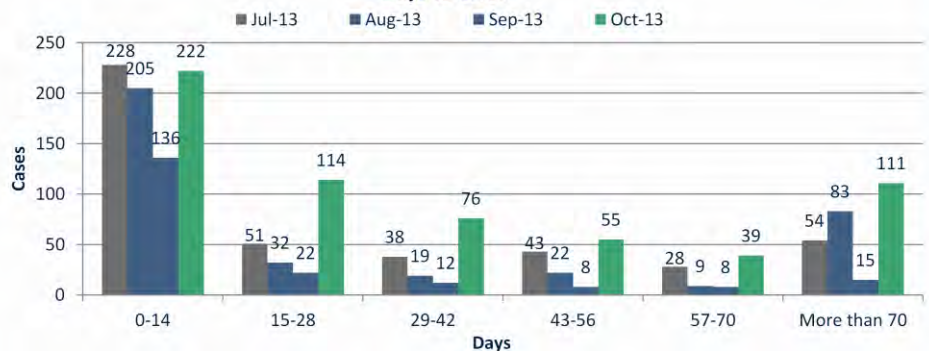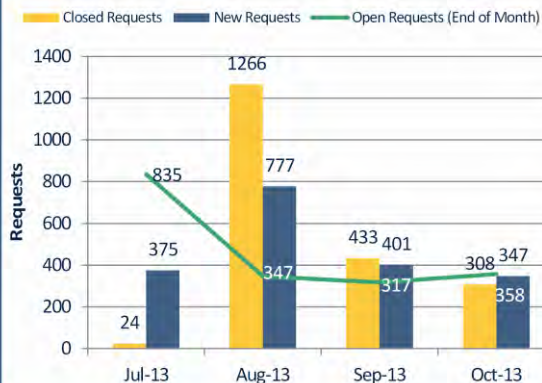Expected days to close, developed in 2012: 14-30 days.

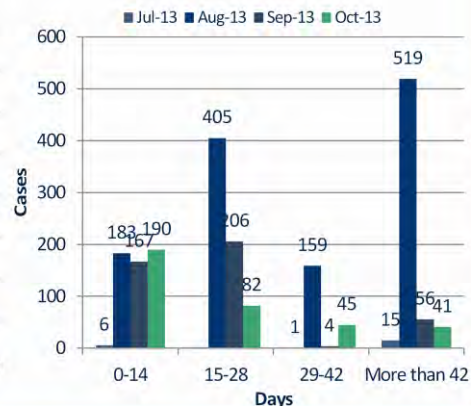Backlog previously increased in July due to delays in receiving a shipment of recycling carts

Related Strategy:
Provide effective sanitation services to residents and businesses

The backlog of 311 residential recycling requests increased in October.
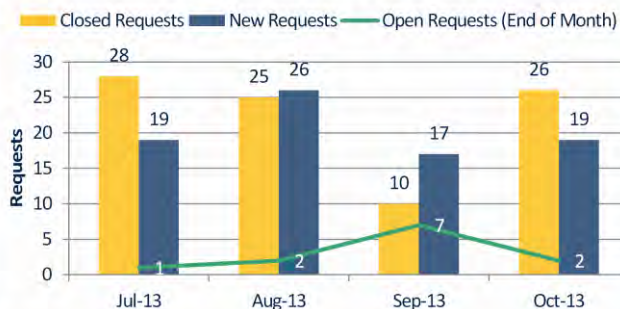
311 Residential Recycling Requests

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

- Jul-13: Closed 24, New 375, Open 835
- Aug-13: Closed 1266, New 777, Open 347
- Sep-13: Closed 433, New 401, Open 317
- Oct-13: Closed 308, New 347, Open 358

Days to Close

Legend: Jul-13 | Aug-13 | Sep-13 | Oct-13

- 0-14: 6, 183, 167, 190
- 15-28: (–), 405, 206, 82
- 29-42: 1, 159, 4, 45
- More than 42: 15, 519, 56, 41

311 Issues

Responsible Parties	Issue	Due	Status
C. Sylvain-Lear	Vendors slowly addressing significant case backlog (362 open cases as of 10/31/13).	Ongoing	Monitoring ongoing. Net decrease of 296 cases in October 2013.

Dead Animal Pickup (Vendor)

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

- Jul-13: Closed 28, New 19, Open 1
- Aug-13: Closed 25, New 26, Open 2
- Sep-13: Closed 10, New 17, Open 7
- Oct-13: Closed 26, New 19, Open 2

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Public Safety

Goal: Ensure the public's safety and serve our citizens with respect and dignity.

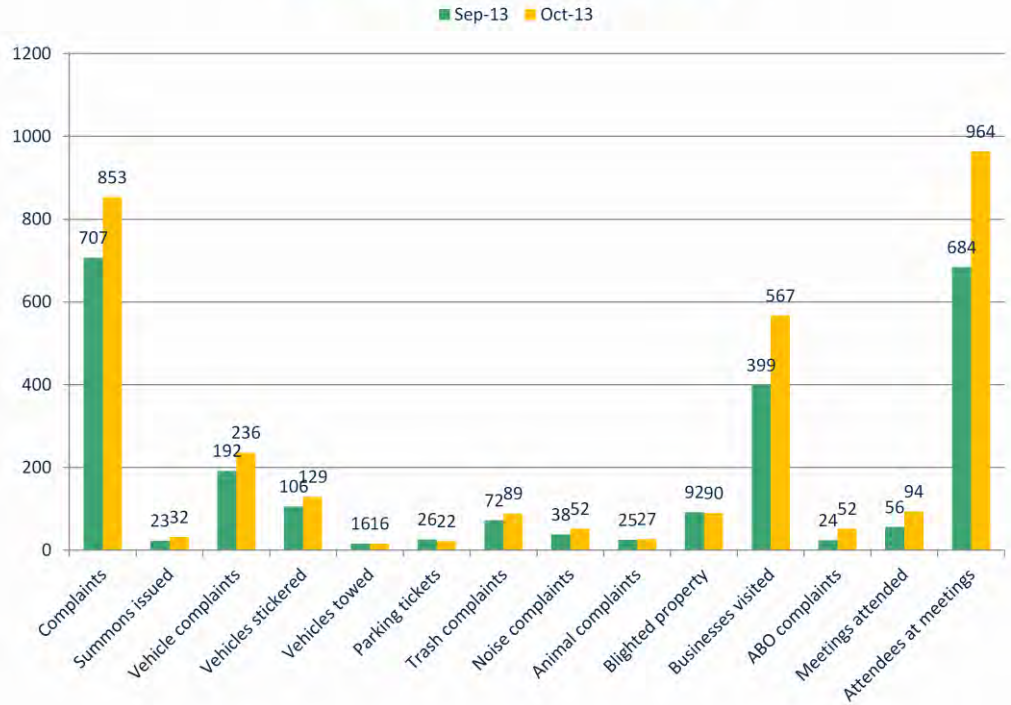| Objectives and Strategies	Outcome Measures
Rebuild citizen confidence in public safety offices 1. Reform NOPD policies and operations 2. Employ proactive policing and positive community engagement 3. Support oversight entities to promote transparency, accountability, and trust	• Percent compliance 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

In October, Quality of Life officers investigated over 800 complaints, and issued 32 summons.

Quality of Life Officer Activity

■ Sep-13 ■ Oct-13

Complaints: 707, 853
Summons issued: 23, 32
Vehicle complaints: 192, 236
Vehicles stickered: 106, 129
Vehicles towed: 16, 16
Parking tickets: 26, 22
Trash complaints: 72, 89
Noise complaints: 38, 52
Animal complaints: 25, 27
Blighted property: 92, 90
Businesses visited: 399, 567
ABO complaints: 24, 52
Meetings attended: 56, 94
Attendees at meetings: 684, 964

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ABO Sweep on October 23

Responsible Organization:
New Orleans Police Department;
Louisiana Office of Alcohol and
Tobacco Control;
Bureau of Revenue;
Law Department

Data Source:
New Orleans Police Department

Related Strategy:
Effectively and fairly administer
justice

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

- Participants:
  - Quality of Life Officers
  - ATC Agents
  - Bureau of Revenue

- 12 locations checked:
  - NOPD officers issued four summons
  - ATC Agents issued three state citations.

The eight ABO's not receiving summons during the sweep were in compliance. NOPD iterated that it is no longer giving warnings to ABO's, so summons will be issued every time a violation is found moving forward.

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

Data Source:
311

Related Result Area:
Sustainable Communities

Related Objective:
Promote Quality Neighborhoods

Among 311 service requests submitted by Quality of Life officers, the number of open cases increased at the end of October.

Priority 311 Service Requests from Quality of Life Officers

Service Request (SR)	Open SRs (10/1)	New SRs	Closed SRs	Open SRs (10/31)	Avg. Age of Open	Δ from Prior Period	Avg. Days to Close
Abandoned Vehicle Reporting/Removal		11	2	9	1	1	6
Code Enforcement General Request		6	6		NA	NA	0
Illegal Dumping Reporting	2			2	99	31	
Large Item Trash/Garbage Pickup		1		1	24	NA	
Park Maintenance		2	2		NA	NA	1
Pothole/Roadway Surface Repair	3	1		4	90	9	
Rodent Complaint		1	1		NA	NA	6
Street Flooding/Drainage	1			1	563	31	
Street Light	5		5		NA	NA	426
Traffic Sign	2			2	53	31	
Traffic Signal	1			1	76	31	
Trash/Garbage Pickup		1	1		NA	NA	16
Tree Service	1			1	35	NA	
Tree Service Emergency	1			1	100	31	

Responsible Organization:
Law Department

Data Source:
Law Department

Related Strategy:
Effectively and fairly administer justice

Legend:

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

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

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

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

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

Legend: 2012 Actual — 2013 Actual — 2013 Target

310
208
200

	2011		2012		2013		
	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
	233	●	310	●	208	200	●

Though above its annual target of ABO case filings, the Law Department is disappointed it has been unable to meet the pace set in 2012.

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)

Responsible Organization:
New Orleans Mosquito & Termite Control Board

Data Sources:
New Orleans Mosquito & Termite Control Board
311

Related Strategy:
Provide public health services to City residents, including community health education and preventing the spread of communicable diseases
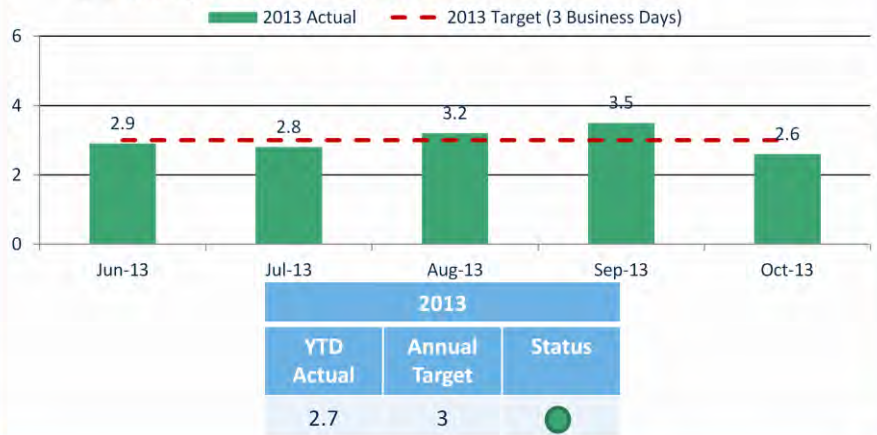
Legend:
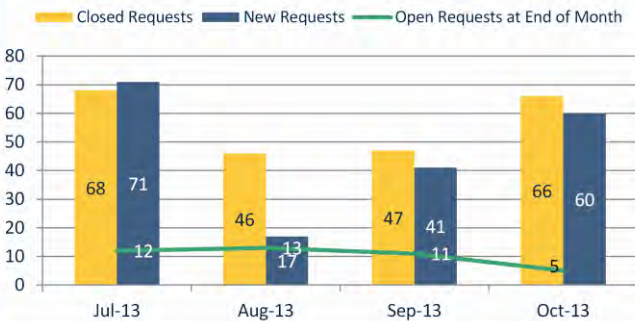
- ● On Target
- ▲ Within 10% of Target
- ◆ Off Target

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

The Mosquito & Termite Control Board met its monthly target of working days to close mosquito service requests.
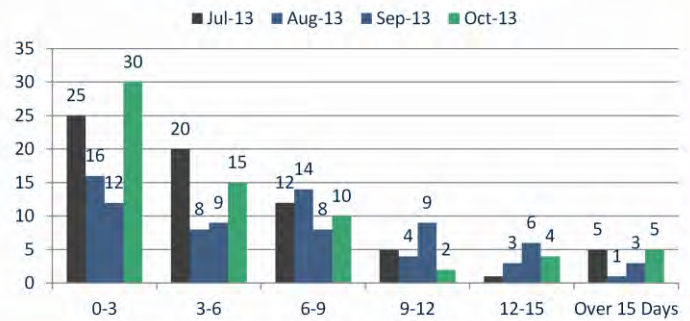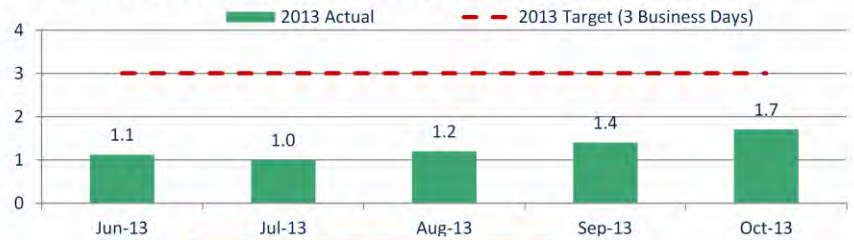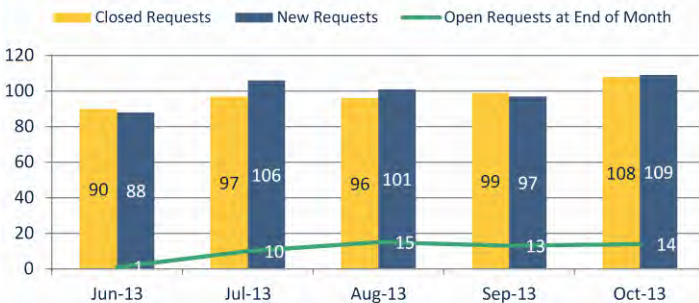
🔑 Average Business Days to Close Mosquito Requests

Legend: 2013 Actual — 2013 Target (3 Business Days)

Jun-13	Jul-13	Aug-13	Sep-13	Oct-13
2.9	2.8	3.2	3.5	2.6

2013		
YTD Actual	**Annual Target**	**Status**
2.7	3	●

311 Mosquito Control Service Requests

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

	Jul-13	Aug-13	Sep-13	Oct-13
Closed Requests	68	46	47	66
New Requests	71	17	41	60
Open Requests at End of Month	12	13	11	5

Days to Close Mosquito Control 311 Requests

Legend: Jul-13, Aug-13, Sep-13, Oct-13

	0-3	3-6	6-9	9-12	12-15	Over 15 Days
Jul-13	25	20	12	5	1	5
Aug-13	16	8	14	4	3	1
Sep-13	12	9	8	9	6	3
Oct-13	30	15	10	2	4	5
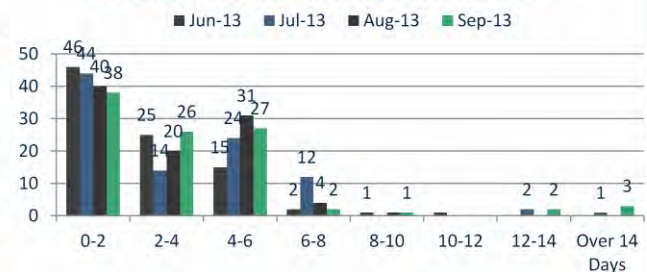
Evaluation Form

- 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?