



CITY OF NEW ORLEANS

# QualityofLifeSTAT

March 19<sup>th</sup>, 2015

(Reporting Period: February 2014)

[www.nola.gov/opa](http://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.*



# 311 Dashboard -

## Request Closure Rate Biggest Challenge

### Existing Onboarded Departments

Onboarding Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	Sanitation	Taxi	EMS
Timeliness to Close Requests (Closed cases meeting target > 80%, 50-80%, <50%)	95%	96%	87%	29%	96%	68%	63%	73%	10%	N/A
Request Closure Rate (Closed Cases >= New Cases Yes/No)	Y	N	N	Y	N	Y	Y	N	Y	Y
Backlog to Closed Requests Ratio (<5, 5-7, >=8)	0.1	71.6	0.9	5.4	0.4	0.3	11.3	1.2	0.8	0.5

### Department Adoption Rate

Adoption Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	Sanitation	Taxi	EMS
Current Month	83%	82%	100%	100%	100%	100%	100%	100%	100%	100%
90d Average	72%	94%	100%	99%	100%	100%	100%	100%	86%	100%
DAR Avg To-Date	82%	89%	96%	99%	91%	99%	99%	100%	91%	100%



# 2015 Vehicle Orders – 43 pieces of equipment ordered so far for Sanitation, Public Works, and Parks & Parkways.

## Overall 2015 Fleet Orders YTD

	1/15/2015	2/10/2015	2/23/2015	3/2/2015	3/11/2015	3/16/2015	3/17/2015
Orders Placed YTD	13	14	15	32	32	36	40
Orders Remaining	57	56	55	38	38	34	31
% Complete	19%	20%	21%	46%	46%	51%	56.34%

## 2015 Fleet Orders YTD - DPW, Sanitation, Parks & Parkways

	1/15/2015	2/10/2015	2/23/2015	3/2/2015	3/11/2015	3/16/2015	3/17/2015
Orders Placed YTD	9	10	16	16	16	16	16
Orders Remaining	25	24	18	18	18	18	18
% Complete	26%	29%	47%	47%	47%	47%	47%

Public Works Vehicles by Service Area	Not Ordered	Ordered
Maintenance	8	9
Program/Project Management & Engineering		5
Signal Shop		2
Ticket Writing		3
Towing	2	
Truck Signal Shop	1	
<b>Total</b>	<b>11</b>	<b>19</b>

Sanitation Vehicles by Service Area	Not Ordered	Ordered
Collection/Disposal	8	3
Crew Transport only	1	
Equipment/Supply/Crew Transport		3
Loading Equipment		3
Street Cleaning	2	3
Transfer Station	2	8
<b>Total</b>	<b>13</b>	<b>20</b>

Parks & Parkways Vehicles by Service Area	Not Ordered	Ordered
2 Forestry, 1 Grounds Maintenance	3	
Forestry	4	1
Grounds Maintenance	10	3
<b>Total</b>	<b>17</b>	<b>4</b>

Date	Responsible Party	Action Item	Status
2/19/15	P. Sullivan; E. Seling	Continue to develop bid specifications to order equipment necessary for Parks & Parkways, Sanitation, and Public Works to meet their targets.	YTD, 16 orders for Sanitation, DPW, and Parks & Parkways have been placed.



# DPW was below pace on its annual pothole target.

**Responsible Organization:**  
Department of Public Works (DPW)

**Data Source:**  
DPW Maintenance Reports

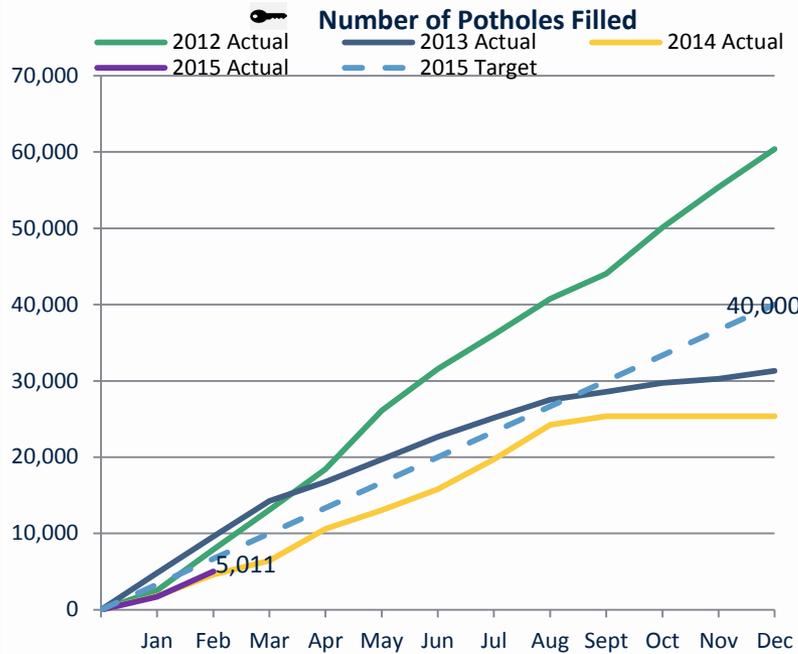
**Related Strategy:**  
Maintain and improve road surface infrastructure

**Legend:**

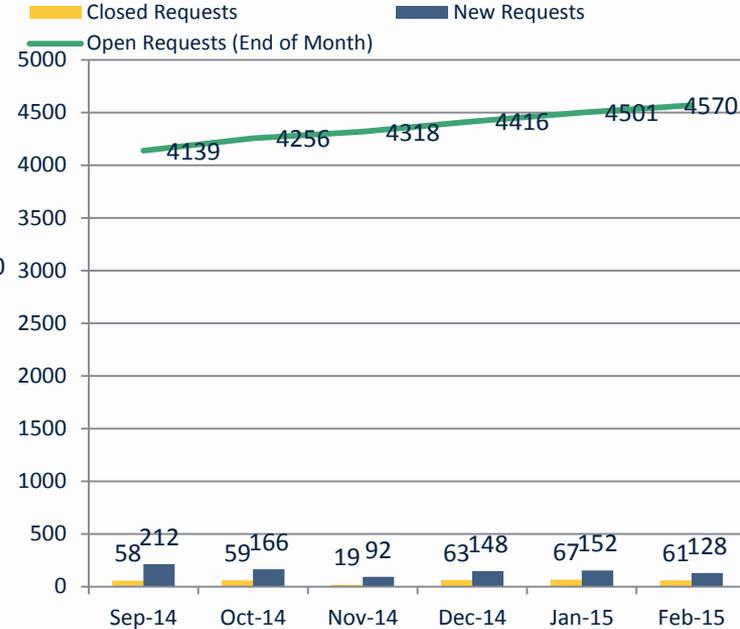
- On Target
- ▲ Within 10% of Target
- ◆ Off Target



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



## 311 Pothole/Roadway Surface Repair Service Requests



2012		2013		2014		2015		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
60,401	●	31,299	●	25,348	●	5,011	40,000	◆

Date	Responsible Party	Action Item	Status
2/19/15	M. Jernigan; P. Sullivan	Hire needed staff and order the vehicles necessary to achieve 2015 targets.	DPW is making their needed hires. 9 maintenance vehicles have been ordered, with more bid specifications under way. Pothole killer expected to be operational by the summer.
2/19/15	M. Jernigan; K. Davis	Disaggregate more serious roadwork repairs where needed from the 311 pothole/roadway surface repair requests.	
2/19/15	K. Davis; L. Gardere; D. Galloway	Incorporate the City's street repair plans into the 311 knowledgebase to aid in prioritizing those not scheduled for repair.	311 added <a href="http://www.roadwork.nola.gov">www.roadwork.nola.gov</a> to its knowledge base and Quick Info guide for call reps.



**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 (2/1)	New SRs	Closed SRs	Open SRs (2/28)	Δ from Prior Period	Avg. Age of Open SR	Avg. Days to Close
Manhole Cover Maintenance	213	14	9	218	<u>5</u>	615	16
Road Shoulder Repair	328	7	2	333	<u>5</u>	627	4
Sidewalk Repair	881	23	14	890	<u>9</u>	673	5
Subsidence	516	36	16	536	<u>20</u>	315	45



**Responsible Organization:**  
Department of Public Works

**Data Source:**  
DPW Streetlights Monthly Report

**Related Strategy:**  
Maintain and improve road surface infrastructure

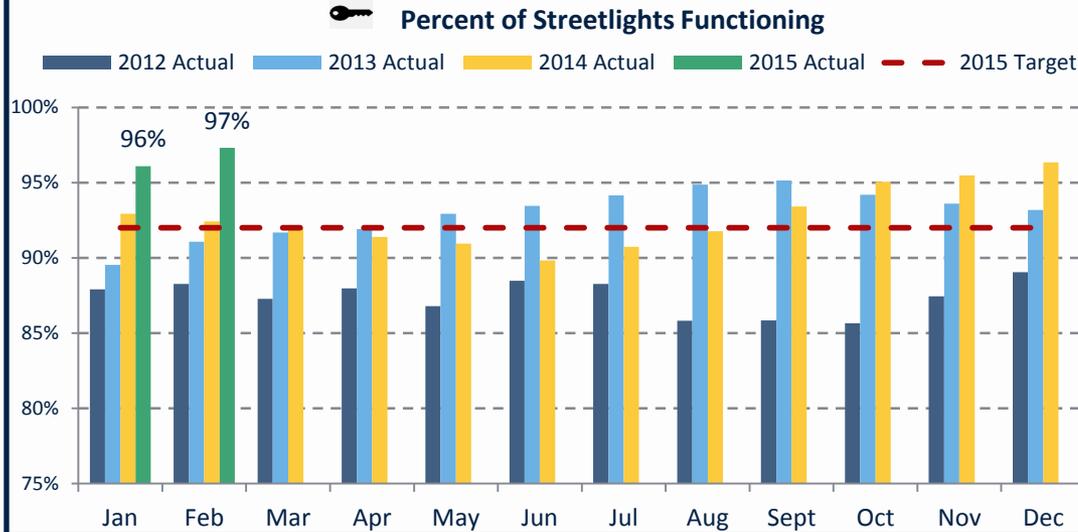
**Note:**  
Excludes outages for Energy-owned lights, which typically hovers around 100.

**Legend:**

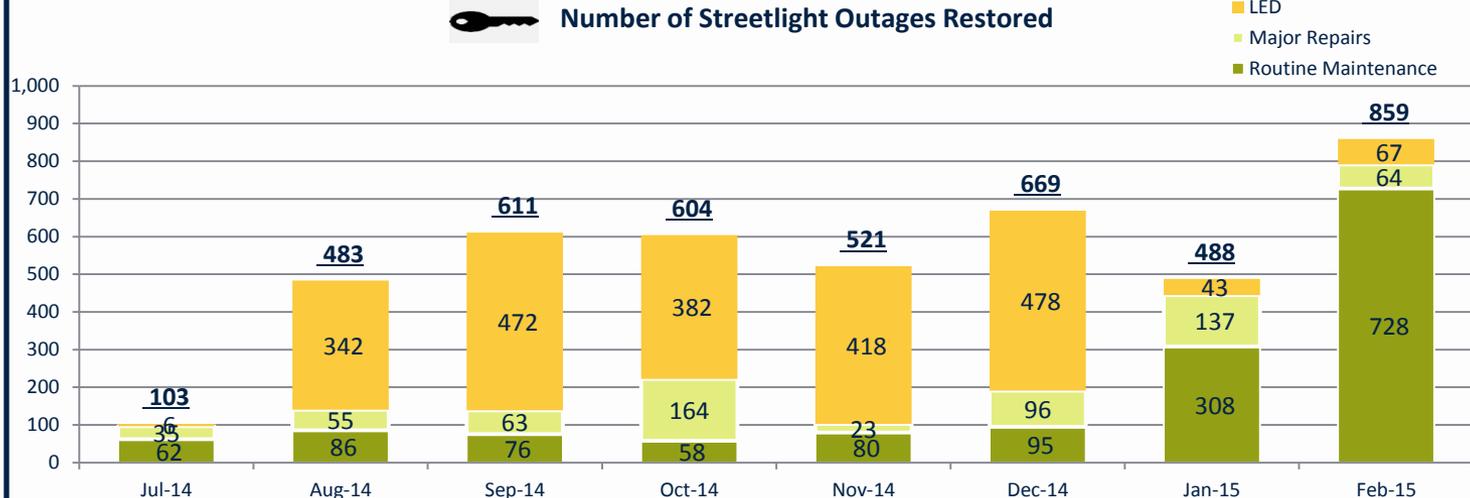
-  On Target
-  Within 10% of Target
-  Off Target

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

## 97% of the streetlights in New Orleans were functional at the end of the month.



2015		
YTD Actual	Annual Target	Status
97%	90%	



2012		2013		2014		2015		
Actual	Target Met?	Actual	Target Met?	Actual	Status	YTD Actual	Annual Target	Status
12,500		19,006		3,018		1,347	5,000	



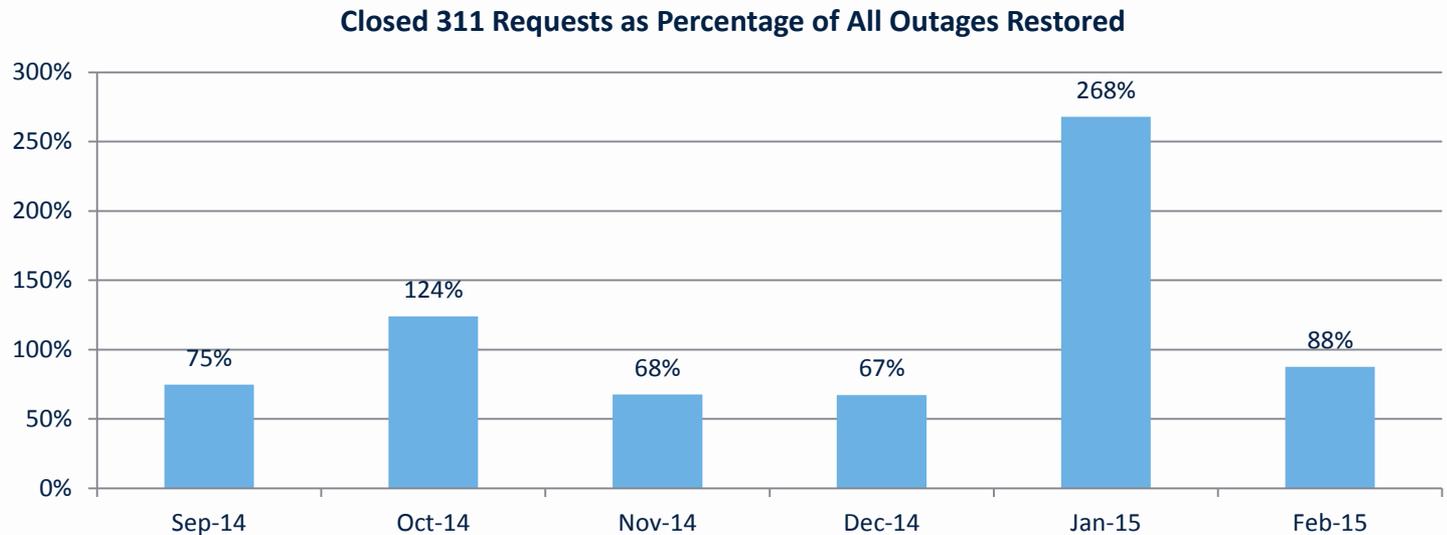
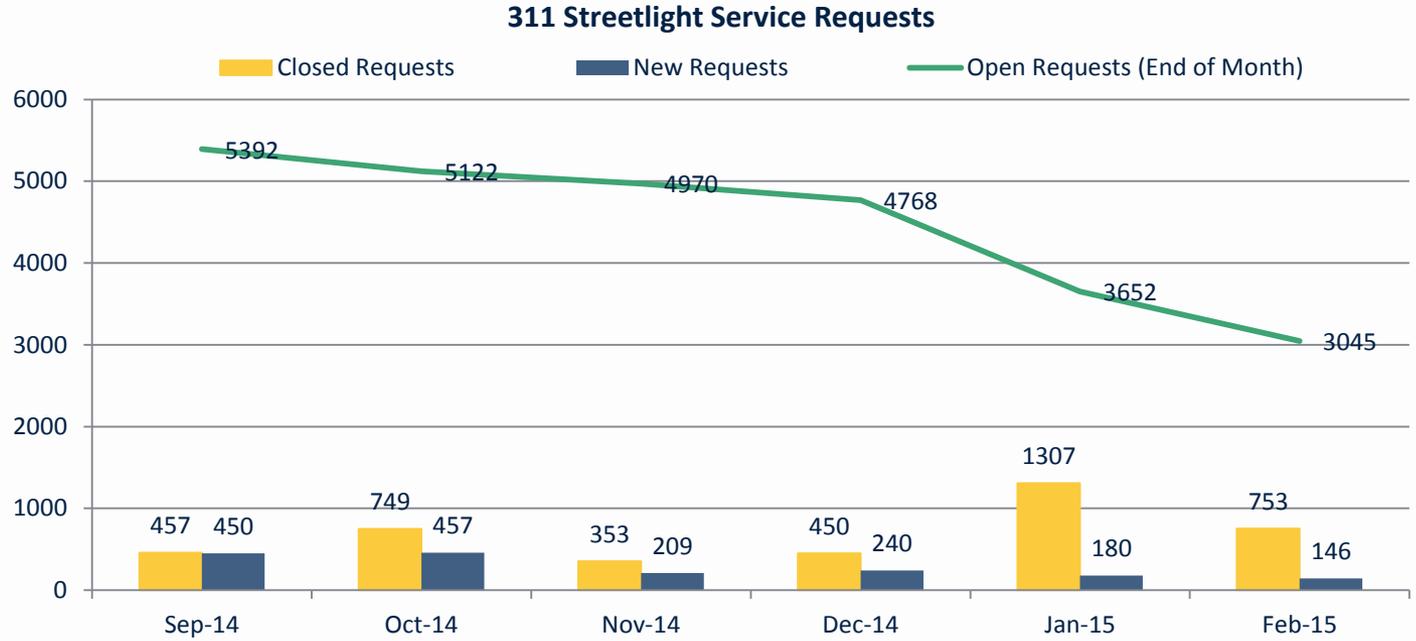
**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311

**Related Strategy:**  
Maintain and improve road surface infrastructure

**Notes:**  
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 streetlight requests decreased substantially for the second consecutive month.



**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311

**Related Strategy:**  
Maintain and improve road surface infrastructure

**Notes:**  
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.

Target previously reported as 80%, rather than “establishing baseline,” as reported in the budget.

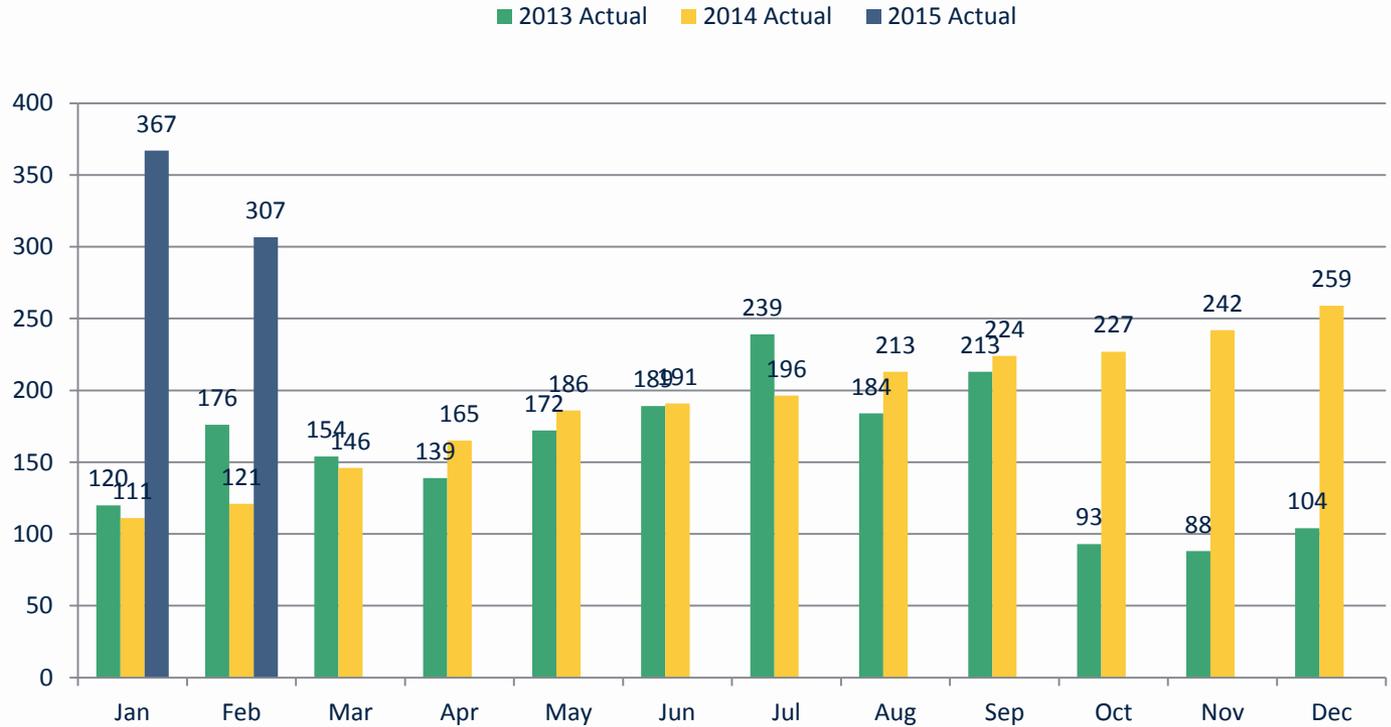
**Legend:**

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

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

## Due to DPW’s closing of much of the old requests in its 311 street light backlog, the days to close spiked.

**Average Days to Close 311 Streetlight Service Requests**



 **Percent of 311 Streetlight Service Requests Closed within 90 Days**

2013		2014		2015		
Actual	Target Met?	Actual	Status	YTD Actual	Annual Target	Status
45%	-	27%	Establishing Baseline	7%	75%	<span style="color: red;">◆</span>



**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311  
DPW Maintenance Reports

**Related Strategy:**  
Maintain and improve road surface infrastructure

**Notes:**  
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.

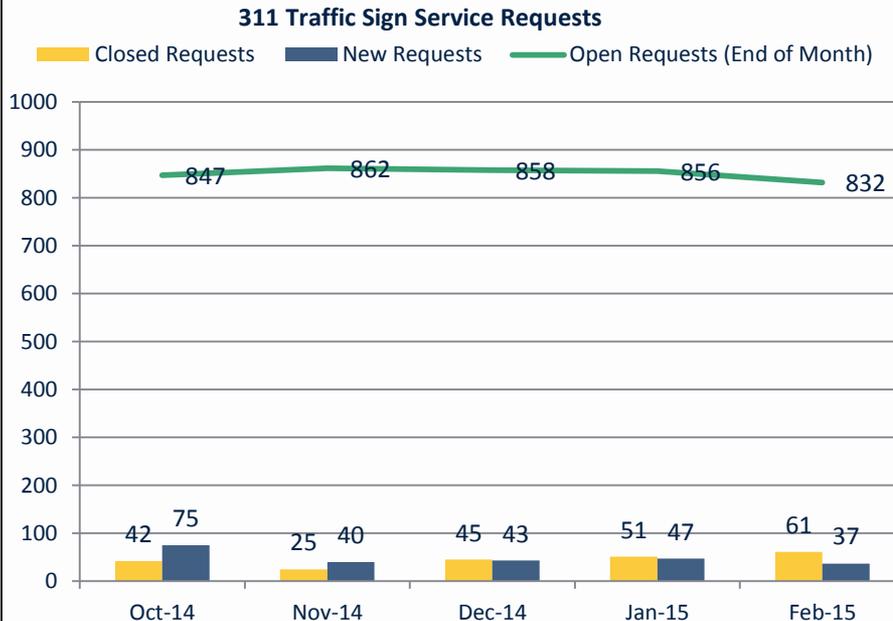
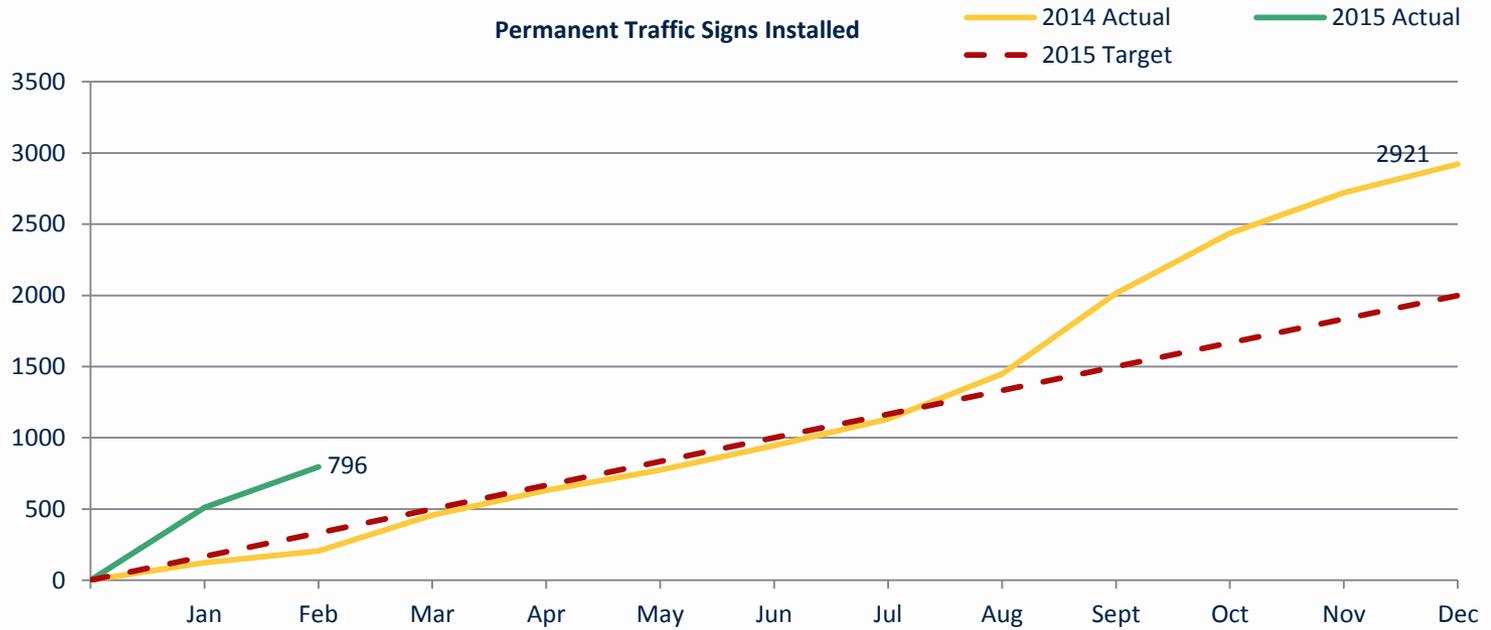
**Legend:**

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



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

## DPW was on track towards its annual traffic sign target.



**Number of Permanent Traffic Signs Installed**

2014		2015		
Actual	Target Met?	YTD Actual	Annual Target	Status
2,921	<span style="color: green;">●</span>	796	2,000	<span style="color: green;">●</span>



# DPW remained on track towards its annual street name sign target.

**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311  
DPW Maintenance Reports

**Related Strategy:**  
Maintain and improve road surface infrastructure

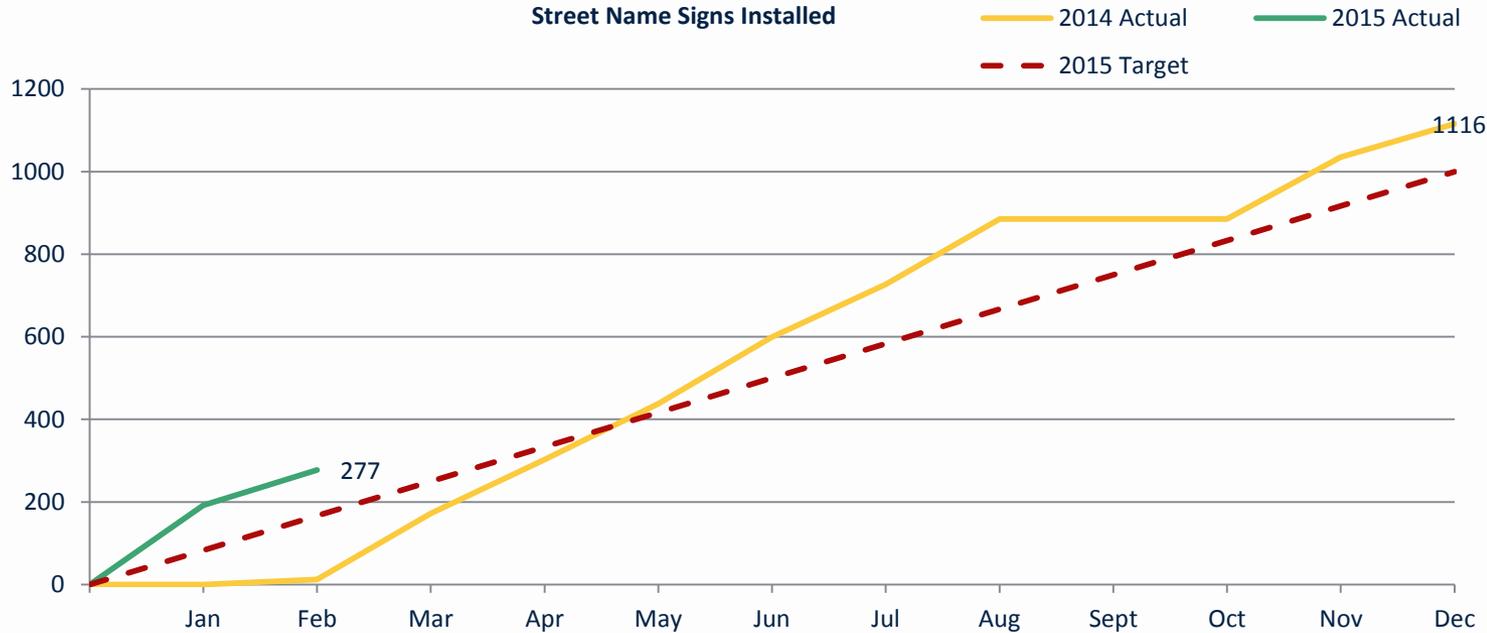
**Notes:**  
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

**Legend:**

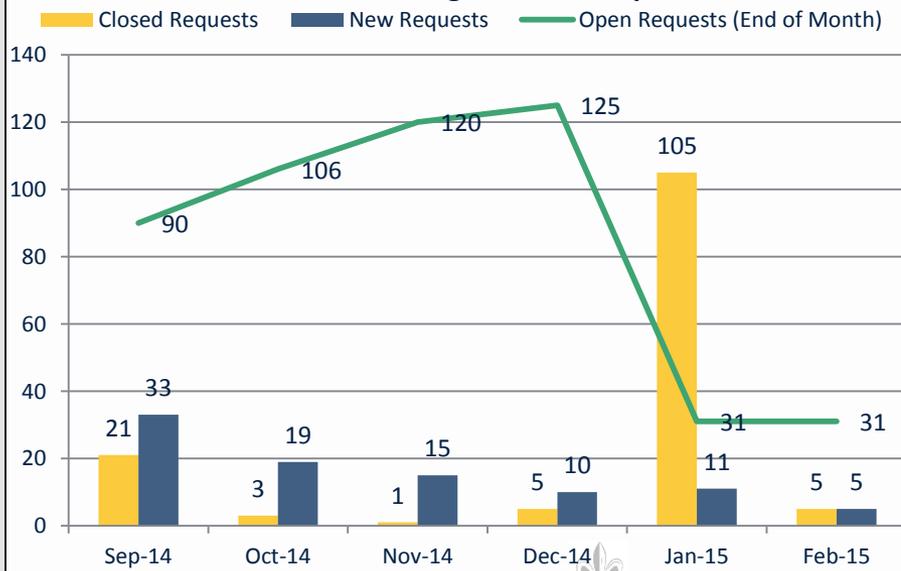
- On Target
- ▲ Within 10% of Target
- ◆ Off Target

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

**Street Name Signs Installed**



**311 Street Name Sign Service Requests**



 Number of Street Name Signs Installed

2014		2015		
Actual	Target Met?	YTD Actual	Annual Target	Status
1,116	<span style="color: red;">◆</span>	277	1,000	<span style="color: green;">●</span>

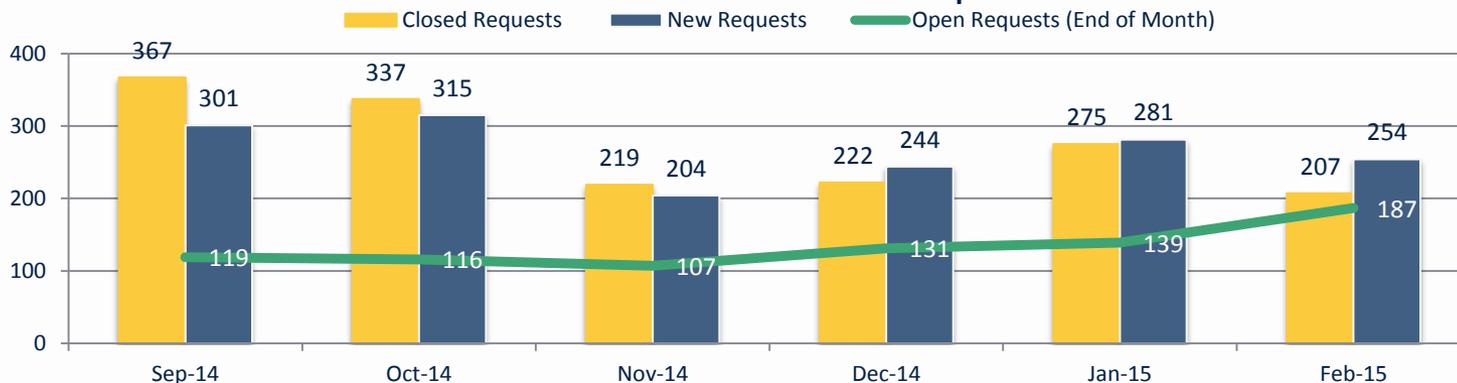
**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311

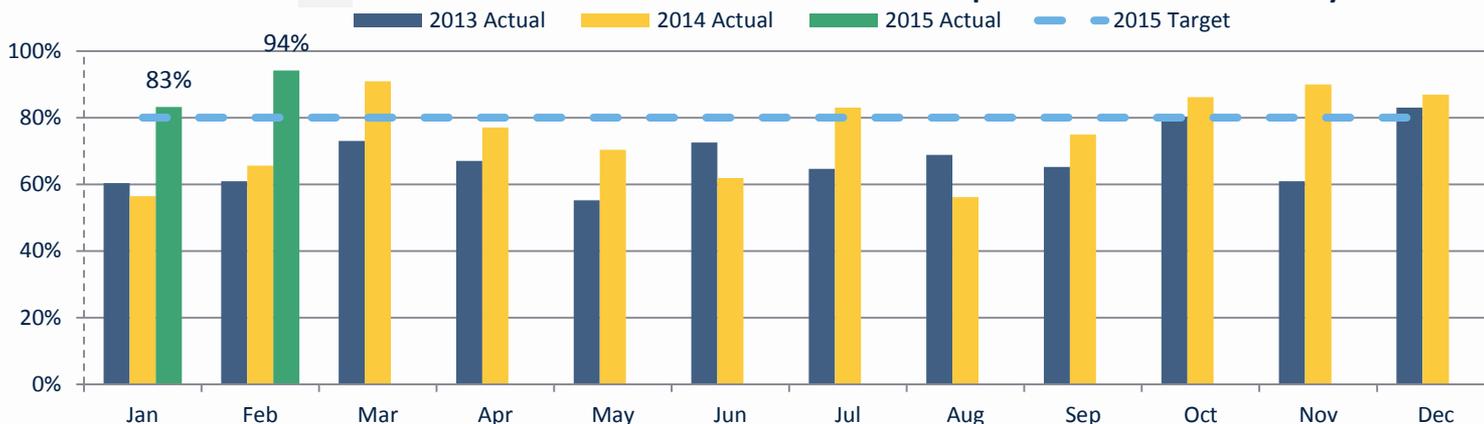
**Related Objective:**  
Promote Quality  
Neighborhoods

## The backlog of 311 abandoned vehicle service requests increased in February.

### 311 Abandoned Vehicle Service Requests



### Percent of 311 Abandoned Vehicle Service Requests Closed Within 30 Days



2013		2014		2015		
Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
67%	-	73%	⚠	83%	≥ 80%	🟢

Date	Responsible Parties	Action Item	Status
7/12/12	O. Wise; V. Spencer; D. Knaggs; M. Jernigan	Conduct analytics on which intersections are the most prone to accidents to determine if work is needed to improve the safety of those intersections.	



**Responsible Organization:**  
Department of Public Works  
(DPW)

**Data Source:**  
311  
DPW Maintenance Reports

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

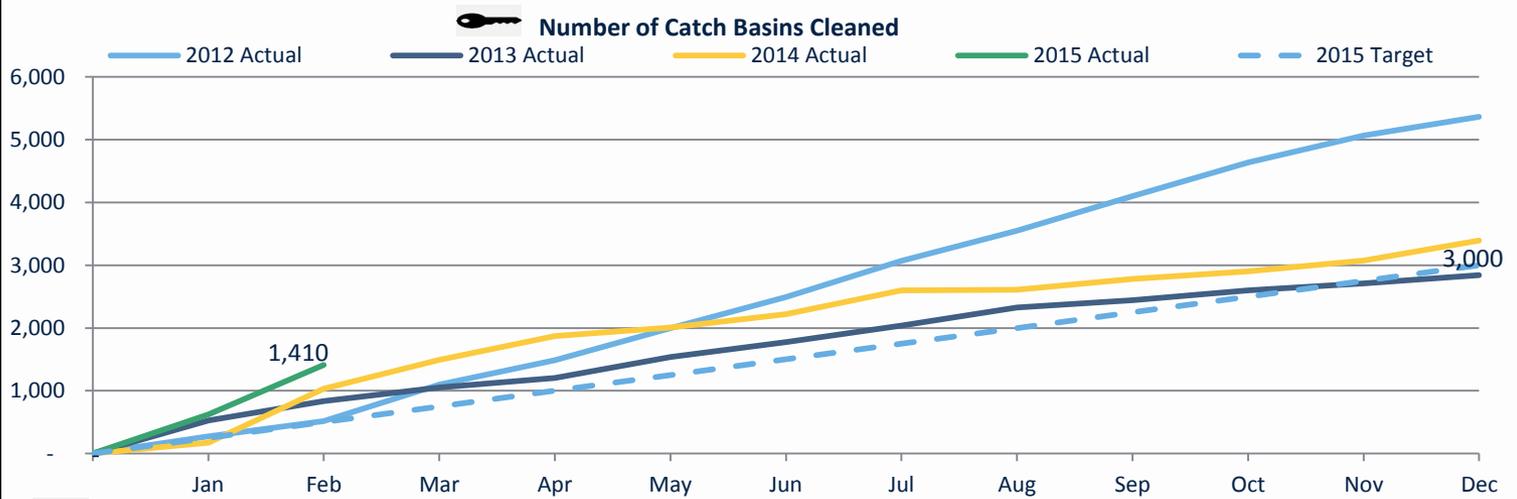
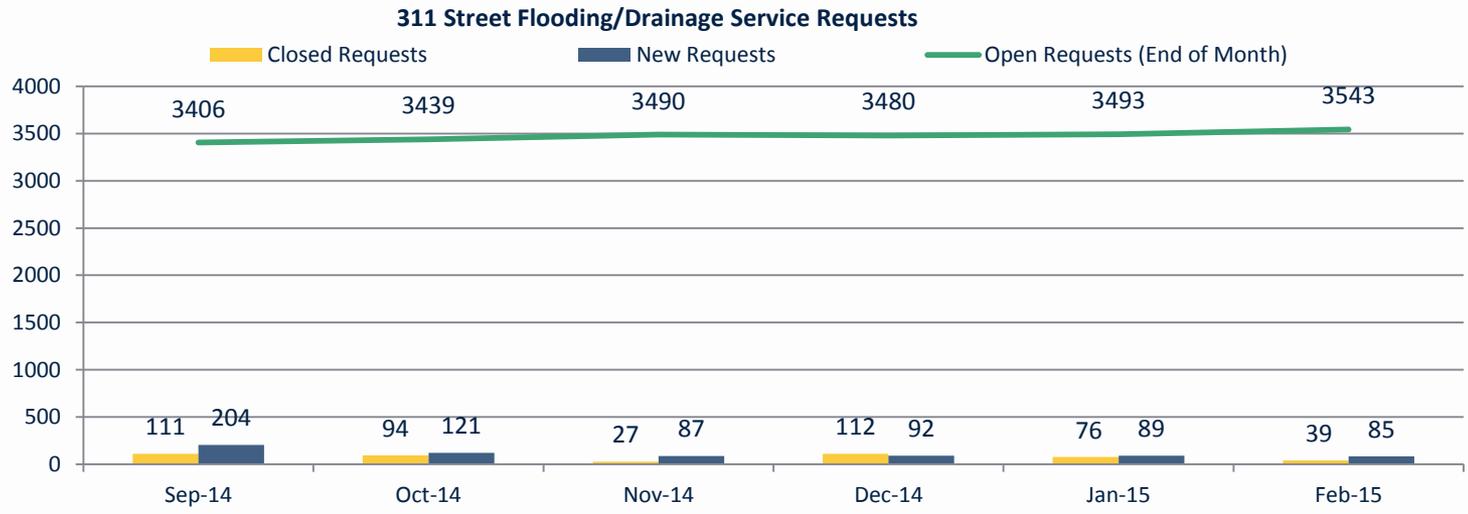
**Note:**  
January and February data  
was adjusted in March to  
reflect catch basin data not  
previously included in data  
reports.

**Legend:**

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

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

# DPW was at 47% of its annual catch basin target at the end of the month.



 **Number of catch basins cleaned**

2012		2013		2014		2015		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
5,364	●	2,708	▲	3,390	▲	1,410	3,000	●

 **Percent of catch basins cleaned**

2015		
YTD Actual	Annual Target	Status
2.1%	4.41%	●



# Sewerage and Water Board of New Orleans

## Customer Service Report

### Indicators of Metric Results

#### February 2015

**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans (SWB)

**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
<b>Billing Accuracy / Reasonable</b>				
	Meters Read	Green	Green	Green
	Estimated Bills	Yellow	Green	Yellow
	High Bill Complaints	Red	Green	Red
	Adjusted Bills	Yellow	Green	Red
<b>Problem Resolution</b>				
	Customer Contacts	Yellow	Green	Yellow
	Call Wait Time	Yellow	Green	Green
	Abandoned Calls	Yellow	Yellow	Green
	Emergency Abandoned Calls	Red	Yellow	Yellow
	Low Water Pressure	Green	Green	Yellow
	Water System Leaks	Green	Green	Yellow
	Sewer System Leaks	Yellow	Green	Green
<b>Collections Effectiveness</b>				
	Accounts Off for Non-Payment	White	Green	Green
	Receivables 30 to 120 Days Old	White	Green	Yellow
	Receivables 120 Days and Older	White	Green	Yellow

**Green = Favorable Variance**

**Yellow = Minimal Variance / No Action Recommended**

**Red = Unfavorable Variance / Action Recommended**



**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

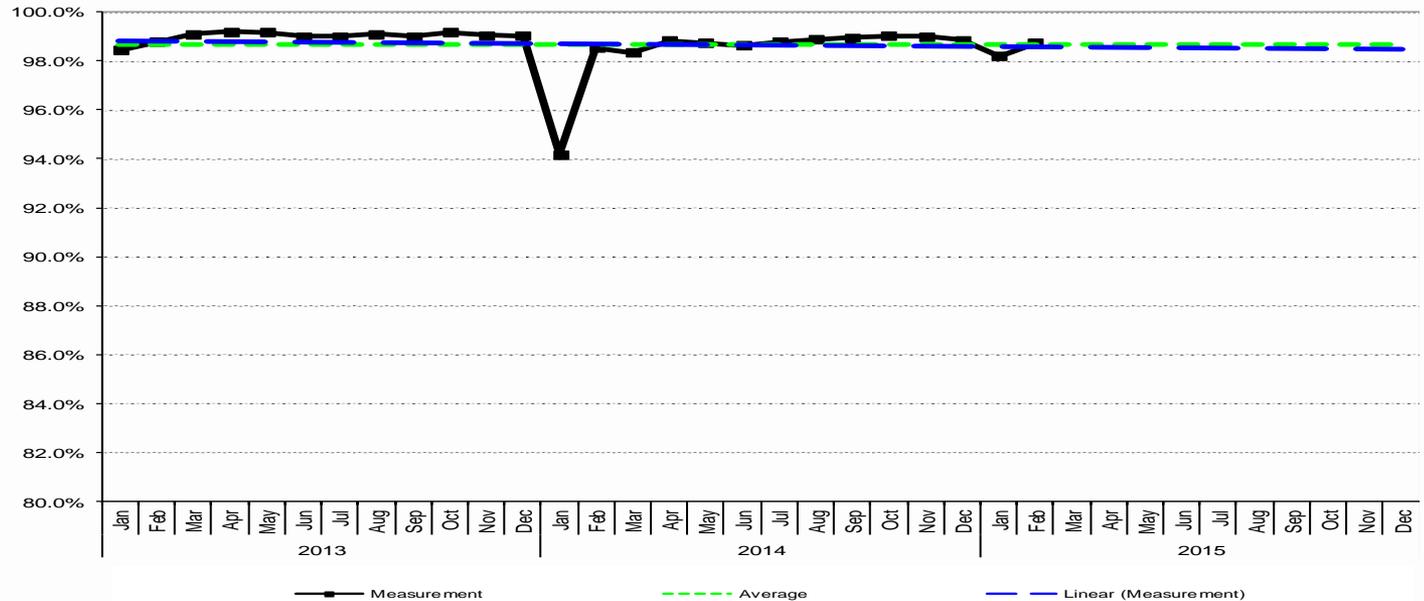
**Trend:** Level

### Analysis

The purpose of the customer billing and collection processes is to collect revenues from customer accounts that are billed according to the service rules and are based upon accurate metered consumption. Obtaining an accurate reading is the first step in that process. Staff has maintained a reading rate near or above the goal since since April 2010 except for two months affected by Hurricane Isaac in 2012 and a winter freeze in January 2014.

### 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	ate Bills	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2013</b>	98.4%	98.8%	99.1%	99.2%	99.2%	99.0%	99.0%	99.1%	99.0%	99.2%	99.1%	99.0%
<b>2014</b>	94.2%	98.5%	98.3%	98.8%	98.7%	98.6%	98.8%	98.9%	99.0%	99.0%	99.0%	98.9%
<b>2015</b>	98.2%	98.7%										



**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

## Bills Estimated as a Percentage of Total Bills

**EUM Attribute:**  
**Customer Satisfaction**

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

**Constituency:**  
**Customer Ratepayers**

**Objective:** Provide Accurate Bills

**Goal:** Bill Accounts With Less Than 2% Estimated

**Currently Meeting Goal:** Close

**Process Operating Within Control Limits:**  
Yes

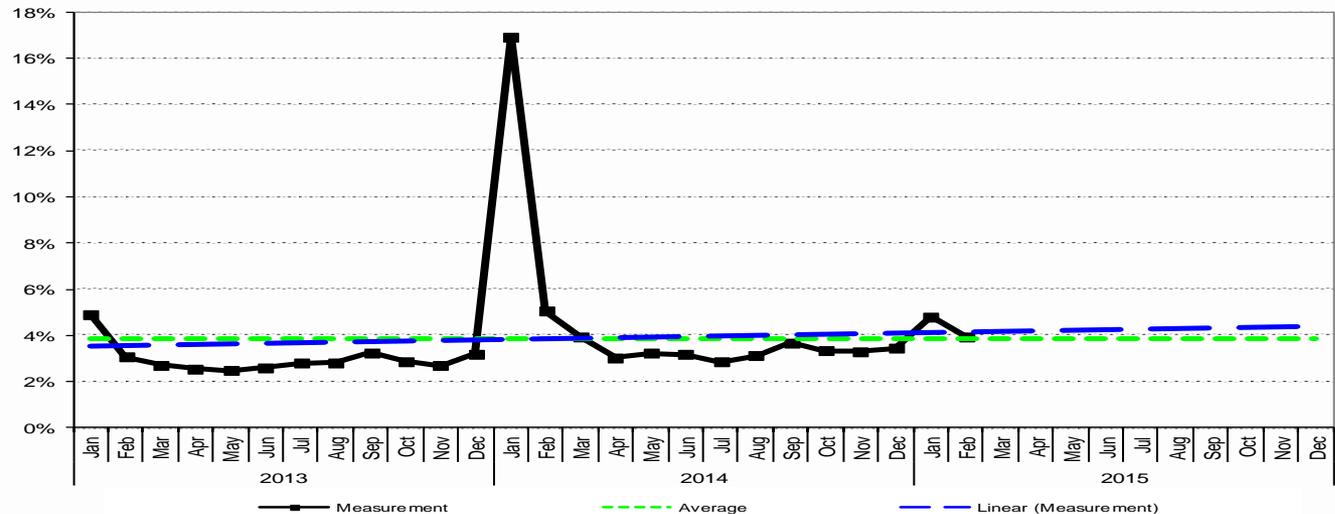
**Trend:** Level

### Analysis

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

### Plans for Improvement

Current plans are focused on obtaining readings for accounts each month and verifying the reliability of each reading. Future plans will focus on advanced 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
<b>2013</b>	4.9%	3.1%	2.7%	2.6%	2.5%	3.2%	2.8%	2.8%	3.1%	3.3%	3.3%	3.2%
<b>2014</b>	16.9%	5.1%	3.9%	3.0%	2.5%	3.2%	2.8%	3.1%	3.7%	3.3%	3.3%	3.4%
<b>2015</b>	4.8%	4.0%										



**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:** **No**

**Process Operating  
Within Control Limits:**  
Yes

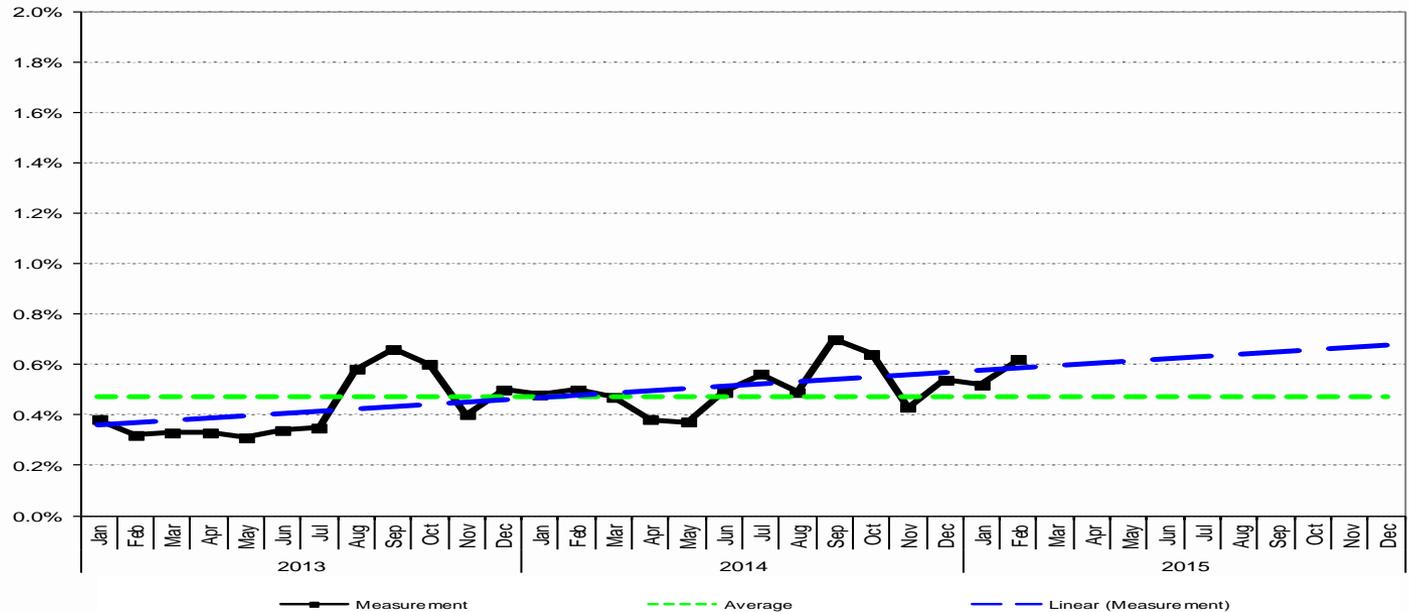
**Trend:** **Unfavorable**

### 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
<b>2013</b>	0.4%	0.3%	0.3%	0.3%	0.3%	0.3%	0.4%	0.6%	0.7%	0.6%	0.4%	0.5%
<b>2014</b>	0.5%	0.5%	0.5%	0.4%	0.4%	0.5%	0.6%	0.5%	0.7%	0.6%	0.4%	0.5%
<b>2015</b>	0.5%	0.6%	0.6%	0.6%	0.6%	0.6%	0.6%	0.6%	0.6%	0.6%	0.6%	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:** Close

**Process Operating  
Within Control Limits:**  
Yes

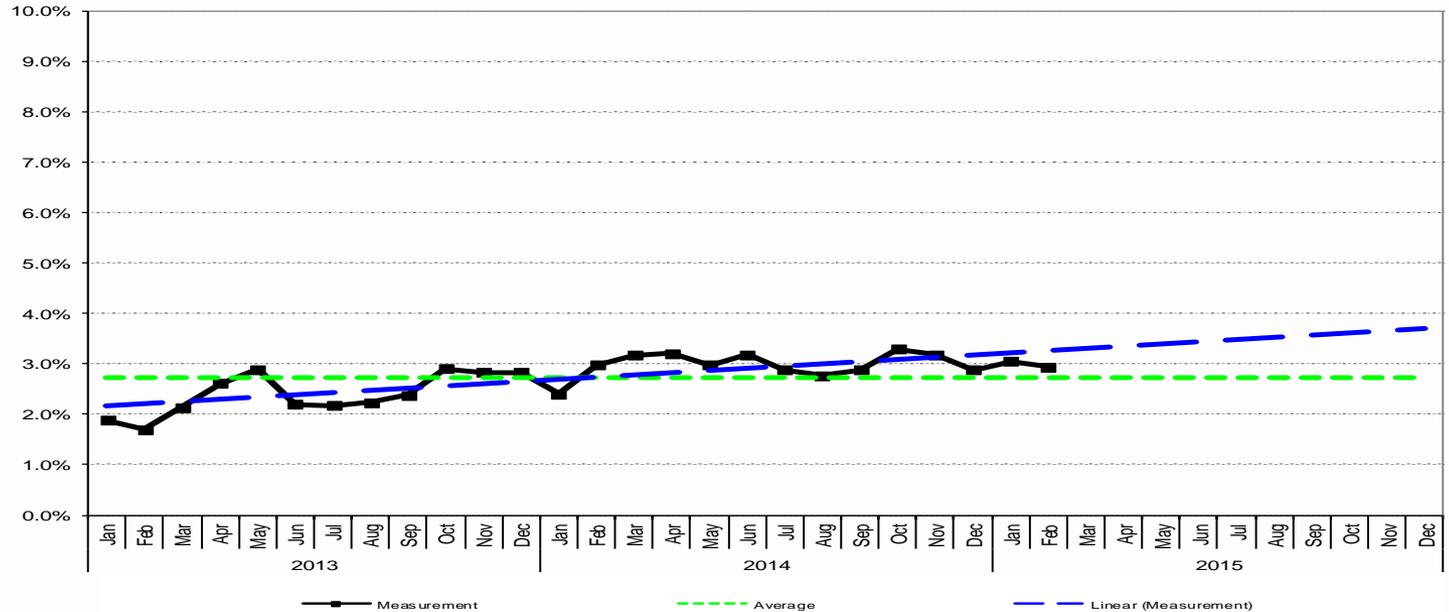
**Trend:** Unfavorable

### 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.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2013</b>	1.9%	1.7%	2.1%	2.6%	2.9%	2.2%	2.2%	2.2%	2.4%	2.9%	2.8%	2.8%
<b>2014</b>	2.4%	3.0%	3.2%	3.2%	3.0%	3.2%	2.9%	2.8%	2.9%	3.3%	3.2%	2.9%
<b>2015</b>	3.1%	2.9%										



**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

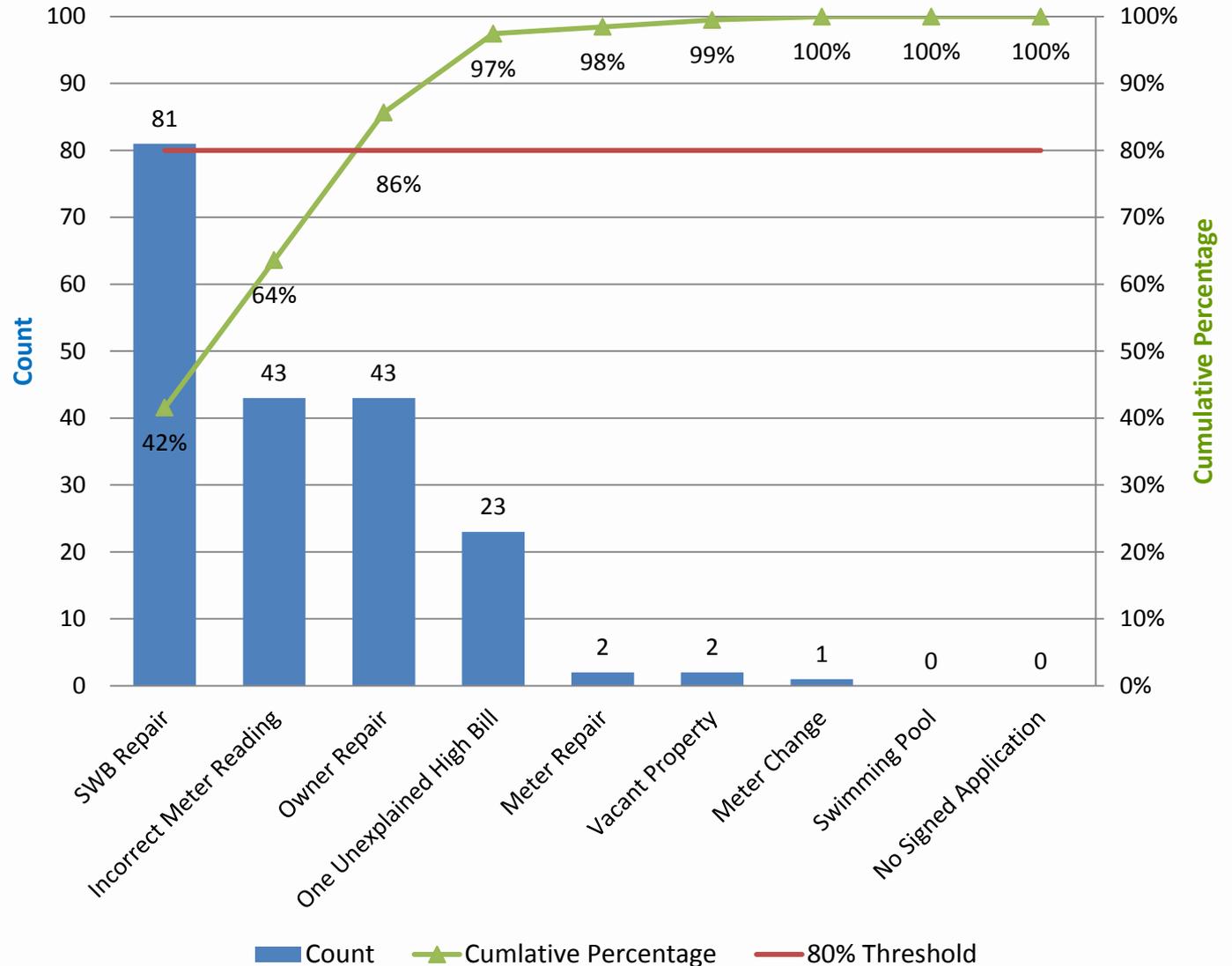
**Data Source:**  
Sewerage and Water Board of  
New Orleans

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

# Sewerage and Water Board of New Orleans

## Chart of Reasons for Adjustments

### February 2015



**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: Close**

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

**Process Operating**  
**Within Control**  
**Limits: Yes**

**Goal: Reduce**  
**Triggers of**  
**Customer Calls**

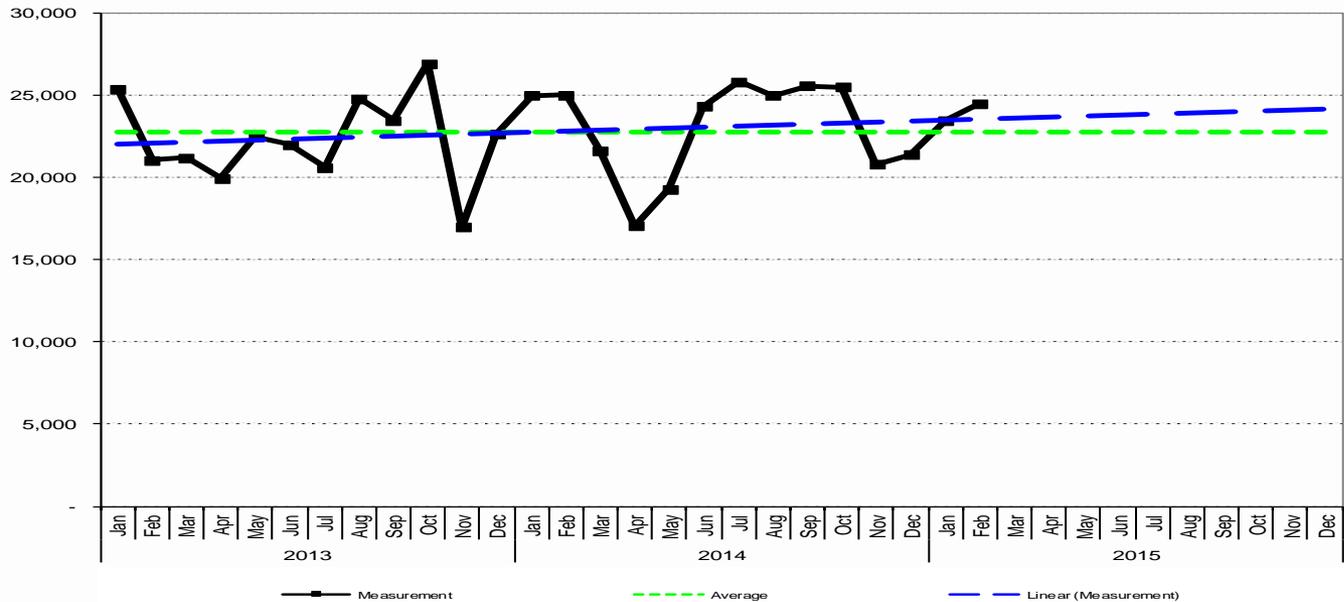
**Trend: Close**

### Analysis

Customers contact the Sewerage and Water Board to start or end service; to request information about their bill; to report concerns about their water service, sewer connection, street flooding, or solid waste sanitation service; and other matters. The Call Center for emergency repairs is operated 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
<b>2013</b>	25,331	21,051	21,194	19,937	22,446	21,994	20,602	24,764	23,439	26,892	16,980	22,610
<b>2014</b>	24,945	24,992	21,579	17,032	19,276	24,315	25,800	24,967	25,532	25,467	20,775	21,366
<b>2015</b>	23,470	24,496										



**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

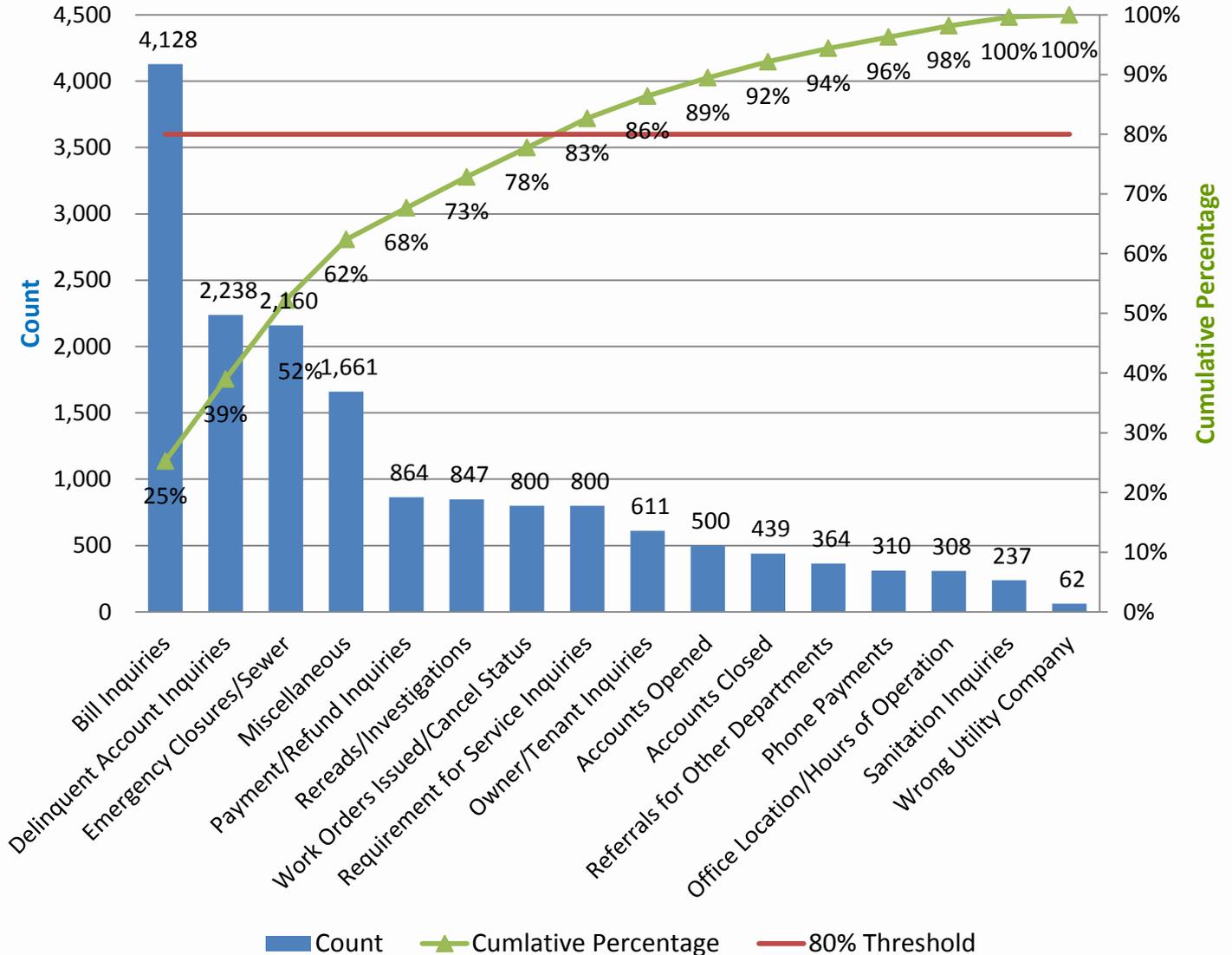
**Data Source:**  
Sewerage and Water Board of  
New Orleans

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

# Sewerage and Water Board of New Orleans

## Chart of Types of Customer Calls

### February 2015



**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

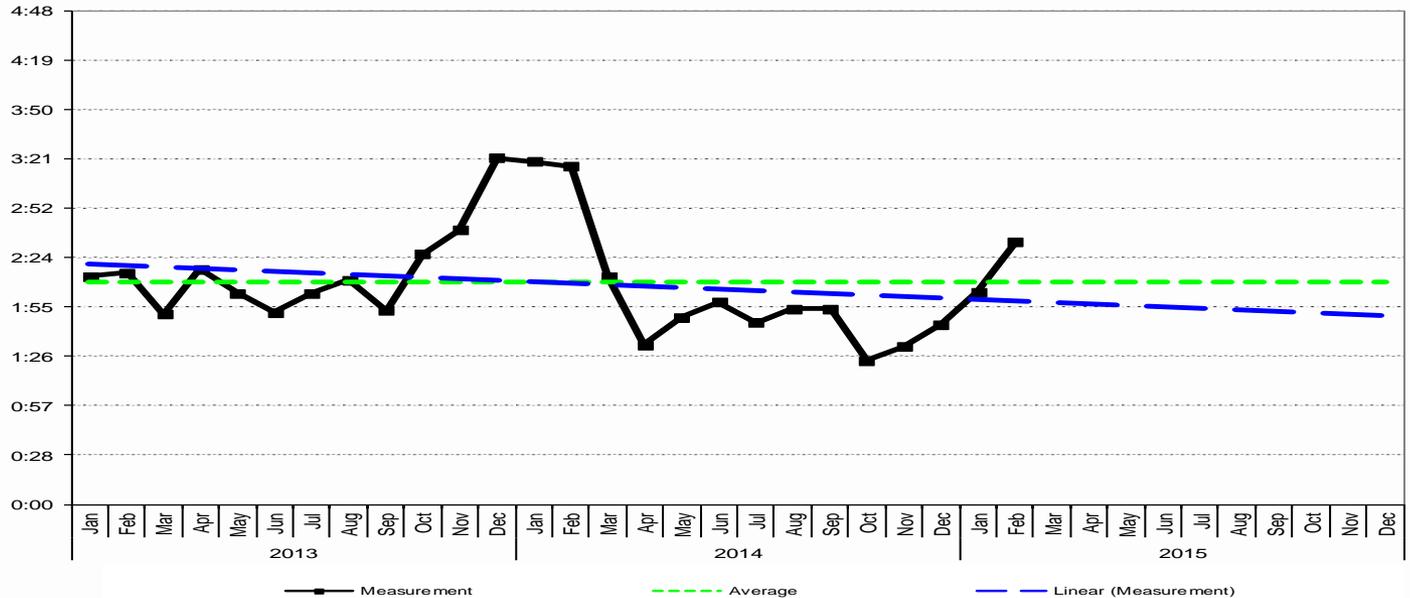
**Trend:** Favorable

### 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
<b>2013</b>	2:13	2:15	1:51	2:17	2:03	1:52	2:03	2:11	1:53	2:26	2:40	3:22
<b>2014</b>	3:20	3:17	2:13	1:33	1:49	1:58	1:46	1:54	1:54	1:24	1:32	1:45
<b>2015</b>	2:04	2:33										



**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: Close**

**Process Operating Within Control Limits: Close**

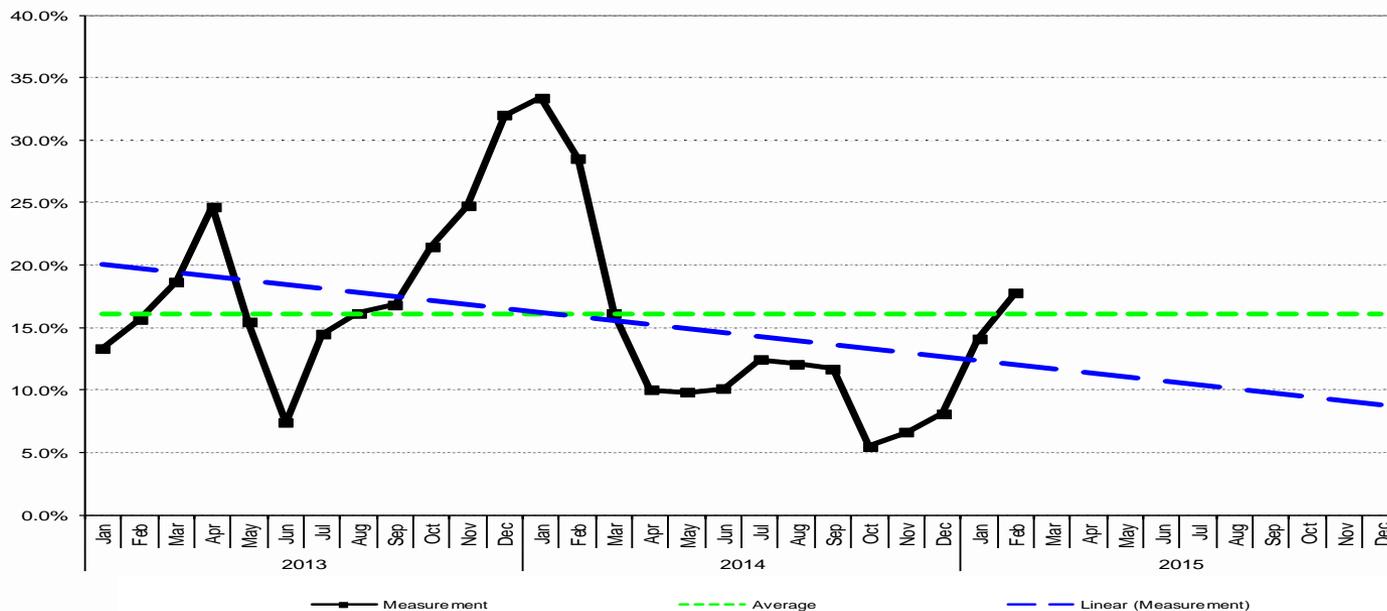
**Trend: Favorable**

## 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.

## Plans for Improvement

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



**Data Table**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2013</b>	13.3%	15.6%	18.7%	24.7%	15.4%	7.4%	14.5%	16.2%	16.8%	21.5%	24.7%	32.0%
<b>2014</b>	33.4%	28.5%	16.1%	10.0%	9.8%	10.1%	12.4%	12.1%	11.7%	5.5%	6.6%	8.1%
<b>2015</b>	14.1%	17.8%										



**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

## Emergency Calls Abandoned by Customers as a Percentage of Total Emergency Calls

**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:  
Close**

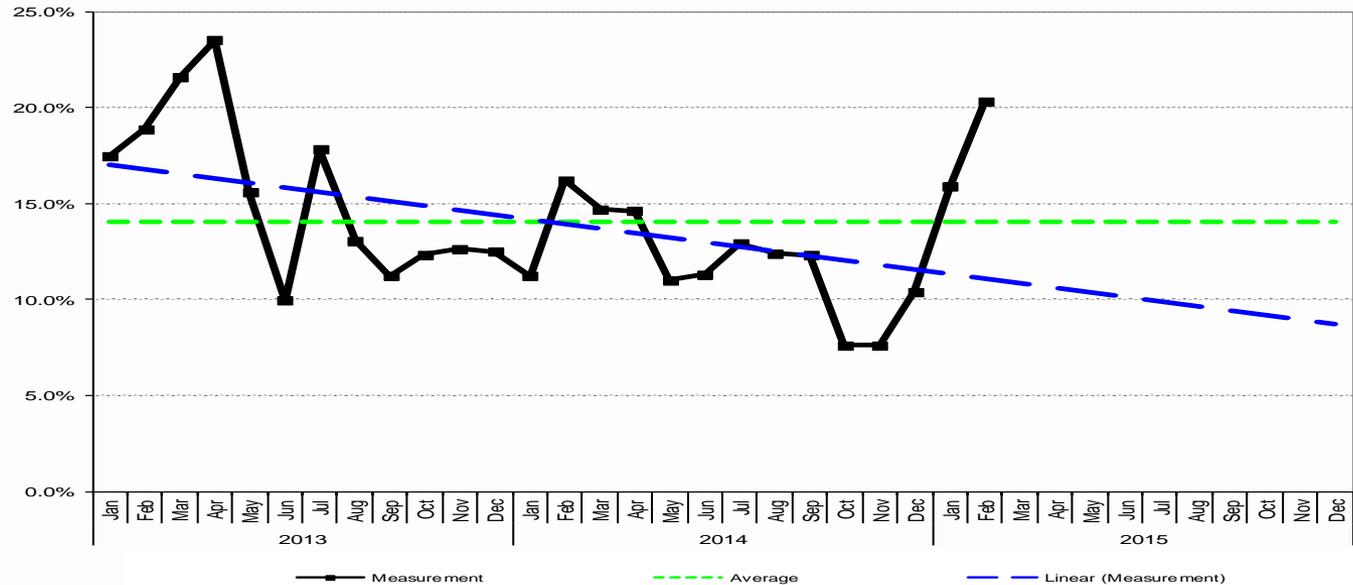
**Trend: Short Term  
Unfavorable, Long  
Term Favorable**

### 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.

### 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. Scripts were created for more efficient handling of 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
<b>2013</b>	17.5%	18.9%	21.6%	23.5%	15.6%	10.0%	17.8%	13.1%	11.2%	12.3%	12.7%	12.5%
<b>2014</b>	11.2%	16.2%	14.7%	14.6%	11.0%	11.3%	12.9%	12.4%	12.3%	7.6%	7.6%	10.4%
<b>2015</b>	15.9%	20.3%										



**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**

**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**

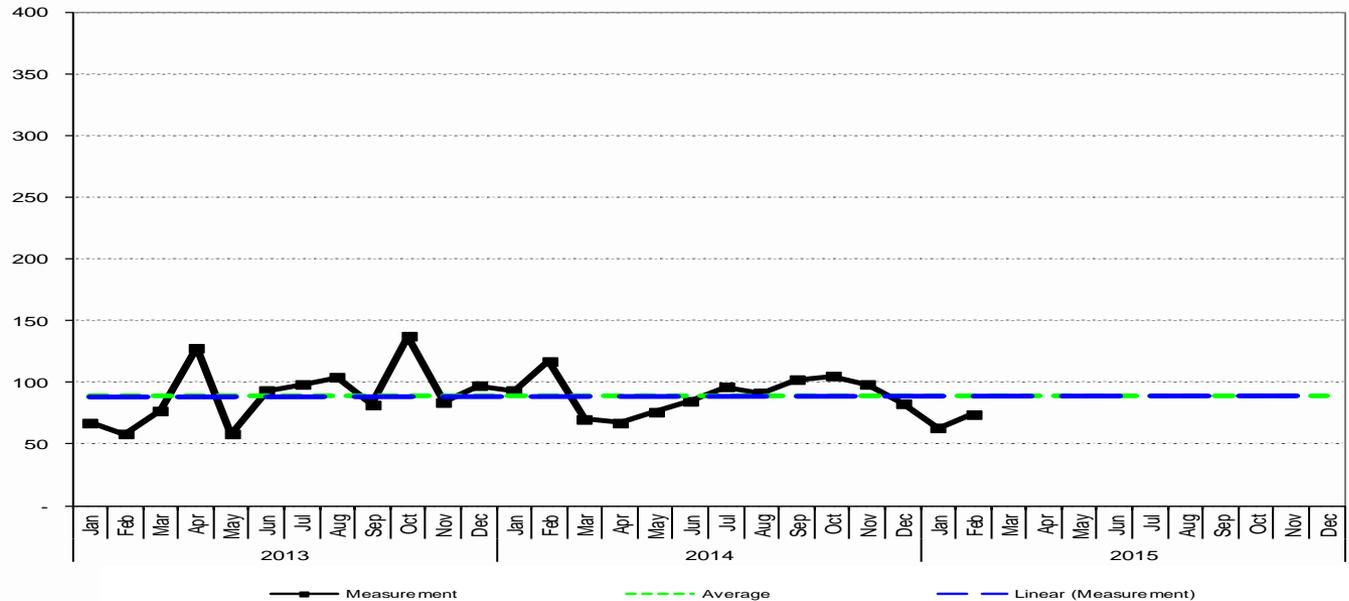
**Trend: Favorable**

### Analysis

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

### Plans for Improvement

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



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2013</b>	67	58	77	128	58	93	98	104	82	137	84	97
<b>2014</b>	93	117	70	67	76	85	96	91	102	105	98	83
<b>2015</b>	63	74										



**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**

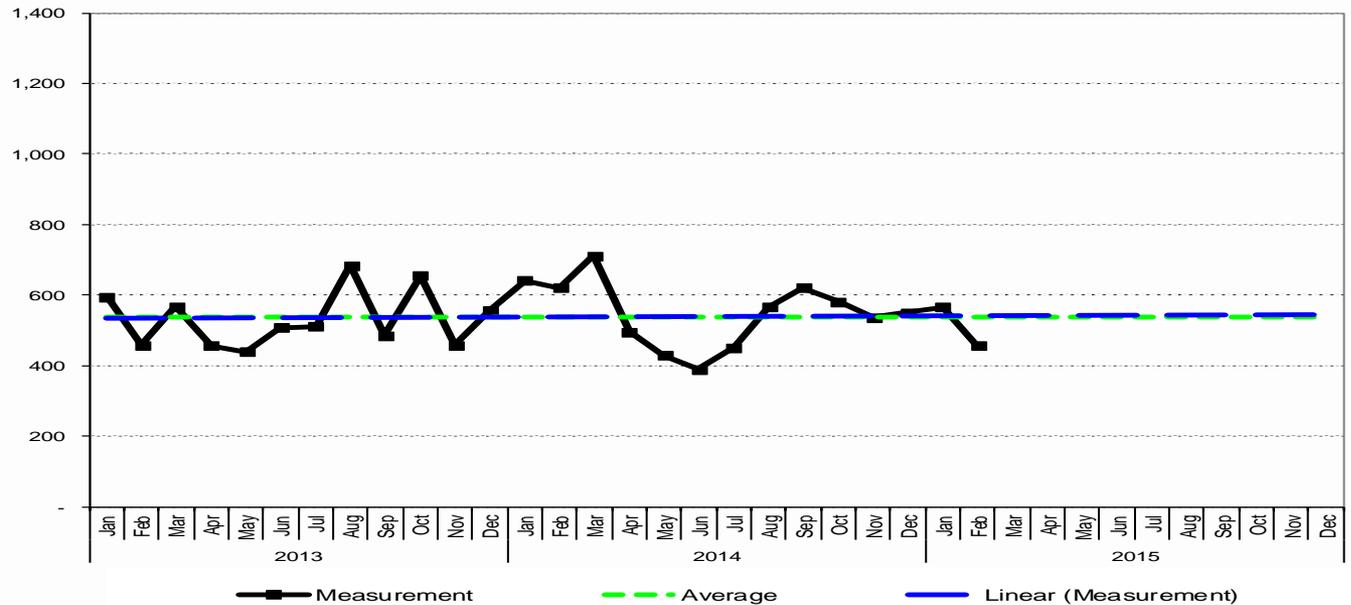
**Trend: Level**

### 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
<b>2013</b>	594	457	567	456	439	508	511	683	485	654	457	556
<b>2014</b>	641	621	711	495	428	390	451	565	621	581	536	551
<b>2015</b>	566	456										



**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 Sewer System Leaks

**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**

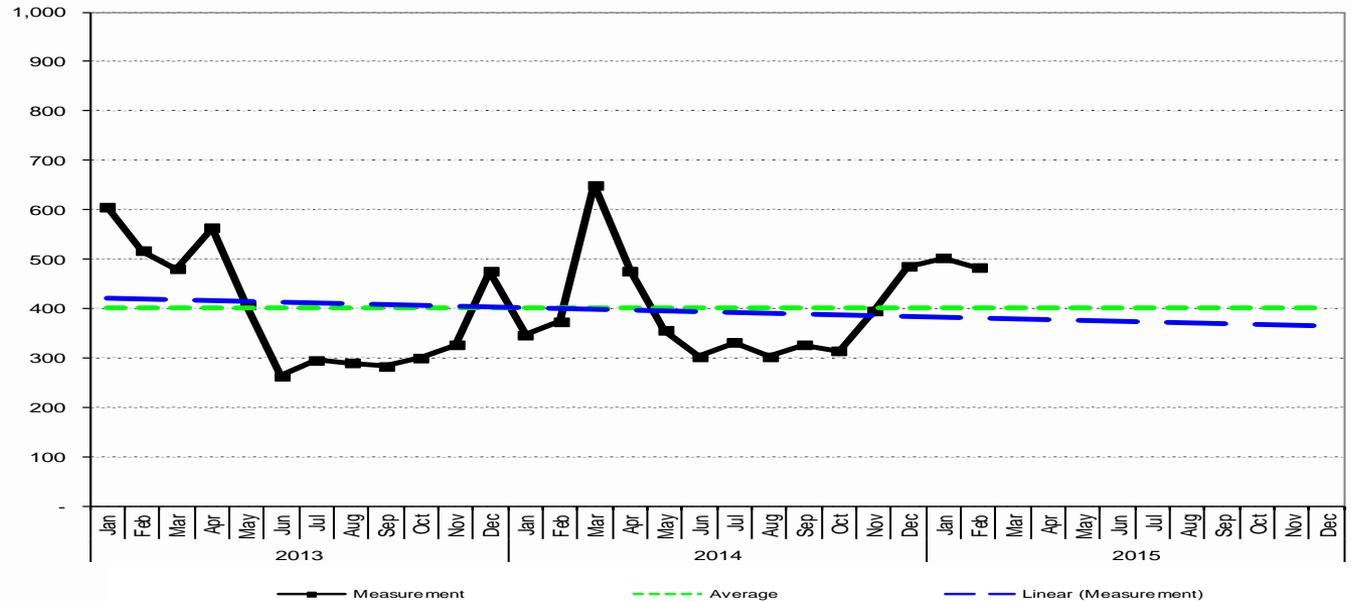
**Trend: Favorable**

### 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
<b>2013</b>	604	516	480	563	406	264	295	289	283	300	326	475
<b>2014</b>	346	374	650	476	355	302	331	302	326	314	394	485
<b>2015</b>	502	482										



**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**

**Currently Meeting  
Goal: Not  
Applicable**

**Objective: Ensure  
Collection of Payments for  
Services Provided**

**Process Operating  
Within Control  
Limits: Yes**

**Goal: None  
Established**

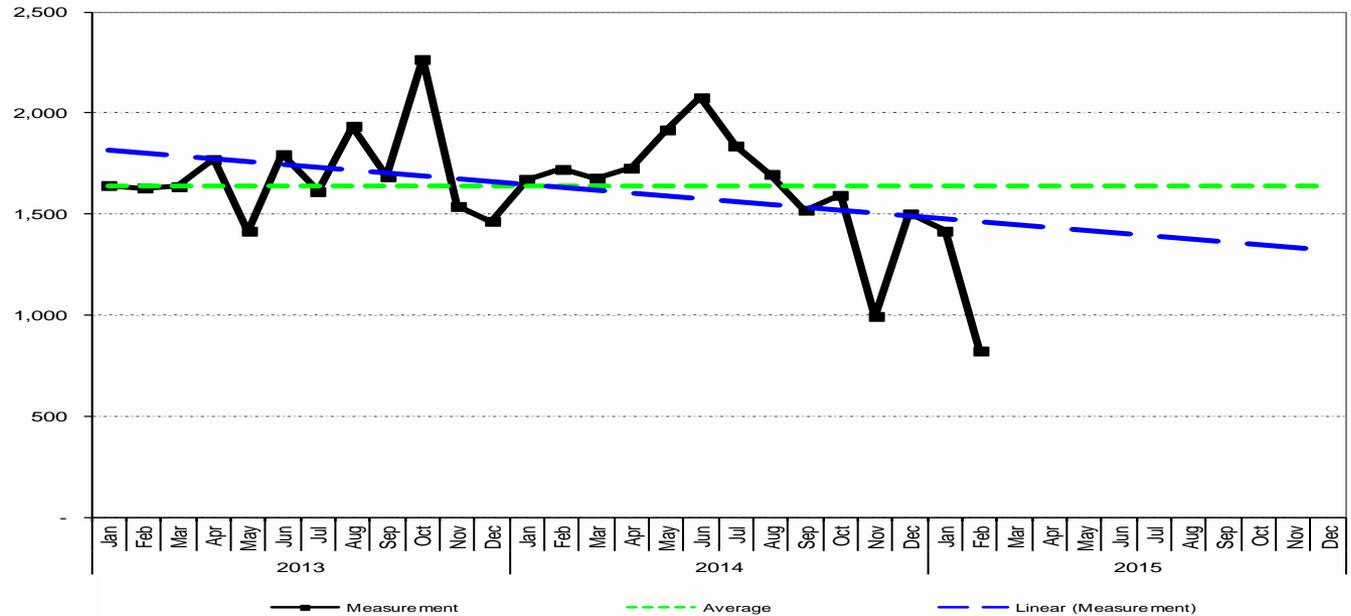
**Trend: Favorable**

### Analysis

Customers accounts are turned-off for non-payment for balances more than \$50 and over sixty days past due.

### 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
<b>2013</b>	1,641	1,628	1,638	1,770	1,415	1,795	1,613	1,932	1,687	2,265	1,540	1,461
<b>2014</b>	1,670	1,723	1,675	1,727	1,915	2,077	1,836	1,694	1,518	1,594	993	1,502
<b>2015</b>	1,417	823										



**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

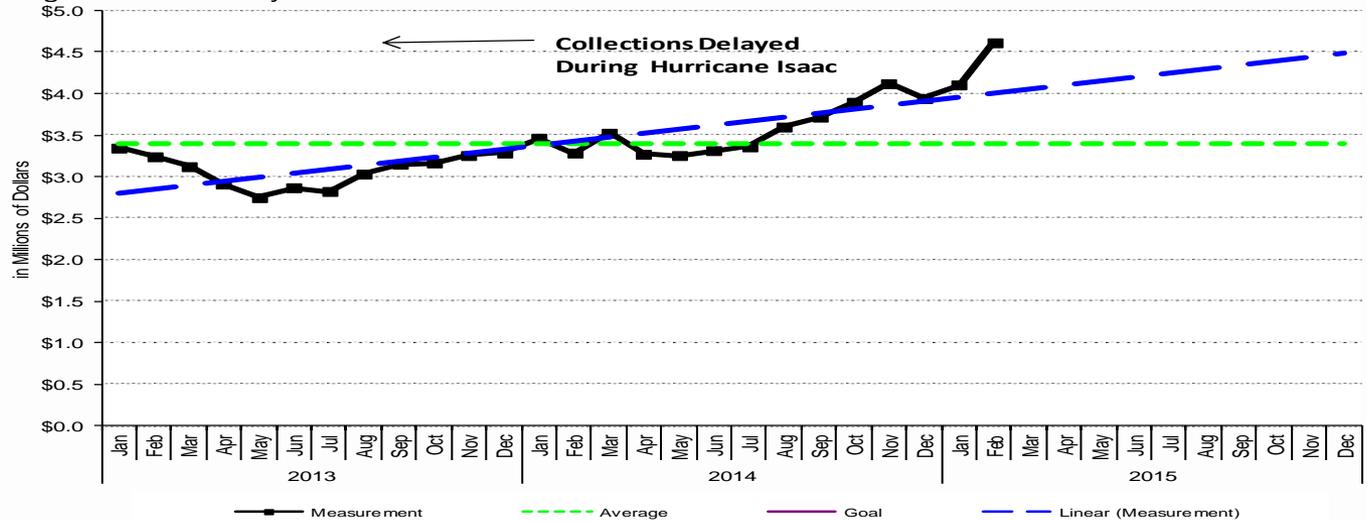
**Trend:** Level, when adjusted for rate increases.

### 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
<b>2013</b>	\$ 3.348	\$ 3.243	\$ 3.127	\$ 2.907	\$ 2.748	\$ 2.860	\$ 2.819	\$ 3.031	\$ 3.149	\$ 3.161	\$ 3.258	\$ 3.287
<b>2014</b>	\$ 3.458	\$ 3.280	\$ 3.524	\$ 3.271	\$ 3.249	\$ 3.314	\$ 3.361	\$ 3.598	\$ 3.715	\$ 3.893	\$ 4.122	\$ 3.941
<b>2015</b>	\$ 4.104	\$ 4.612										



**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**

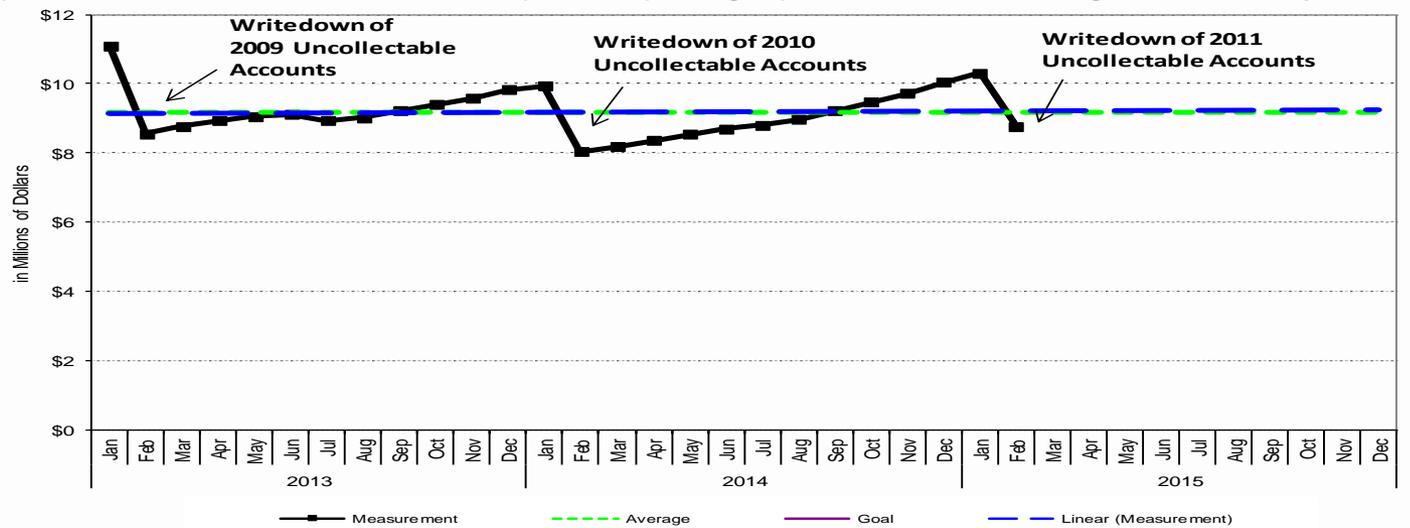
**Trend:** Level

### 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 approach 99% 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
<b>2013</b>	\$ 11.104	\$ 8.552	\$ 8.766	\$ 8.928	\$ 9.055	\$ 9.113	\$ 8.939	\$ 9.029	\$ 9.224	\$ 9.398	\$ 9.585	\$ 9.839
<b>2014</b>	\$ 9.946	\$ 8.032	\$ 8.185	\$ 8.360	\$ 8.536	\$ 8.694	\$ 8.807	\$ 8.977	\$ 9.218	\$ 9.478	\$ 9.728	\$ 10.046
<b>2015</b>	\$ 10.317	\$ 8.781										



**Responsible Organization:**  
Department of Parks and Parkways

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

**Related Strategy:**  
Protect and preserve parks and other green spaces

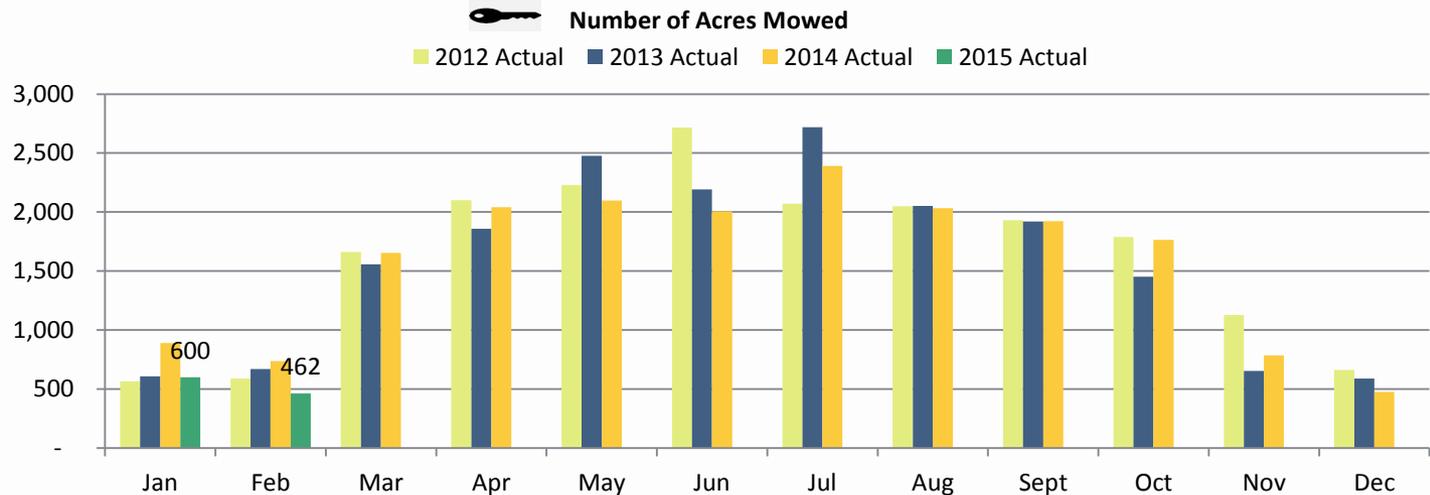
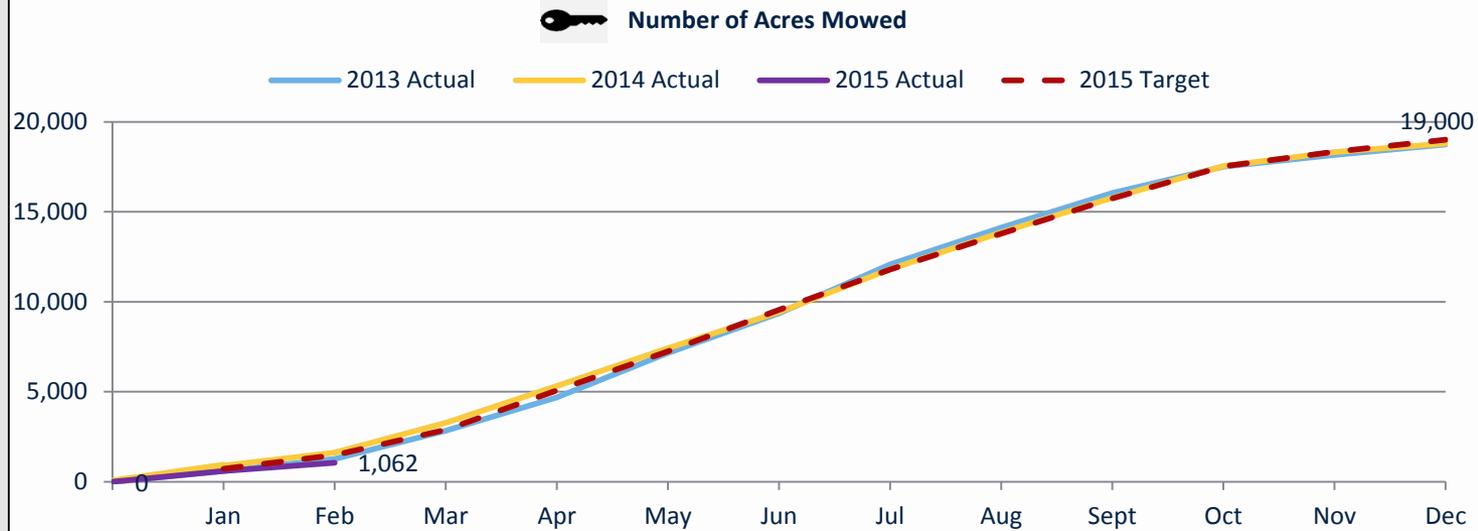
**Notes:**  
This is a seasonal measure, as peak mowing season begins in the summer.

**Legend:**

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

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

## Parks & Parkways' YTD mowing lower than in previous years.



2012		2013		2014		2015		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
19,485	●	18,153	●	18,801	▲	1,062	19,000	◆



**Responsible Organization:**  
Department of Parks and  
Parkways

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

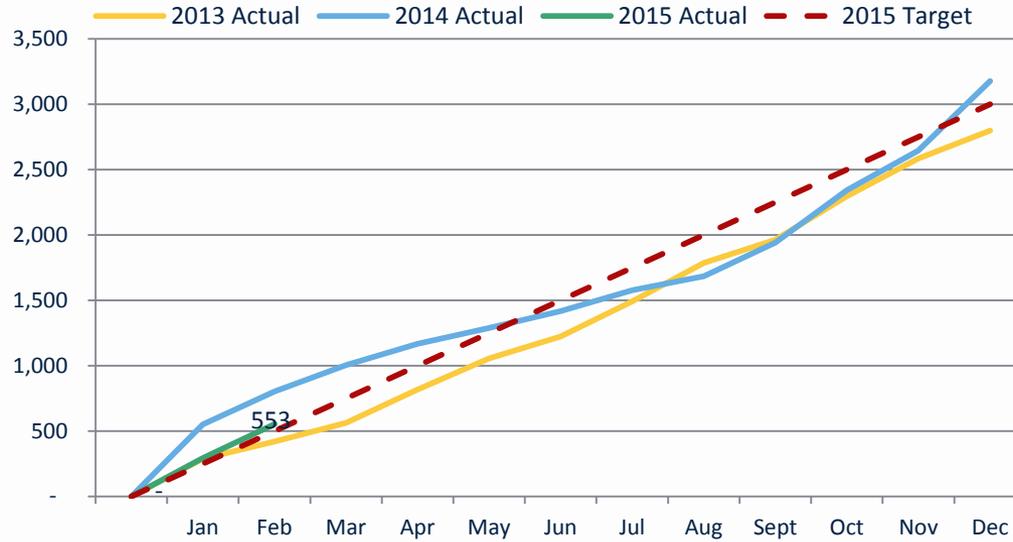
**Note:**  
Forestry work orders represent  
the actual work completed within  
a tree “work order.”

Excludes stumps, which are done  
intermittently.

**Related Strategy:**  
Protect and preserve parks and  
other green spaces

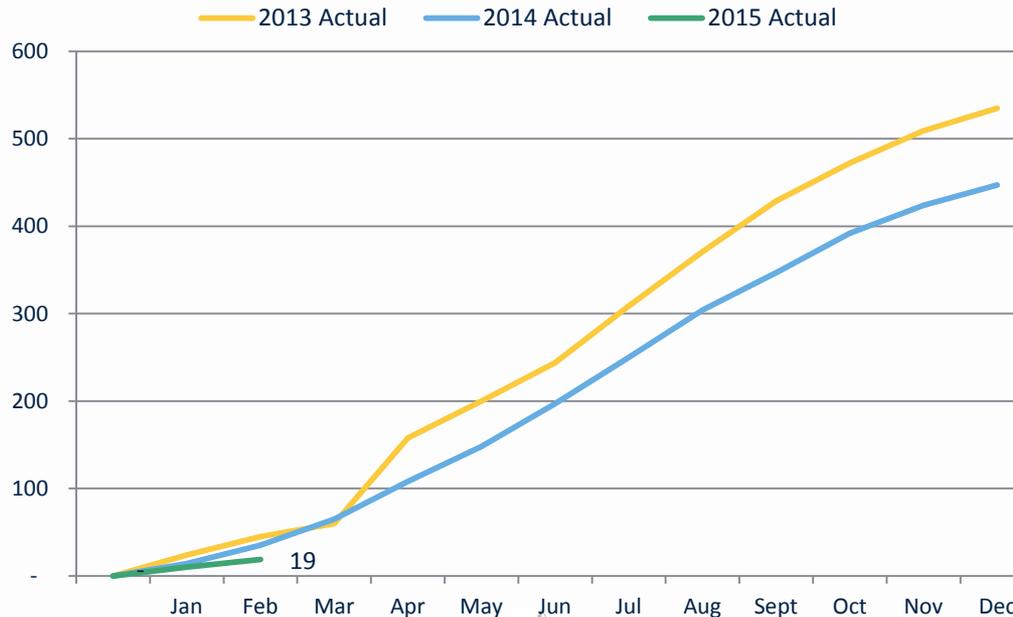
# Parks and Parkways was on pace with its trims and removals target.

## Number of Trims and Removals Completed



2015		
YTD Actual	Annual Target	Status
553	3,000	<span style="color: green;">●</span>

## Number of Emergency Tree Requests Completed



2015	
YTD Actual	Annual Target
19	Management Statistic



**Responsible Organization:**  
Department of Parks and  
Parkways

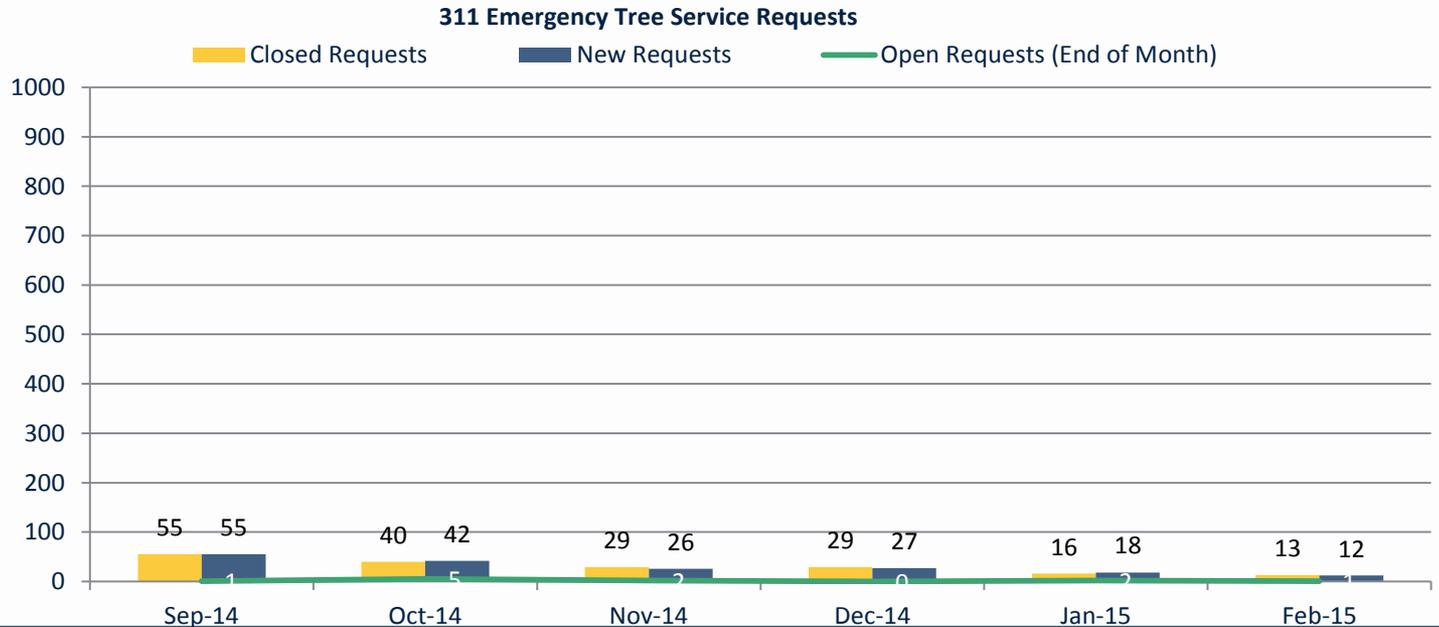
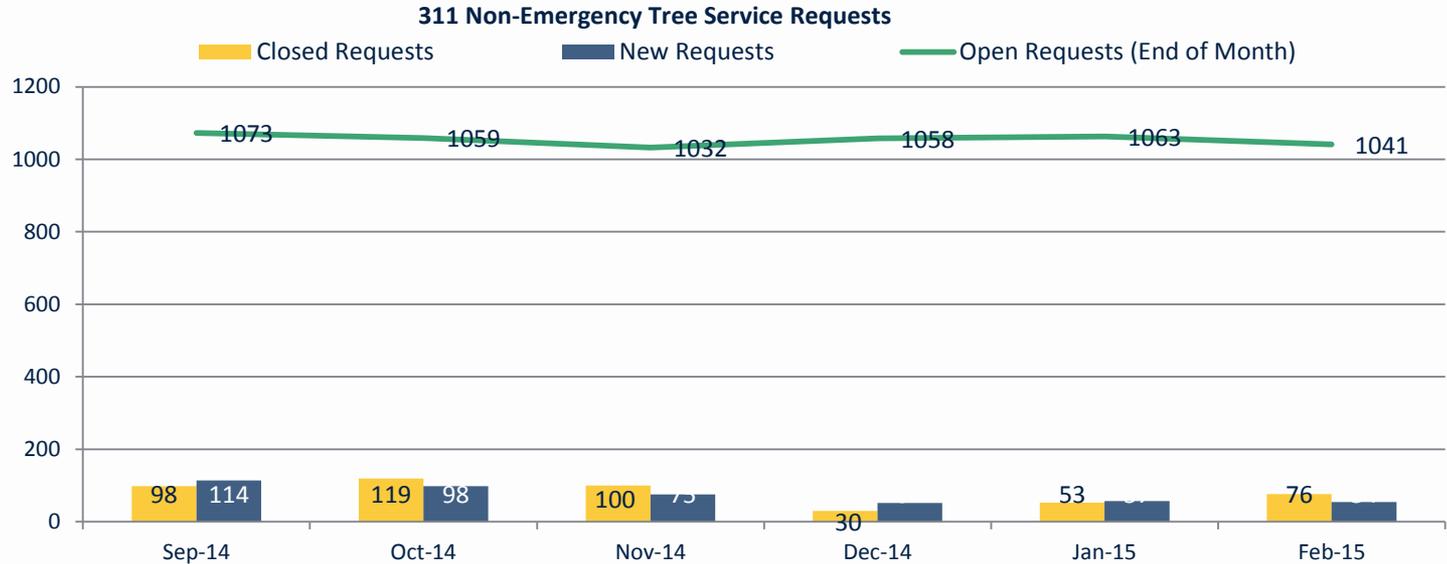
**Data Source:**  
Department of Parks and  
Parkways

**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 backlog of 311 non-emergency tree service requests decreased, while 311 emergency request queue remained low.



**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.

**The other Parks and Parkways 311 service requests were all closed or very low at the end of the month.**

Service Request (SR)	Open SRs (2/1)	New SRs	Closed SRs	Open SRs (2/28)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Grass Service	0	2	2	0	0	0	3
Park Maintenance	0	3	1	2	2	5	0



**Responsible Organization:**  
 Department of Sanitation  
 Department of Parks and  
 Parkways

**Data Source:**  
 Department of Sanitation  
 Department of Parks and  
 Parkways

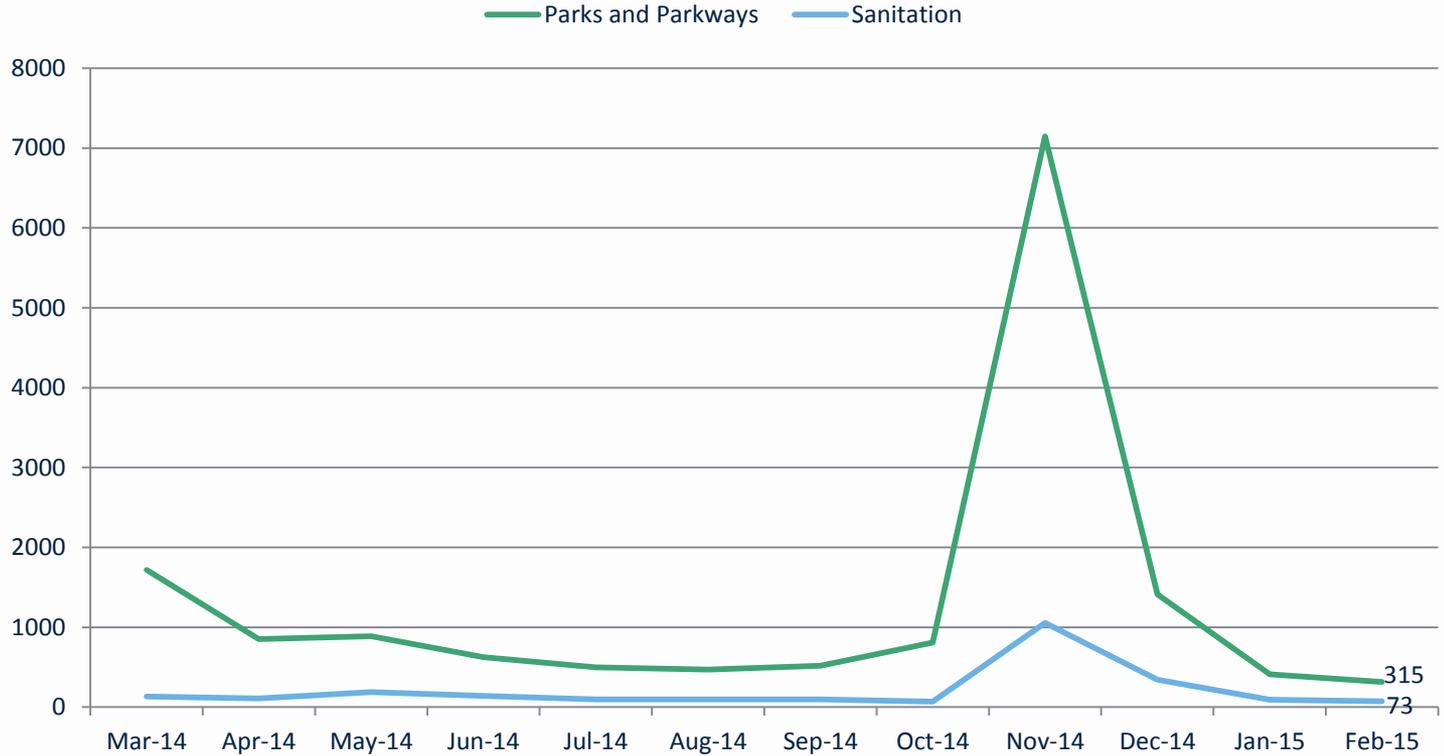
**Definition:**  
*Bandit sign:* A flyer or  
 advertisement posted on a  
 public row in an unauthorized  
 location.

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

**Note:**  
 Bandit sign spike in November  
 due to election signs.

## The City continues to reduce the number of bandit signs in public right-of-ways.

**Bandit Signs Removed**



Date	Responsible Parties	Action Item	Status
7/12/12	E. Delarge, D. Macnamara, C. Sylvain-Lear; J. Williams	Pursue civil actions against repeat bandit sign offenders (Ongoing)	The City continues to enforce City Codes regarding bandit signs.
8/21/14	C. Sylvain-Lear	Publish a press release touting the City's success in - and continued intent to prosecute repeat bandit sign offenders	Sanitation sent a draft to Communications and is currently awaiting their approval to publish. Sent follow-ups to Communications on 11/4/14 and 1/13/15.



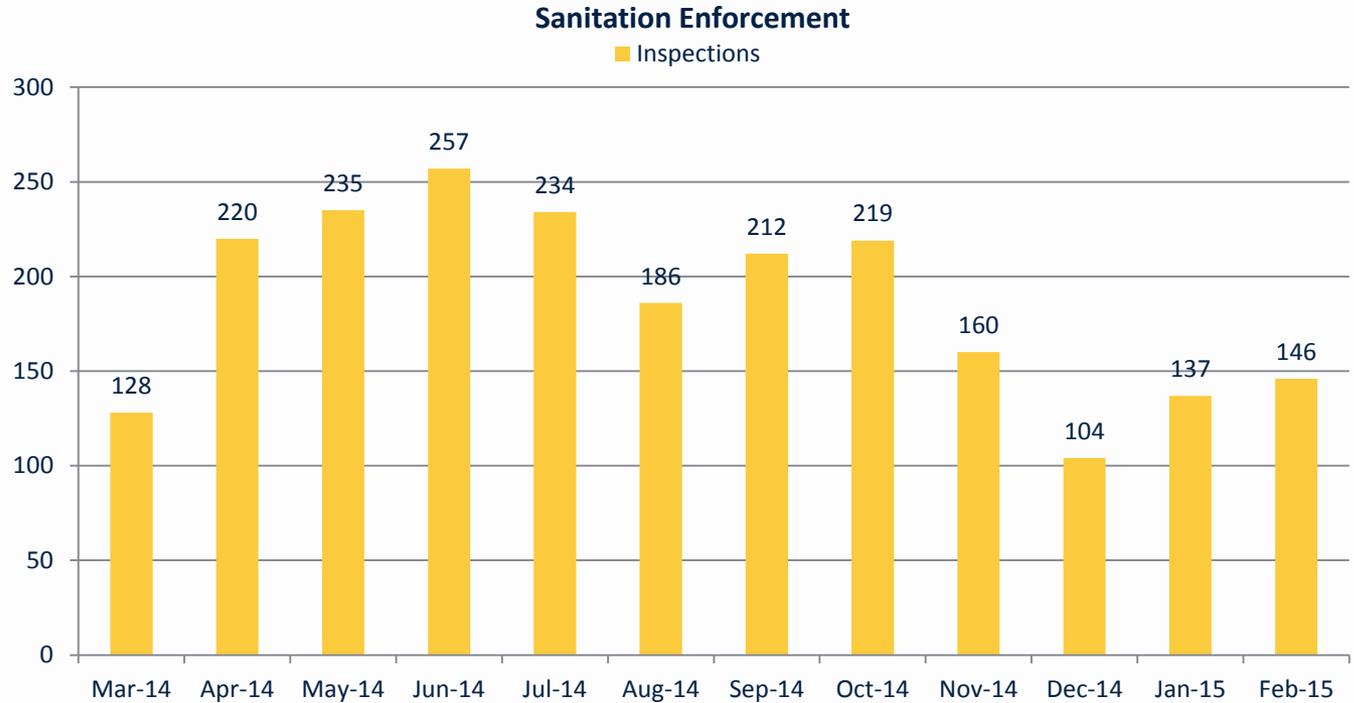
**Responsible Organization:**  
 Department of Sanitation  
 New Orleans Police Department

**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.  
 Effective 12/14/14, Sanitation QOL officer transferred to NOPD field assignment.

**Related Strategy:**  
 Provide effective sanitation services to residents and businesses

## Sanitation inspections remained stable.



Date	Responsible Parties	Action Item	Status
3/14/2014	D. Macnamara	Research feasibility of utilizing cameras and electronic processing of citations	Once Sanitation Rangers are allowed to issue citations, (per the action item below), Law can move forward with this.
7/1/2014	E. Williams, C. Sylvain-Lear; M. Torri	Draft procedures for review and approval to allow tickets to be issued and administrative hearings conducted for Quality of Life violations.	House Bill 940 was approved. Sanitation is working with the Law Department to develop an implementation plan.
3/20/2014	C. Sylvain-Lear; L. Gardere; D. MacNamara	Place cameras in spots with frequent illegal dumping	Sanitation partnered with the Mosquito, Termite, & Rodent Control Board to place cameras at two illegal dumping hot spots. They have identified additional illegal dumping hot spots to install more cameras.



**Responsible Organization:**  
Department of Sanitation

**Data Source:**  
Department of Sanitation

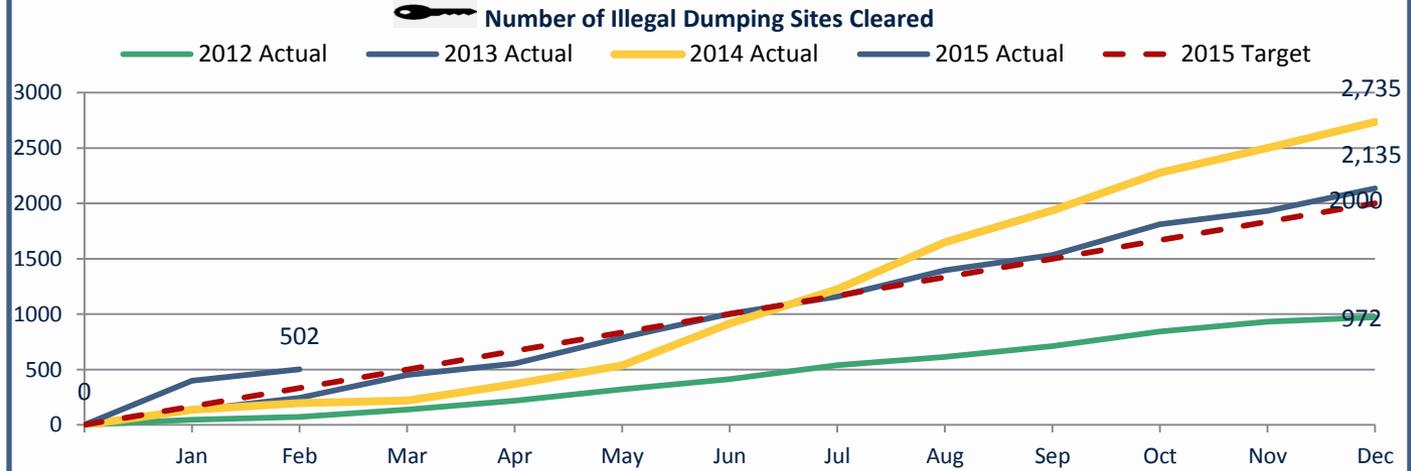
**Related Strategy:**  
Provide effective sanitation services to residents and businesses

**Legend:**

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

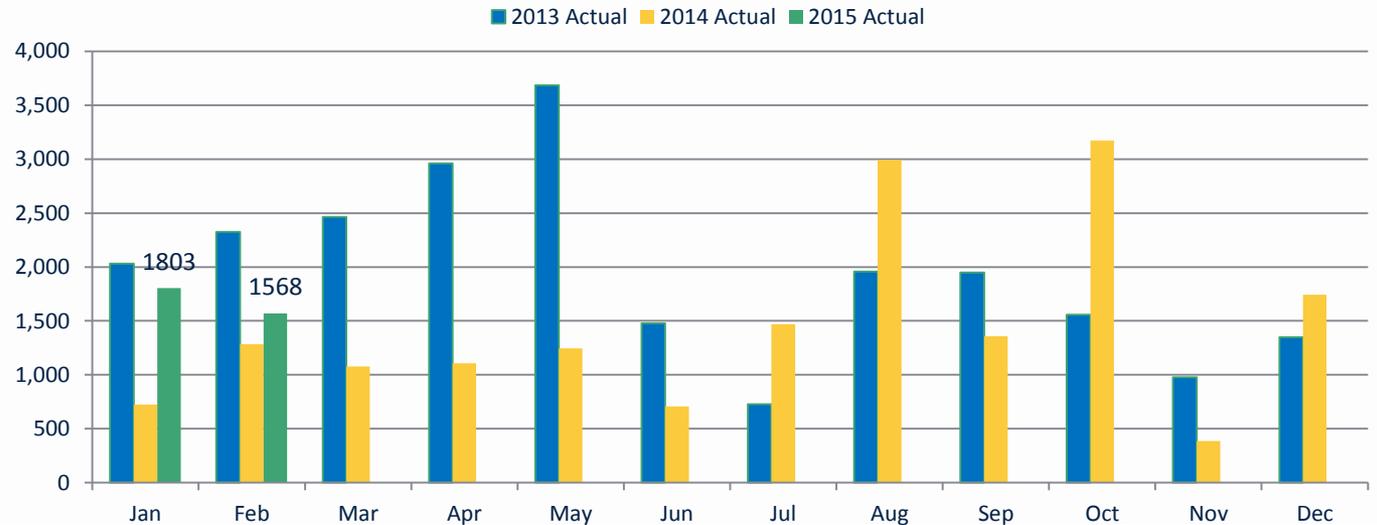
 Key measure that best indicates whether City activities are achieving the desired results

## Sanitation on pace towards its annual illegal dumping target.



2012		2013		2014		2015		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
972	●	2,135	●	2,735	●	502	1,000	●

### Tires Removed



**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.

“Tires removed” indicates the number of dumped tires the vendor transports from the City facility that had previously been collected Sanitation. Consequently, this figure does not always reflect the exact amount collected from illegal dumping sites during a given month.

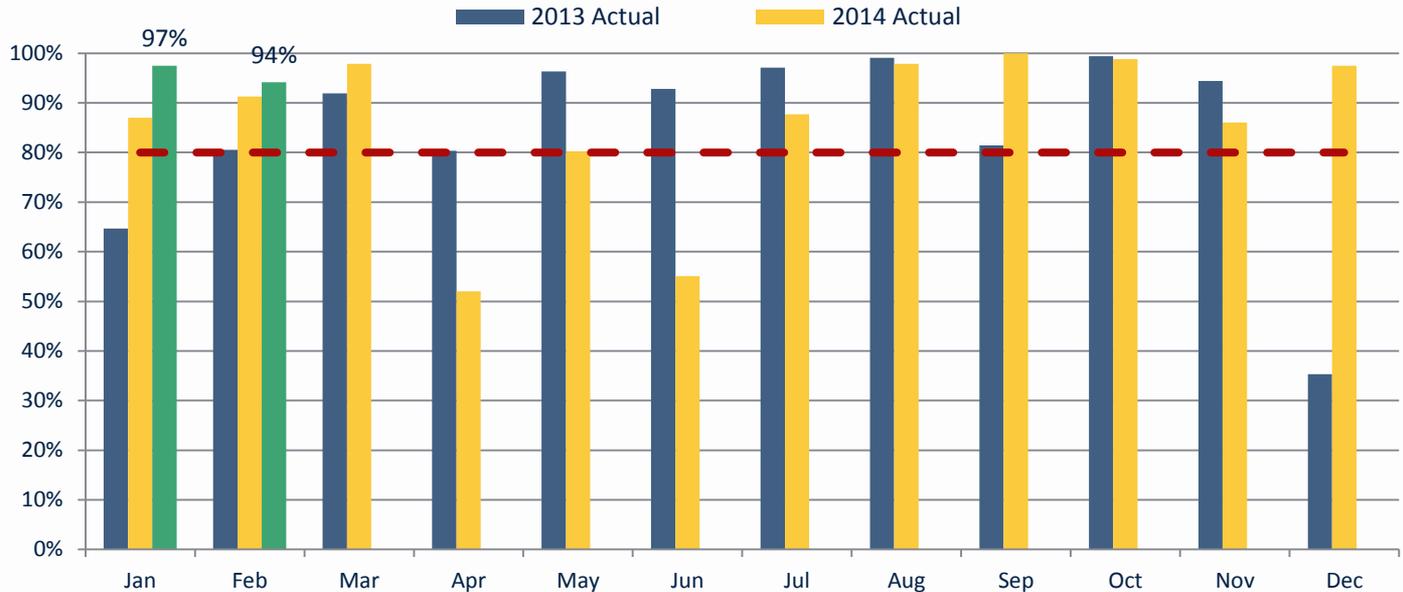
**Legend:**

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

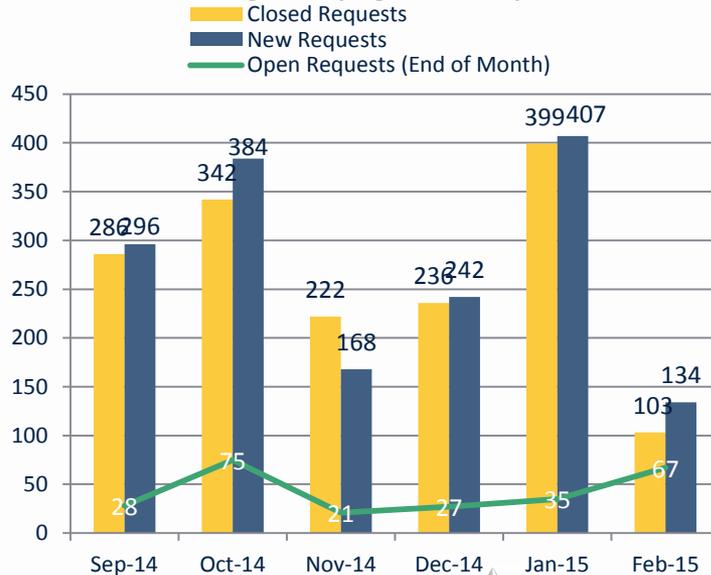
 Key measure that best indicates whether City activities are achieving the desired results

## Sanitation was ahead of its target on 311 illegal dumping timeliness.

 **Percent of 311 Illegal Dumping Service Requests Closed Within 30 Days**



**311 Illegal Dumping Service Requests**



 **Percent of Illegal Dumping Service Requests Closed within 30 Days**

2014		2015		
Actual	Status	YTD Actual	Annual Target	Status
91%	<span style="color: green;">●</span>	97%	80%	<span style="color: green;">●</span>

**Responsible Organization:**  
Department of Sanitation vendors

**Data Source:**  
Sanitation Department  
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.

**Definitions:**  
*Household:* Every household in New Orleans Parish receiving sanitation service. Current estimate is 134,891.  
*Households Registered for Recycling:* Every household that is not only registered for recycling, but has received a recycling cart.

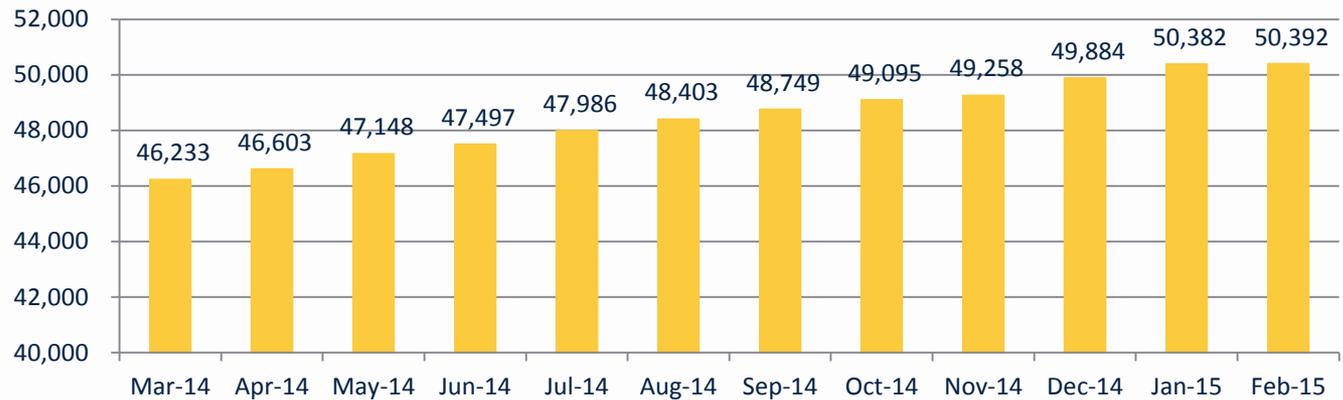
**Legend:**

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

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

## 10 new households received recycling carts in February.

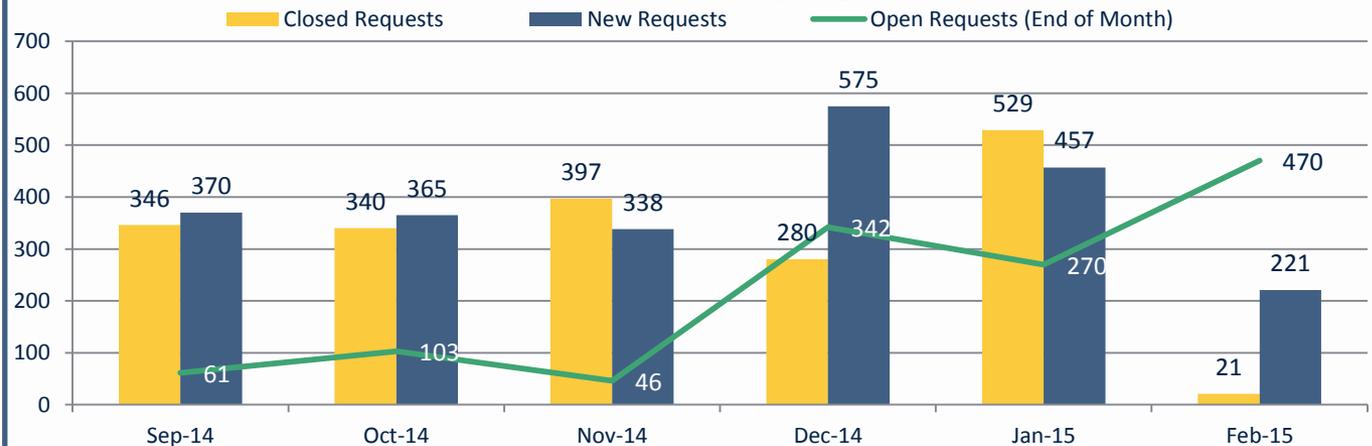
Number of Household Registered for Recycling



Percent of Households Registered for Recycling

2014		2015		
Actual	Met Target?	YTD Actual	Annual Target	Status
37%	<span style="color: green;">●</span>	37%	40%	<span style="color: green;">●</span>

## 311 Residential Recycling



**Responsible Organization:**  
Department of Sanitation and 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.

## Open 311 Trash/Garbage Pickup requests increased, but the age of the queues remained relatively low.

Service Request (SR)	Open SRs (2/1)	New SRs	Closed SRs	Open SRs (2/28)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Dead Animal Pickup (Vendor)	3	20	21	2	-1	3	5
Large Item Pickup (Vendor)	85	203	243	45	-40	5	10
Trash/Garbage Pickup (Vendor)	212	349	307	254	42	28	12
Change size of Trash Cart	1	1	1	1	<u>0</u>	5	4
Damage Caused By Contractor	5	6	11	0	<u>-5</u>	0	18
Missed Collection	29	104	119	14	<u>-15</u>	3	9
Repair Trash Cart	36	70	79	27	<u>-9</u>	4	14
Replace Trash Cart	13	37	37	13	<u>0</u>	6	15
Start Trash Service	127	117	46	198	<u>71</u>	34	18
Stop Trash Service	1	1	2	0	<u>-1</u>	0	19
Trash/Garbage Pickup	0	13	12	1	<u>1</u>	1	0



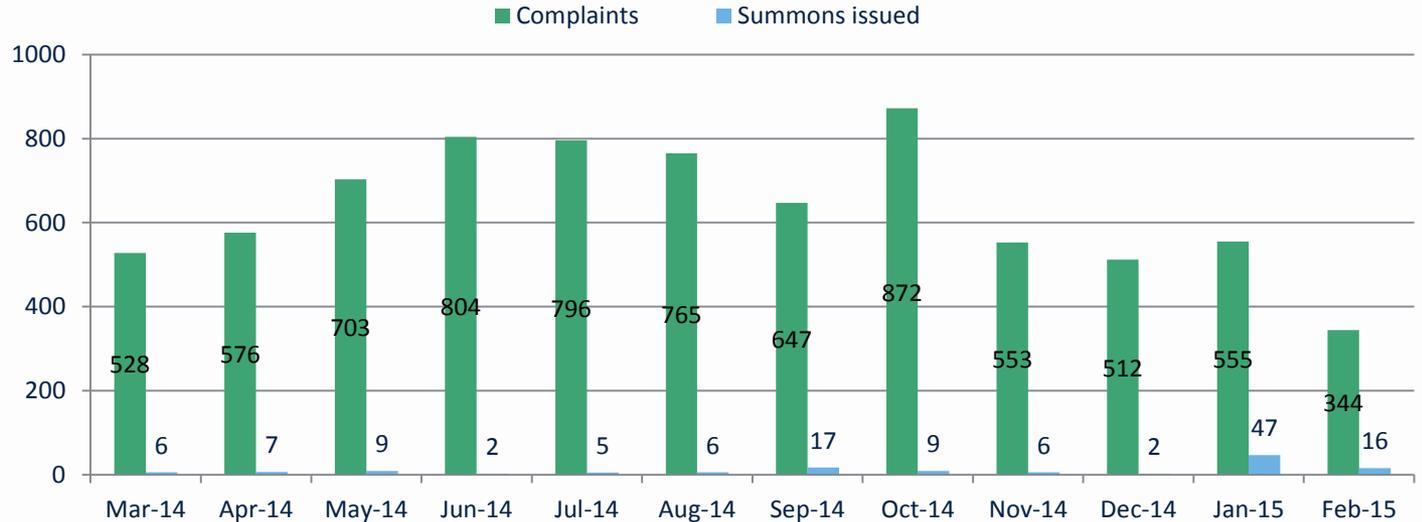
**Responsible Organization:**  
New Orleans Police Department

**Data Source:**  
New Orleans Police Department

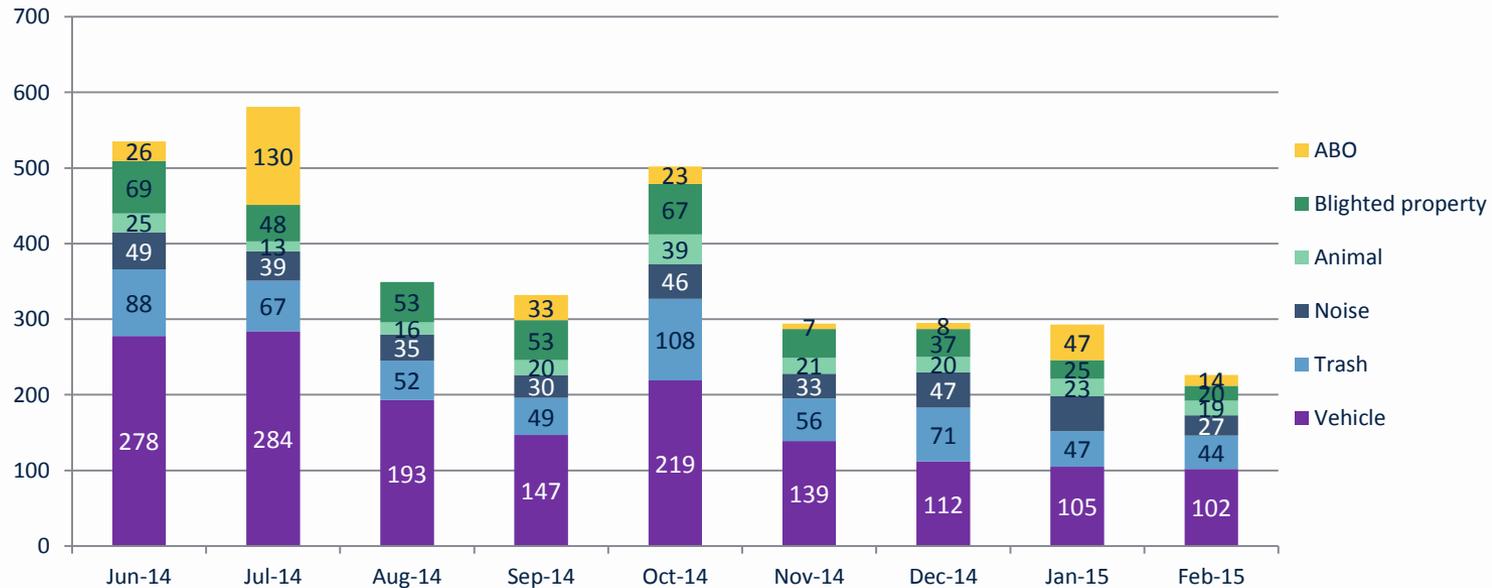
**Related Strategy:**  
Effectively and fairly administer justice

# Despite a relatively low number of complaints, NOPD issued a higher number of summonses than usual.

**Complaints Received and Summons Issued by NOPD Quality of Life Officers**



**Recurring NOPD Complaints**



**Responsible Organization:**  
 Public Works (DPW)  
 Code Enforcement  
 Parks and Parkways (PPW)  
 Sanitation  
 Mosquito and Termite Control

**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 311 priority service requests stable through February, with the exception of abandoned vehicle requests.

### Priority 311 Service Requests

**Service Requests with Priority High  
 – Very High**

Service Request (SR)	Open SRs (2/1)	New SRs	Closed SRs	Open SRs (2/28)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Abandoned Vehicle Reporting/Removal	21	29	7	43	<u>22</u>	26	7
Code Enforcement General Request	0	5	5	0	<u>0</u>	0	5
Illegal Dumping Reporting	1	5	1	5	<u>4</u>	2	1
Large Item Trash/Garbage Pickup	0	0	0	0	<u>0</u>	0	0
Park Maintenance	0	0	0	0	<u>0</u>	0	0
Pothole/Roadway Surface Repair	8	1	0	9	<u>1</u>	316	0
Rodent Complaint	0	0	0	0	<u>0</u>	0	0
Street Flooding/Drainage	1	0	0	1	<u>0</u>	1048	0
Street Light	9	0	0	9	<u>0</u>	190	0
Traffic Sign	4	0	0	4	<u>0</u>	336	0
Traffic Signal	1	0	0	1	<u>0</u>	561	0
Trash/Garbage Pickup	0	0	0	0	<u>0</u>	0	0
Tree Service	1	1	1	0	<u>-1</u>	0	1
Tree Service Emergency	0	0	0	0	<u>0</u>	0	0



**Responsible Organization:**  
Law Department

**Data Source:**  
Law Department

**Related Strategy:**  
Effectively and fairly administer justice

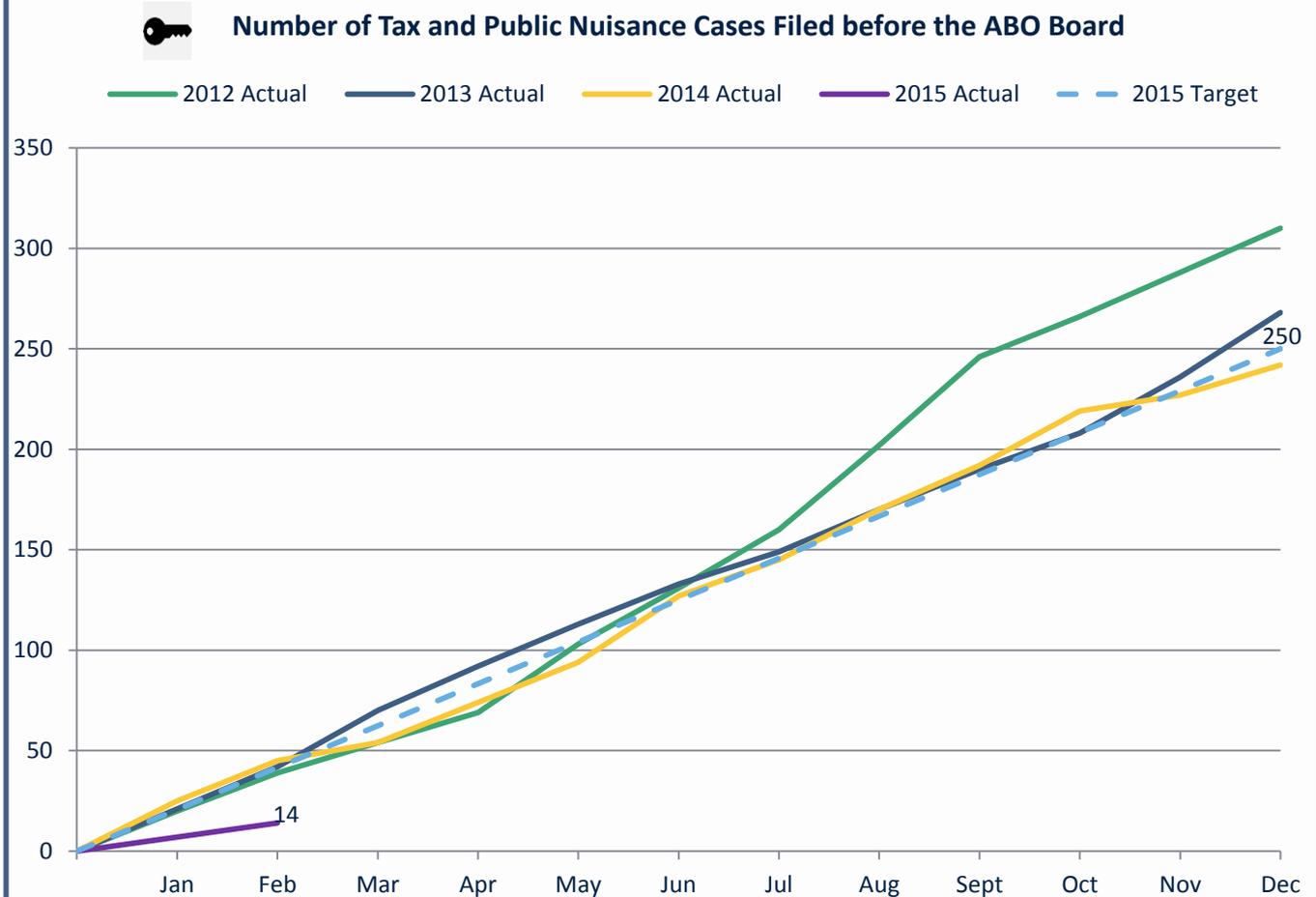
**Definitions:**  
ABO: Alcoholic Beverage Outlet. A business that serves alcoholic beverages.

**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 was below pace on its target ABO Board case filings.



2013		2013		2014		2015		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
236	●	268	●	242	▲	14	250	◆



**Responsible Organization:**  
New Orleans Mosquito, Termite, and Rodent Control Board (MTCRB)

**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:**

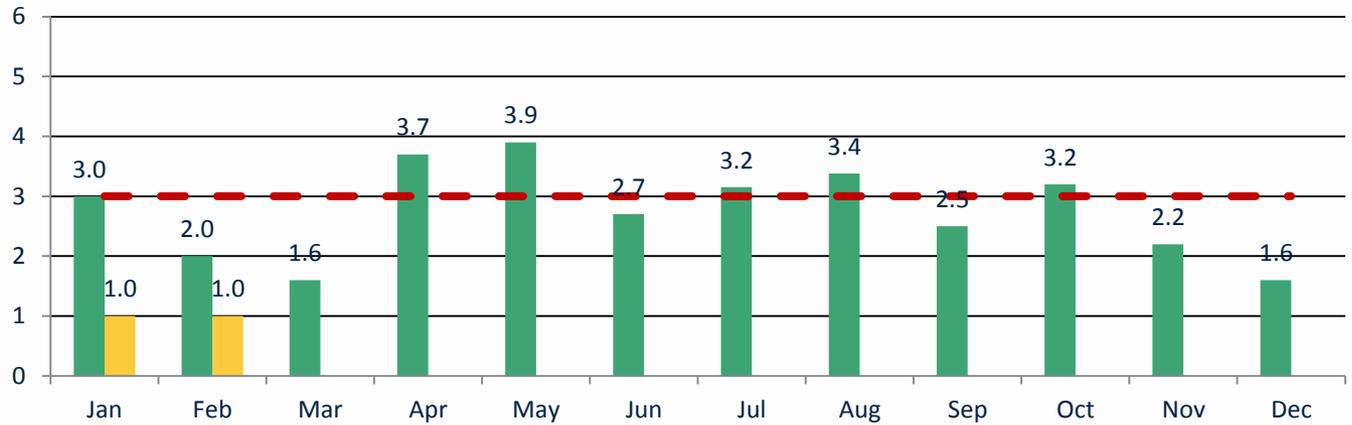
- On Target
- ▲ Within 10% of Target
- ◆ Off Target

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

## The Mosquito Board remained on target on the timeliness of mosquito service requests.

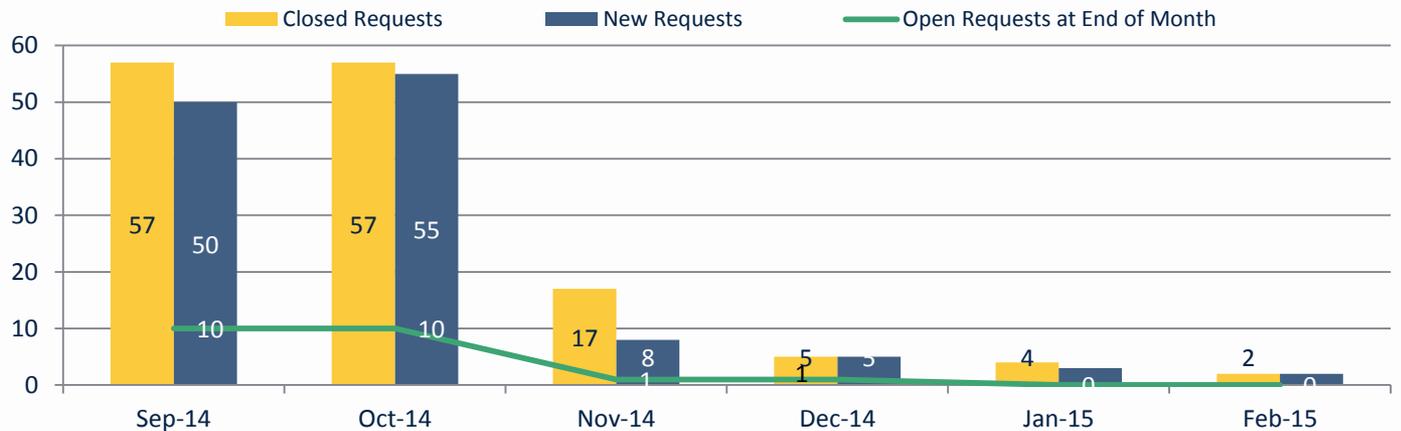
 **Average Business Days to Close Mosquito Service Requests**

■ 2014 Actual     
 ■ 2015 Actual     
 - - - Target (3 Days)



2013		2014		2015		
Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
2.6	<span style="color: green;">●</span>	3.0	<span style="color: green;">●</span>	1.0	3	<span style="color: green;">●</span>

### 311 Mosquito Control Service Requests



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

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

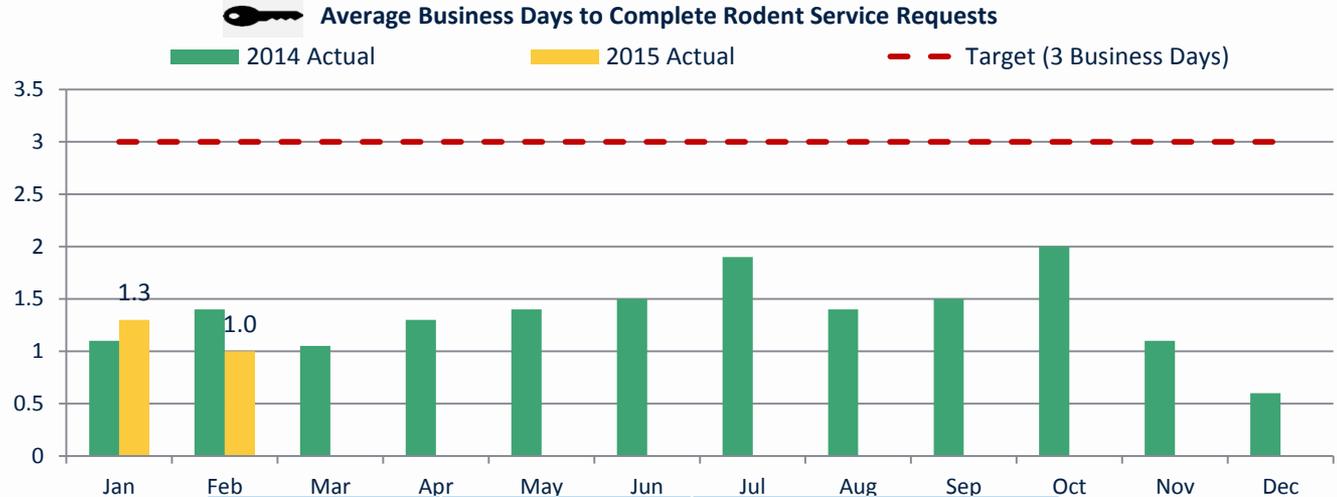
**Related Strategy:**  
Provide public health services to City residents, including community health education and preventing the spread of communicable diseases

**Legend:**

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

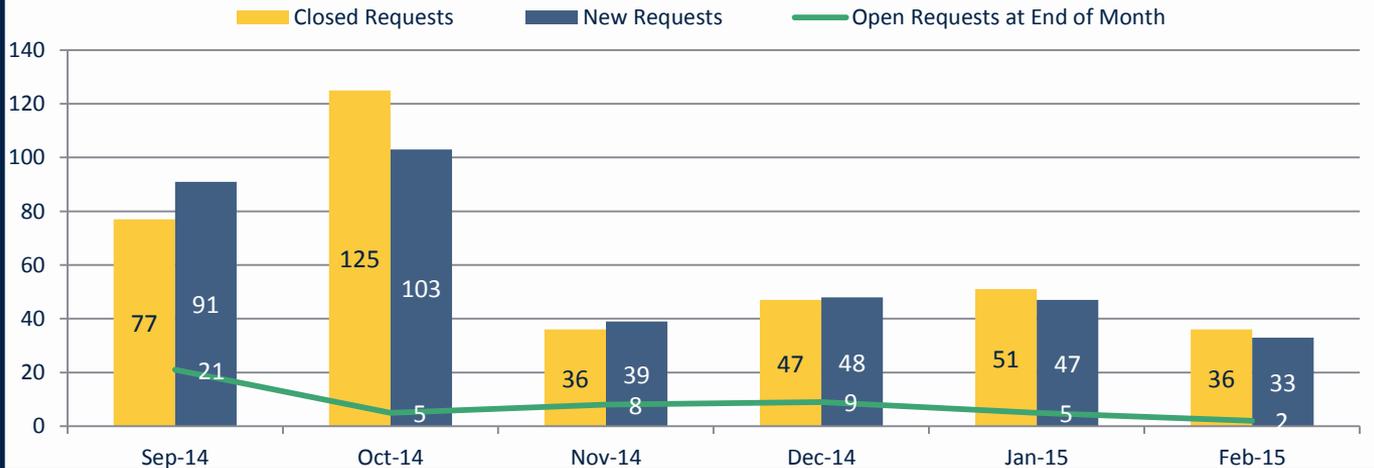
 Key measure that best indicates whether City activities are achieving the desired results

## The Mosquito Board remained on target on the timeliness of rodent service requests.



2013		2014		2015		
Actual	Target Met?	Actual	Target Met?	Actual	Annual Target	Status
1.4	●	1.5	●	1.2	3	●

## 311 Rodent Complaints



## Contacts:

(Please call NOLA 311 for any specific complaints or service requests)

- **Office of Performance & Accountability**
  - – Oliver Wise, Director - [ojwise@nola.gov](mailto:ojwise@nola.gov)
- **Information Technology & Innovation**
  - Lamar Gardere, CIO - [imgardere@nola.gov](mailto:imgardere@nola.gov)
  - NOLA 311
    - Ken Davis - [kedavis@nola.gov](mailto:kedavis@nola.gov)
    - Chris Hudson - [cchudson@nola.gov](mailto:cchudson@nola.gov)
- **Department of Public Works**
  - Col. Mark Jernigan, Director - [mdjernigan@nola.gov](mailto:mdjernigan@nola.gov)
- **Department of Sanitation**
  - Cynthia Sylvain-Lear, Director - [cslear@nola.gov](mailto:cslear@nola.gov)
  - Matt Torri, Deputy Director – [mrtorri@nola.gov](mailto:mrtorri@nola.gov)
- **Department of Parks & Parkways**
  - Ann Macdonald, Director - [aemacdonald@nola.gov](mailto:aemacdonald@nola.gov)
- **Sewerage & Water Board of New Orleans –**
  - Robert “Bob” Miller, Deputy Director - [rmiller@swbno.org](mailto:rmiller@swbno.org)
- **New Orleans Mosquito, Termite, and Rodent Control Board**
  - Claudia Riegel, Director - [criegel@nola.gov](mailto:criegel@nola.gov)
- **New Orleans Police Department –**
  - Sgt. Jonette Williams - [jrwilliams@nola.gov](mailto:jrwilliams@nola.gov)
- **Law Department –**
  - Dan MacNamara - [dmacnamara@nola.gov](mailto:dmacnamara@nola.gov)
  - Eraka Williams - [evwilliams@nola.gov](mailto:evwilliams@nola.gov)

