

# CustomerServiceSTAT

City of New Orleans, Office of Performance and Accountability

July 7, 2016

# Action items

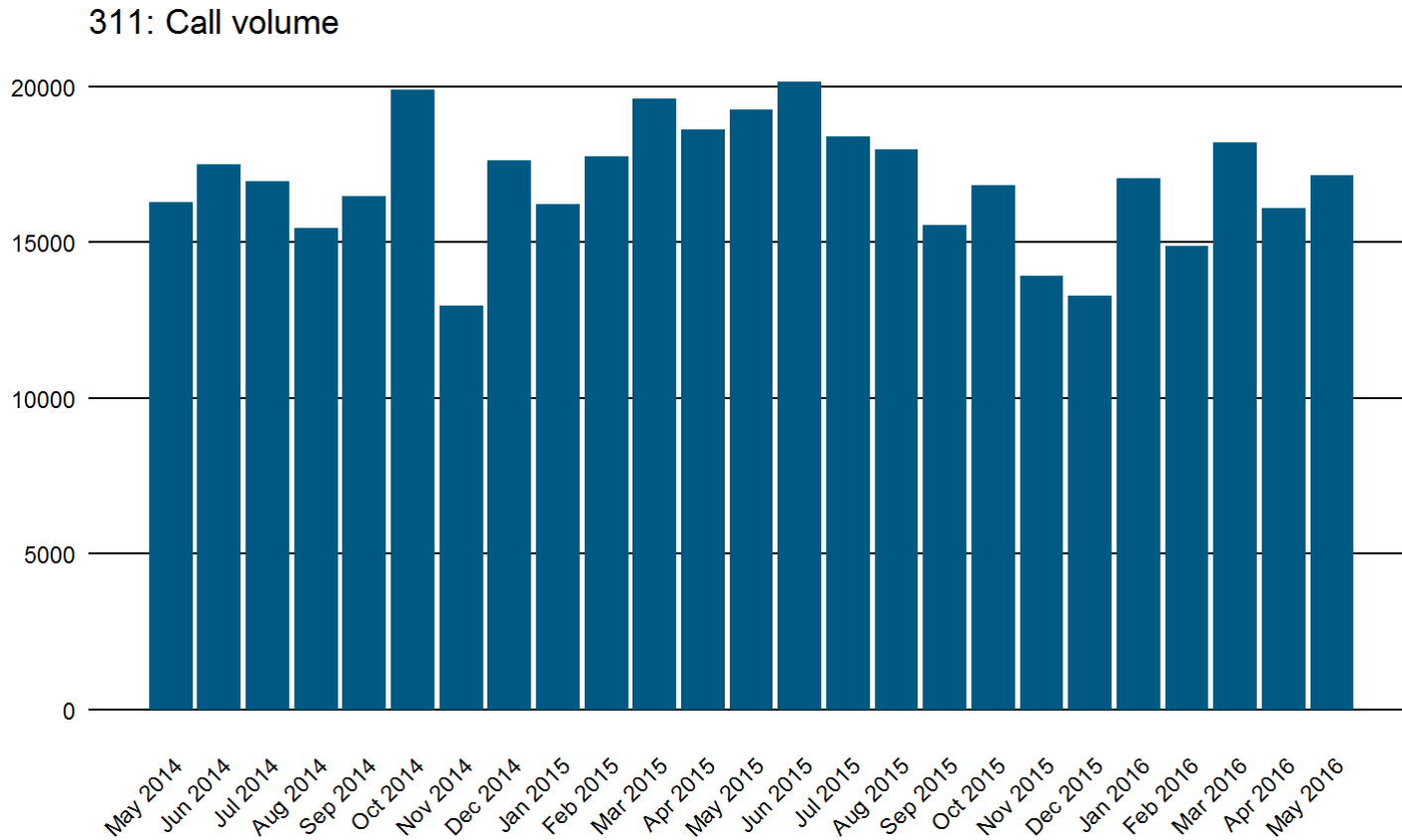
---

Assigned	Responsible	Item	Status
2015-08-06	L. Gardere	Find a way to increase integration of information between LAMA and Bureau of Revenue's RCS system	ITI has been meeting with necessary stakeholders
2015-12-03	S. Primeaux B. Rivers	Develop customer service metrics for City Planning Commission activities and incorporate into STAT program	CPC has updated LAMA event flow to track Design Review metrics and has been using the new process since mid-June

---

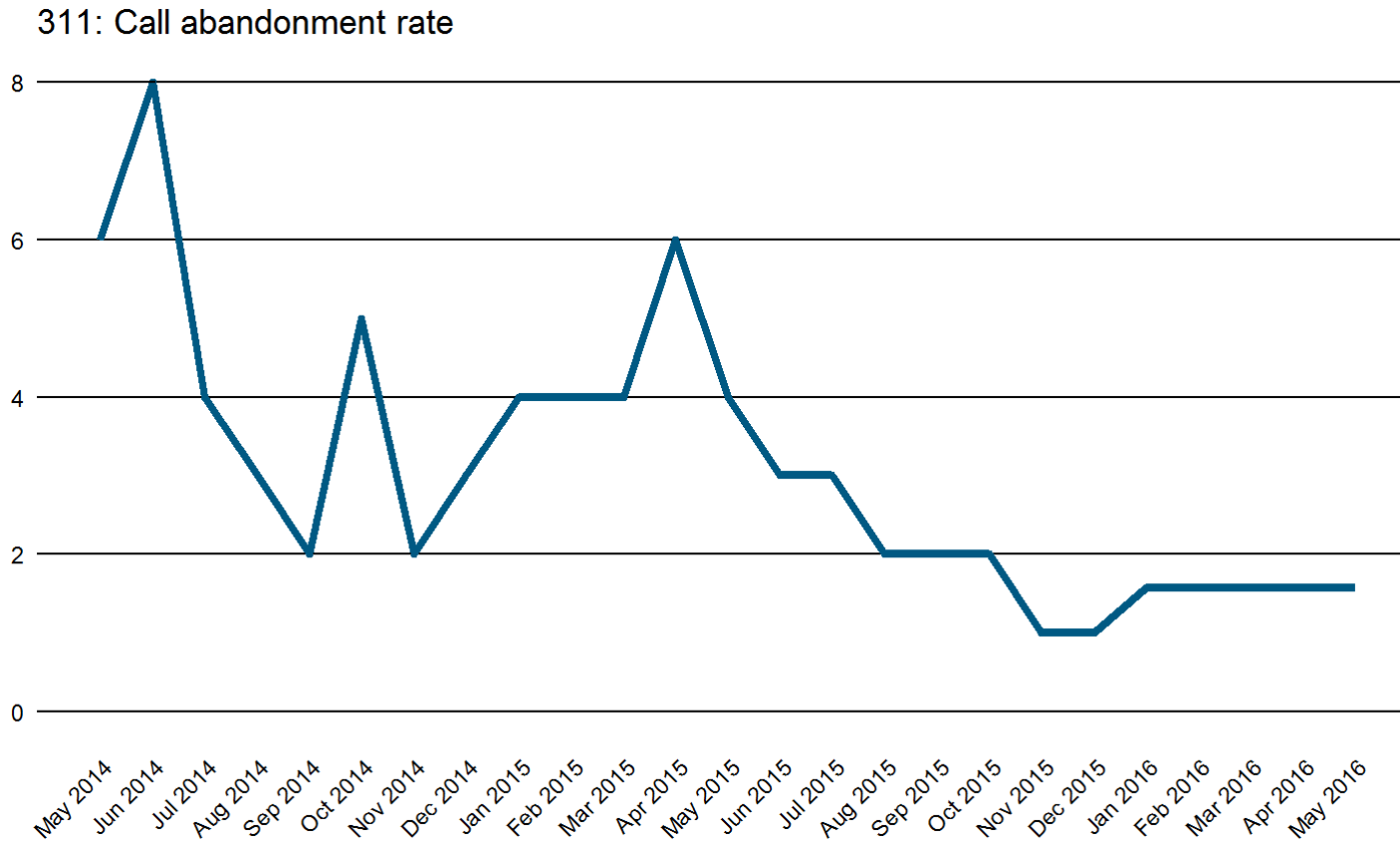
311

# 311 call volume appears to be on pace with prior years



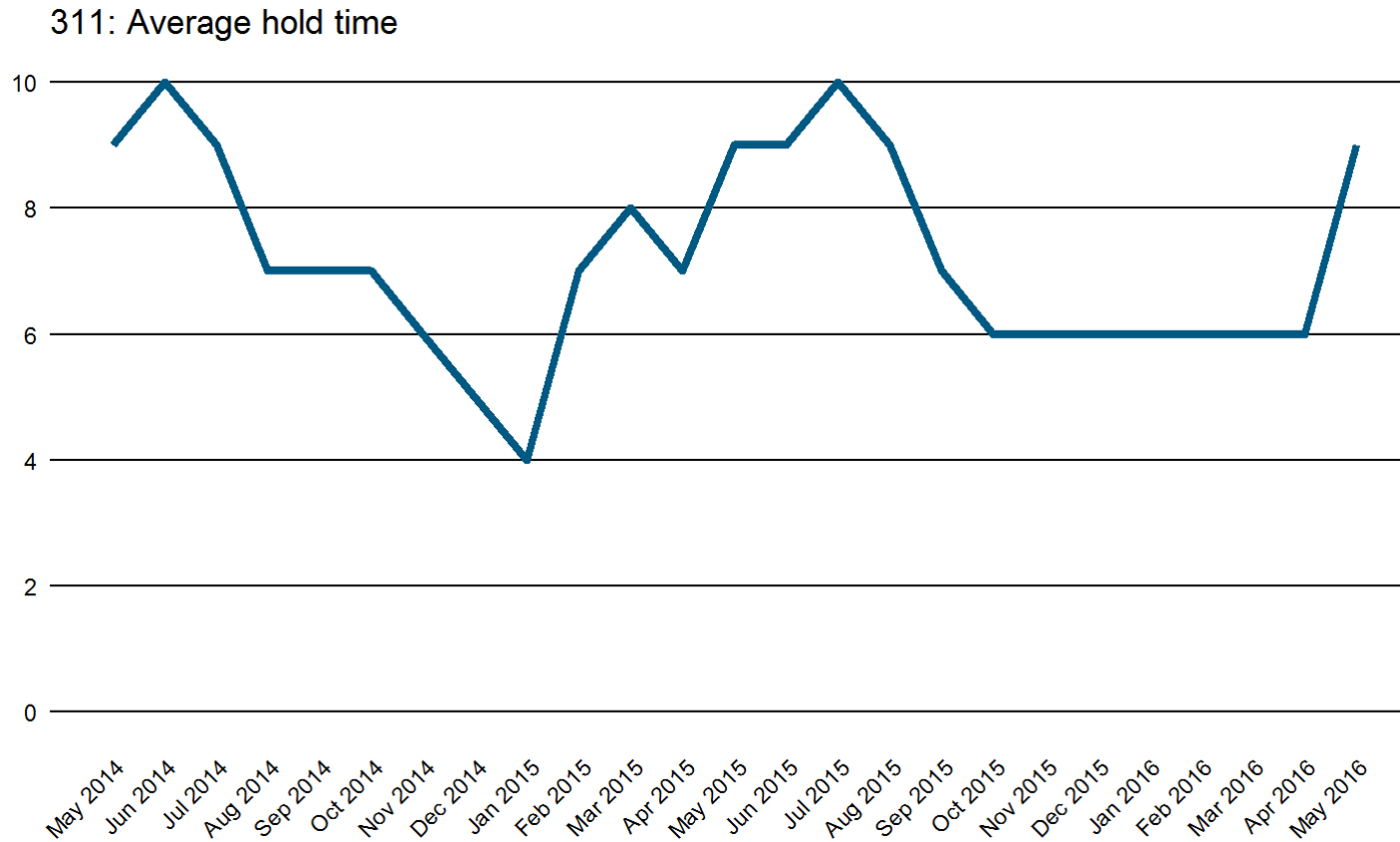
Source: Office of Information Technology and Innovation

Call abandonment rates have remained below two percent since October



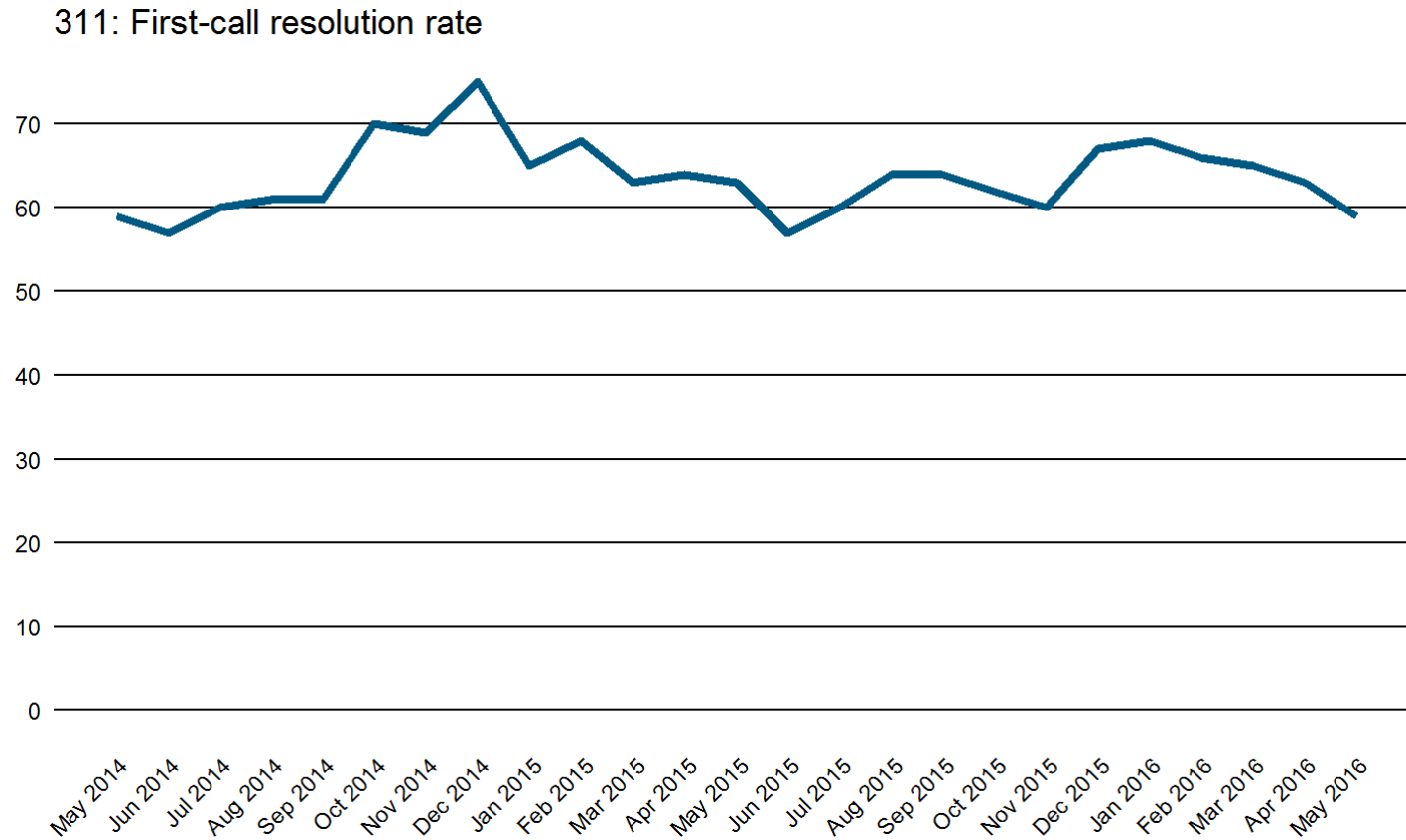
Source: Office of Information Technology and Innovation

## Hold times remain below 10 seconds



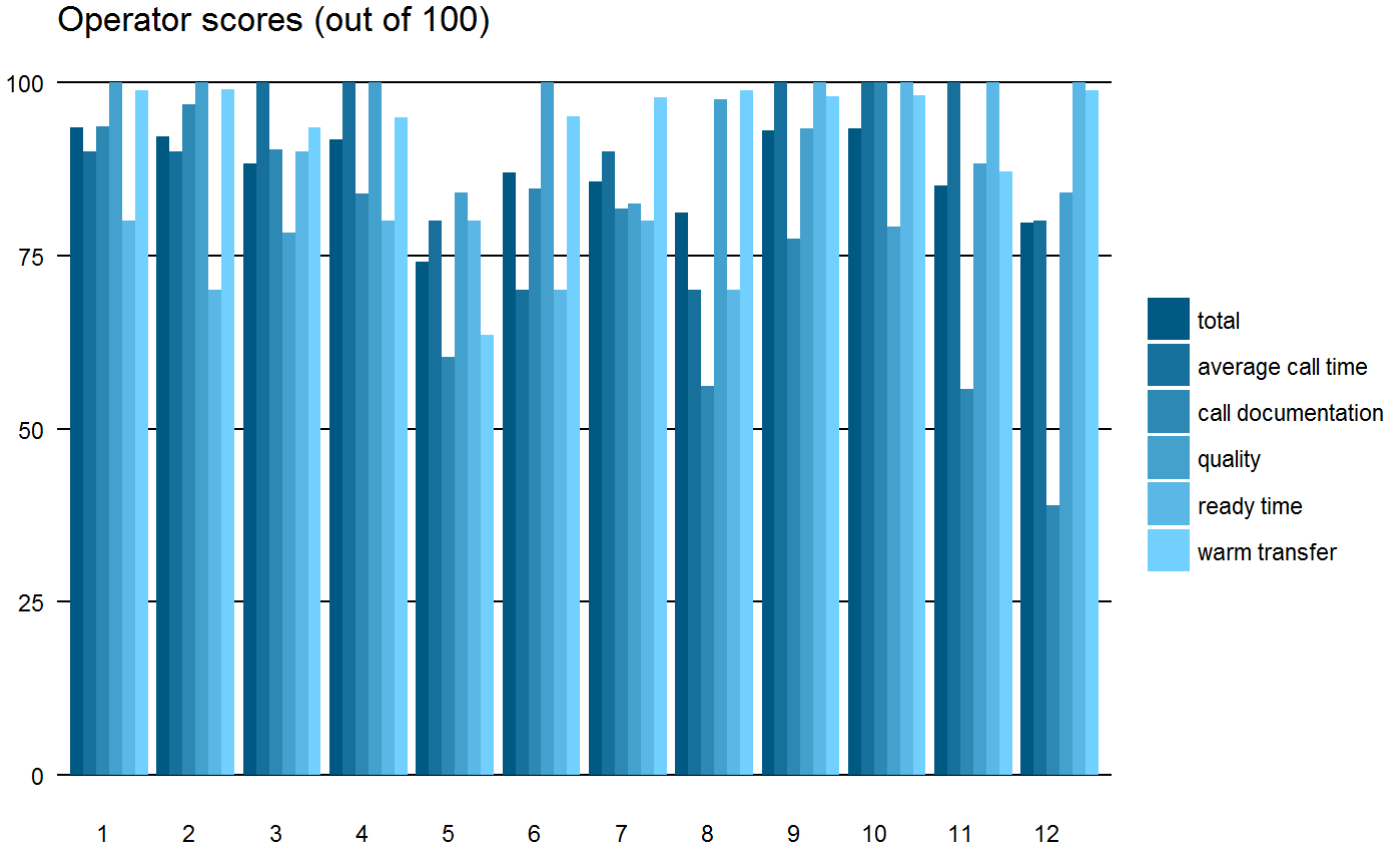
Source: Office of Information Technology and Innovation

# First-call resolution rates dipped below 60 percent in May



Source: Office of Information Technology and Innovation

# One operator had a total score below 75 in May



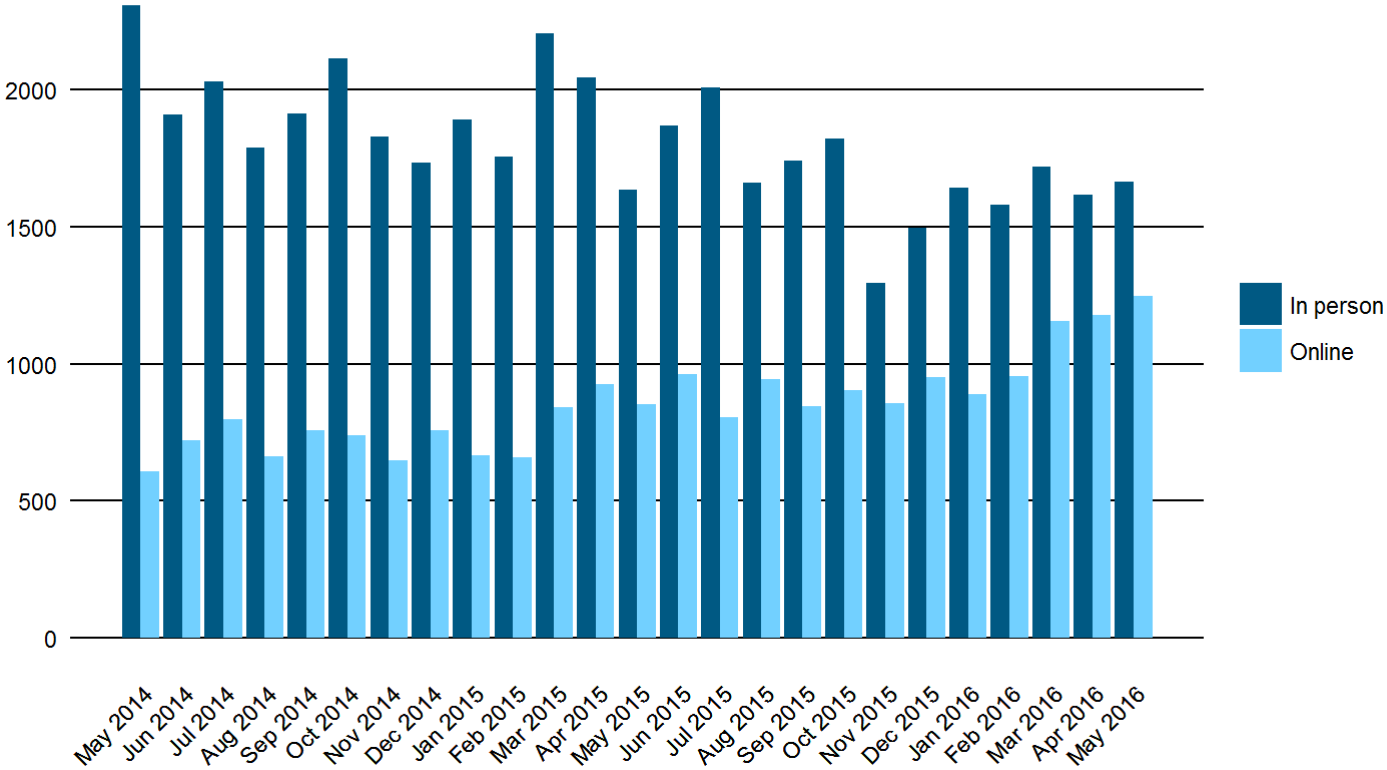
Source: Office of Information Technology and Innovation



# Permitting

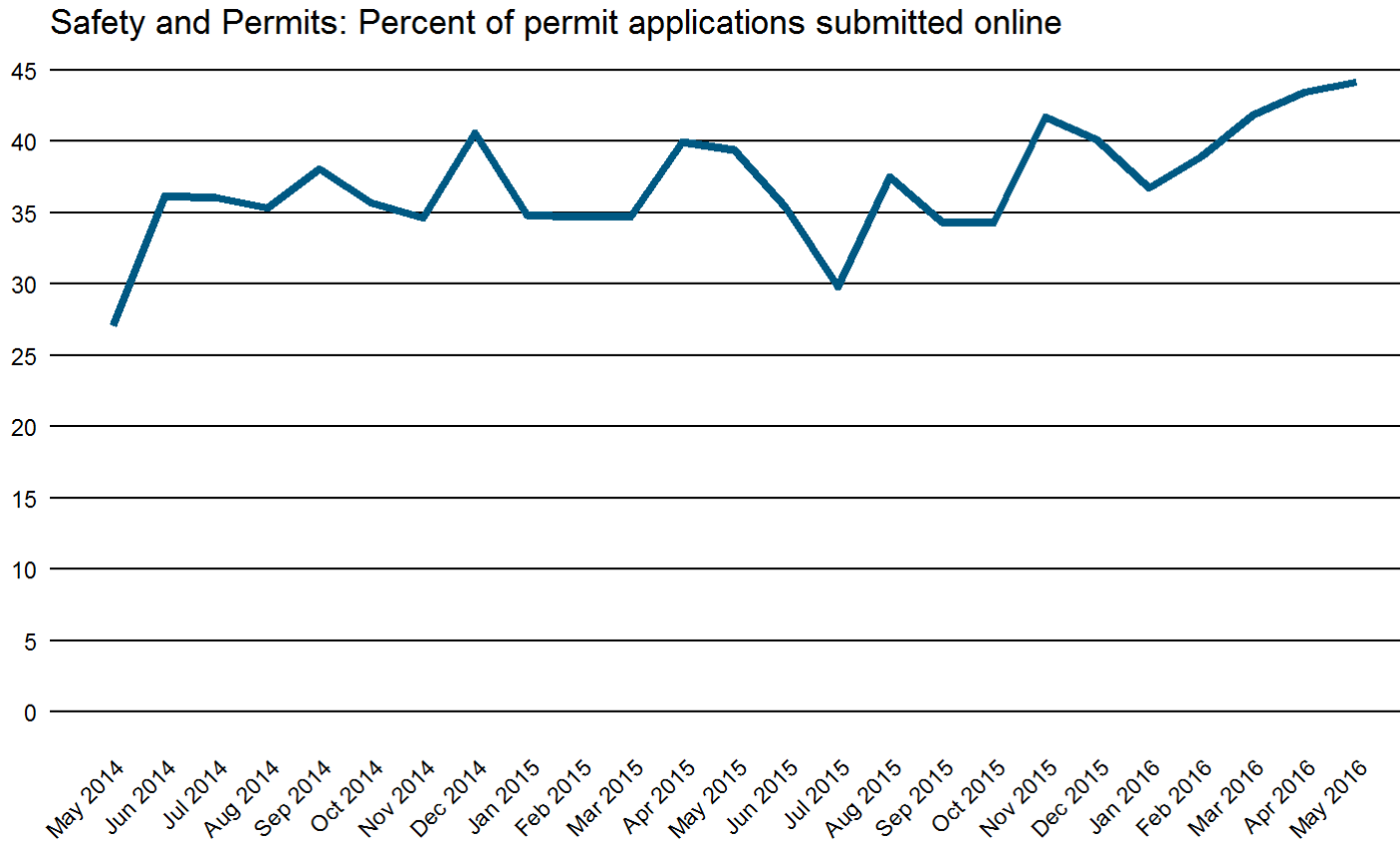
# Online permit applications have been steadily increasing

Safety and Permits: Applications submitted by month



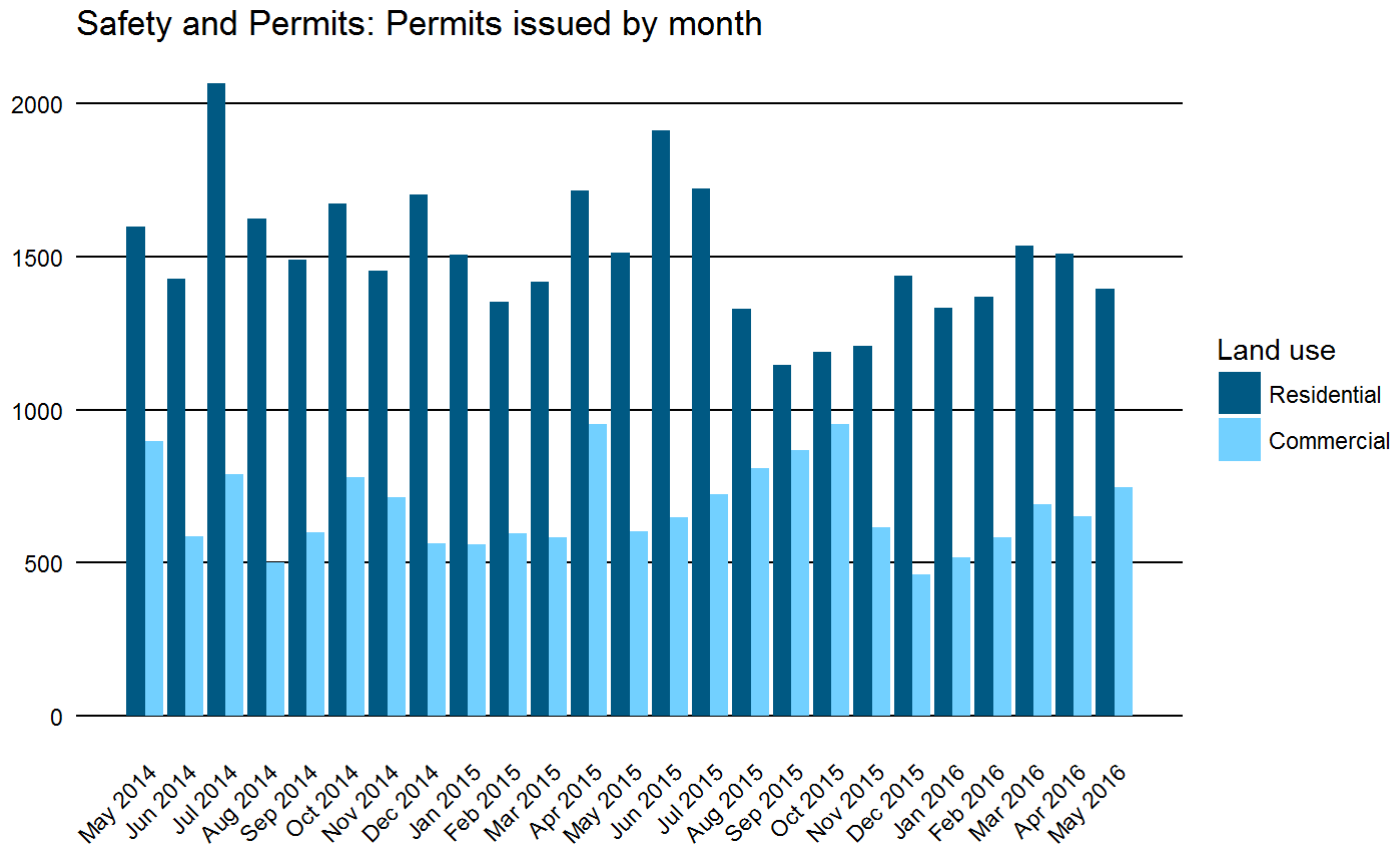
Source: LAMA; OPA database query

The percentage of online applications continues to increase, due in part to declining in-person applications



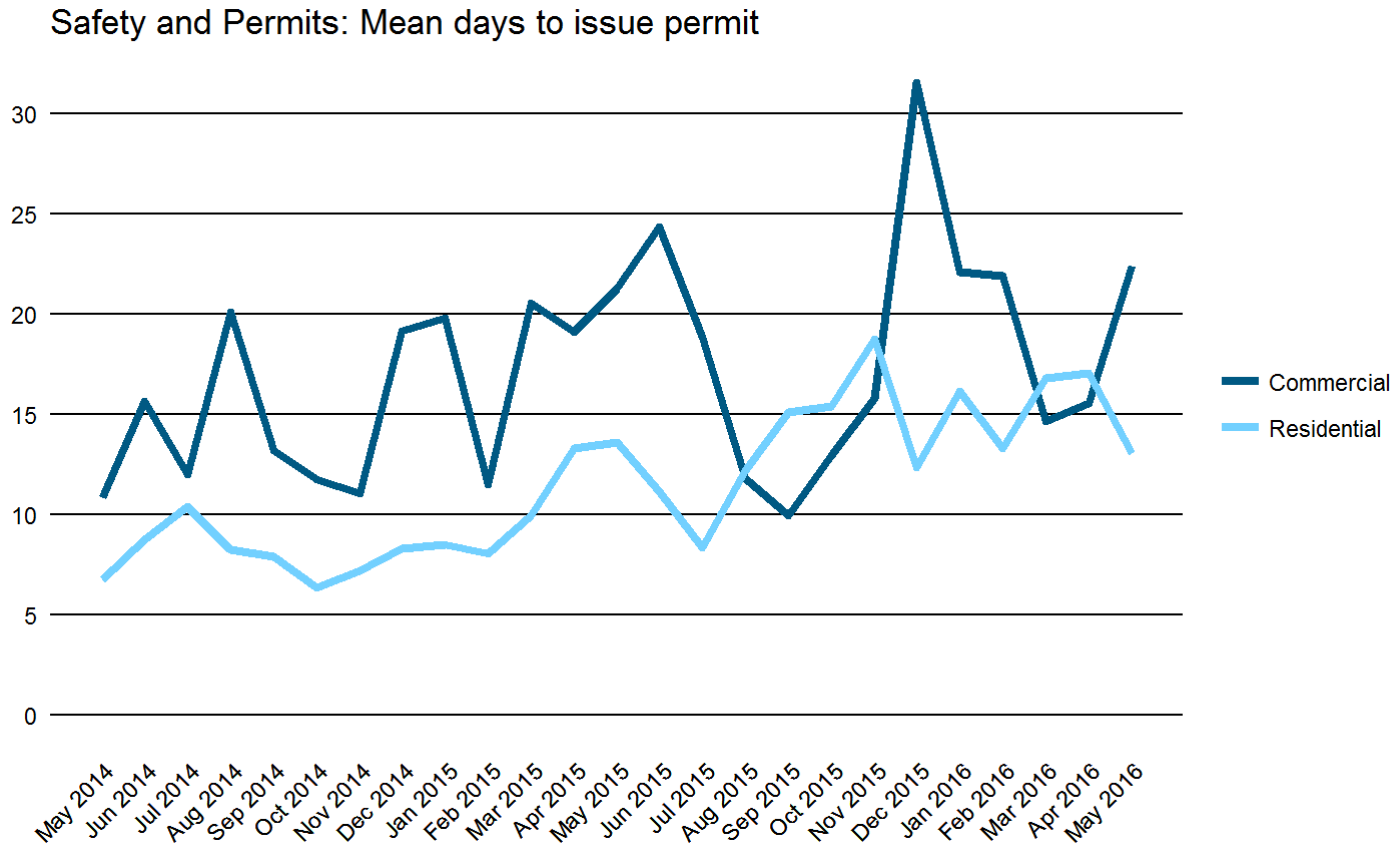
Source: LAMA; OPA database query

Commercial permit issuances have been steady, while the number of residential permits has shown a slight decrease



Source: LAMA; OPA database query

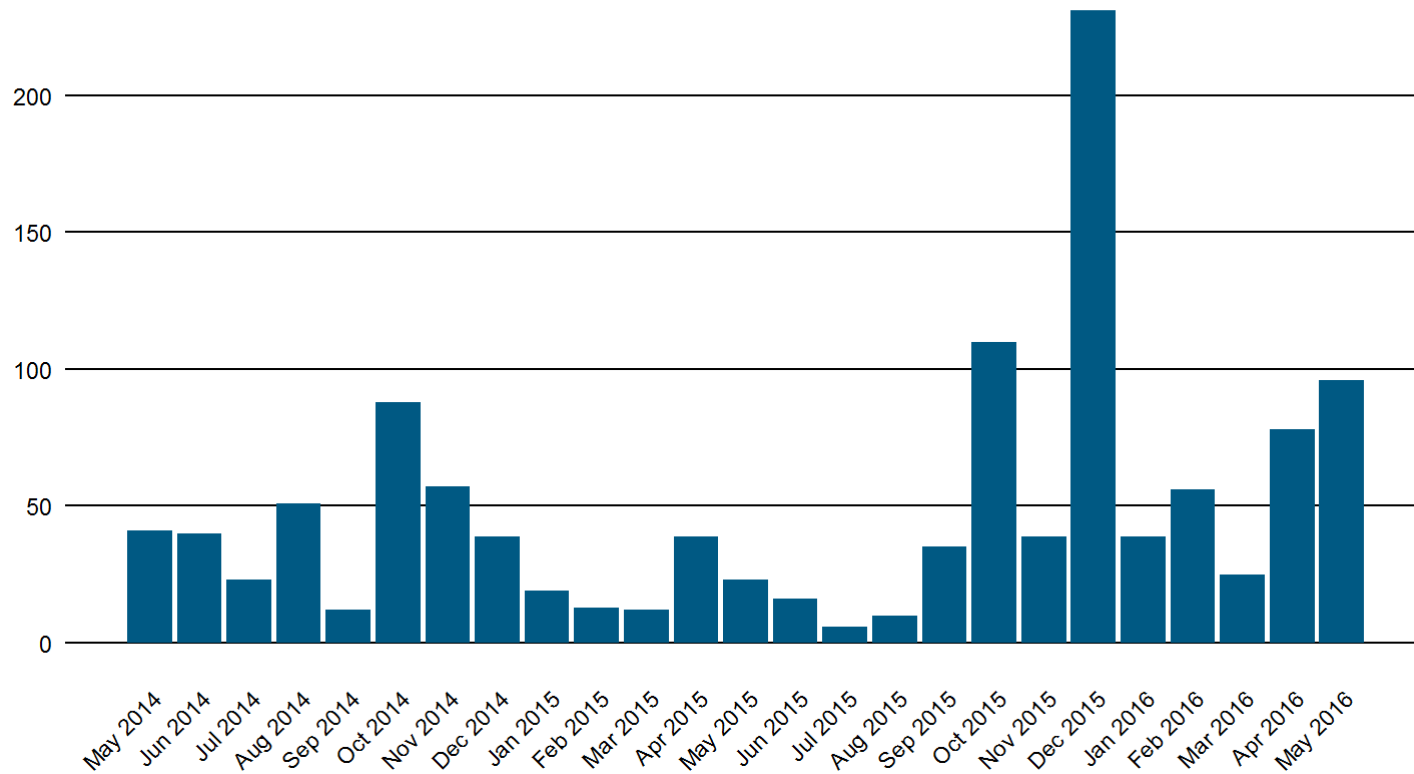
# Time to issue commercial and residential permits has increased slightly over the past two years



Source: LAMA; OPA database query

# More event permits were issued relative to May 2015

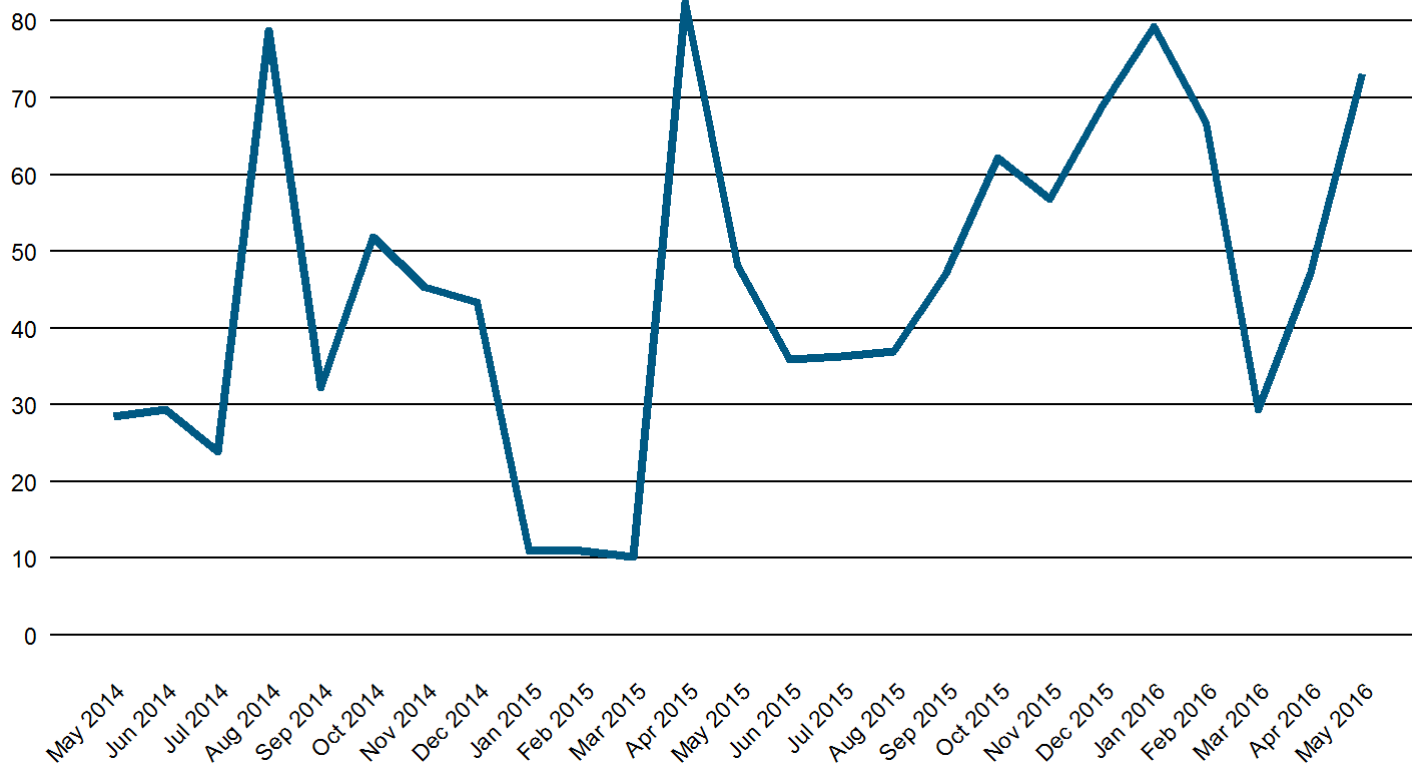
Safety and Permits: Event permits issued by month



Source: LAMA; OPA database query

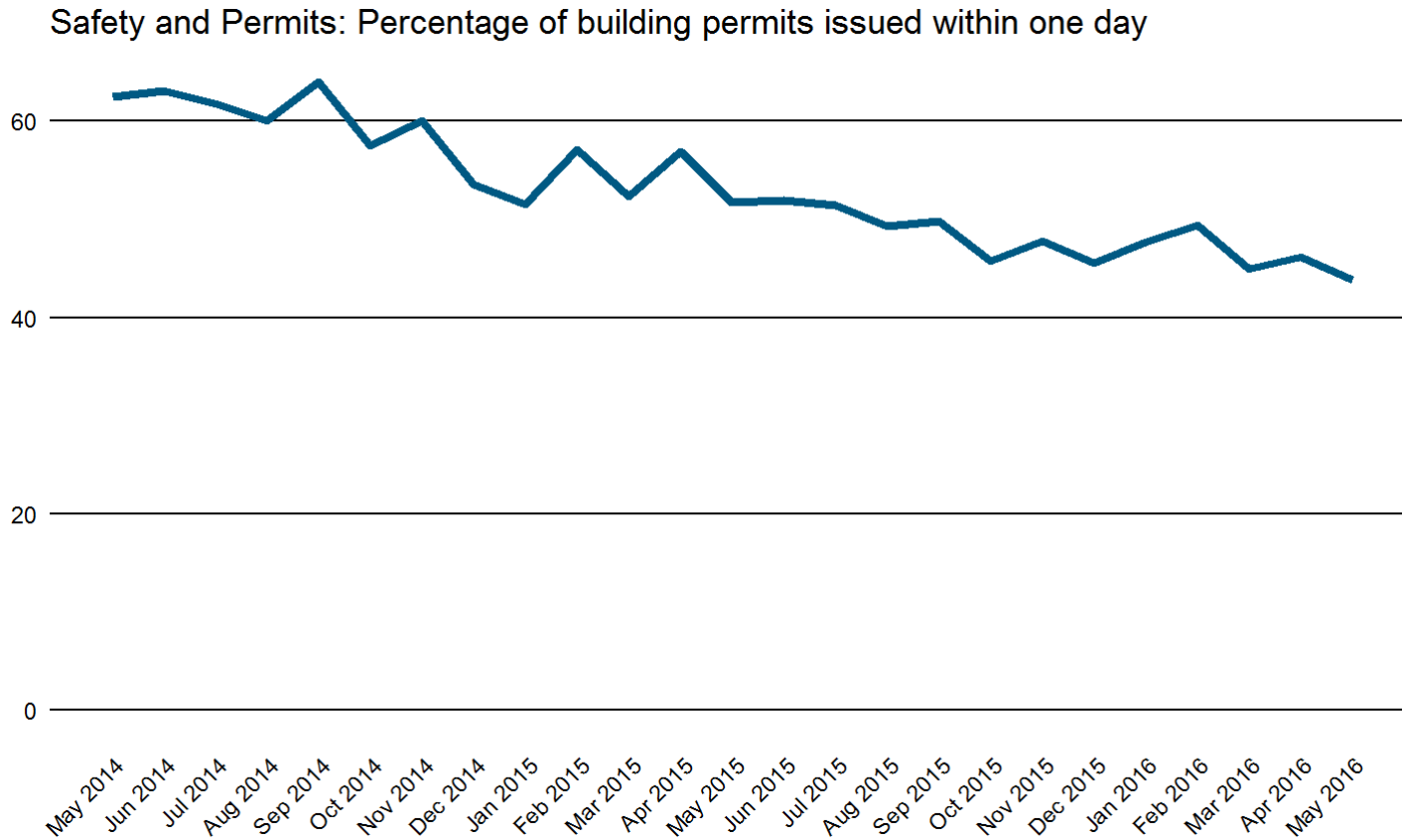
# Time to issue events permits has varied considerably

Safety and Permits: Mean days to issue event permit



Source: LAMA; OPA database query

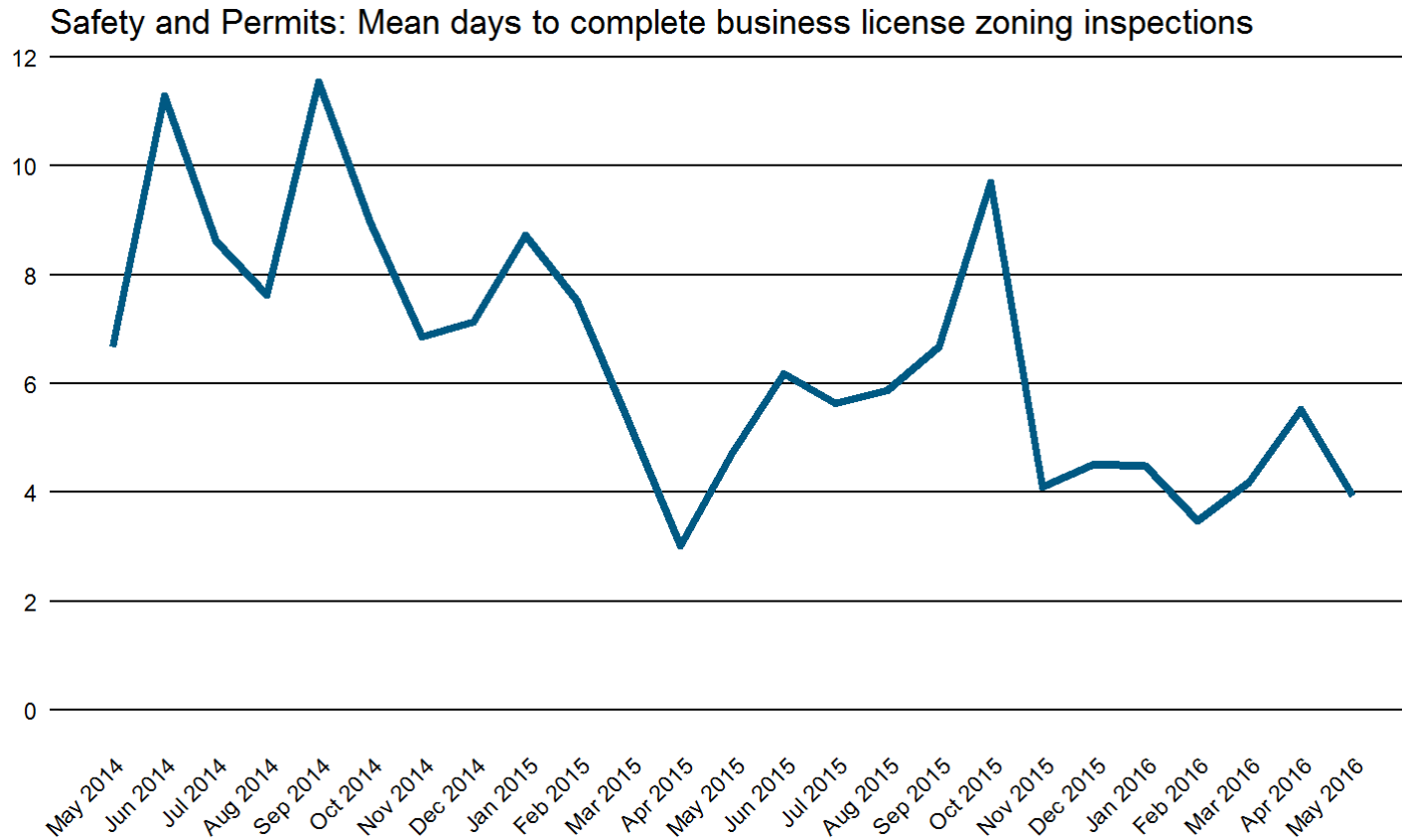
Percentage of building permits issued within one day appears to have fallen, but is still above 40 percent



Source: LAMA; OPA database query



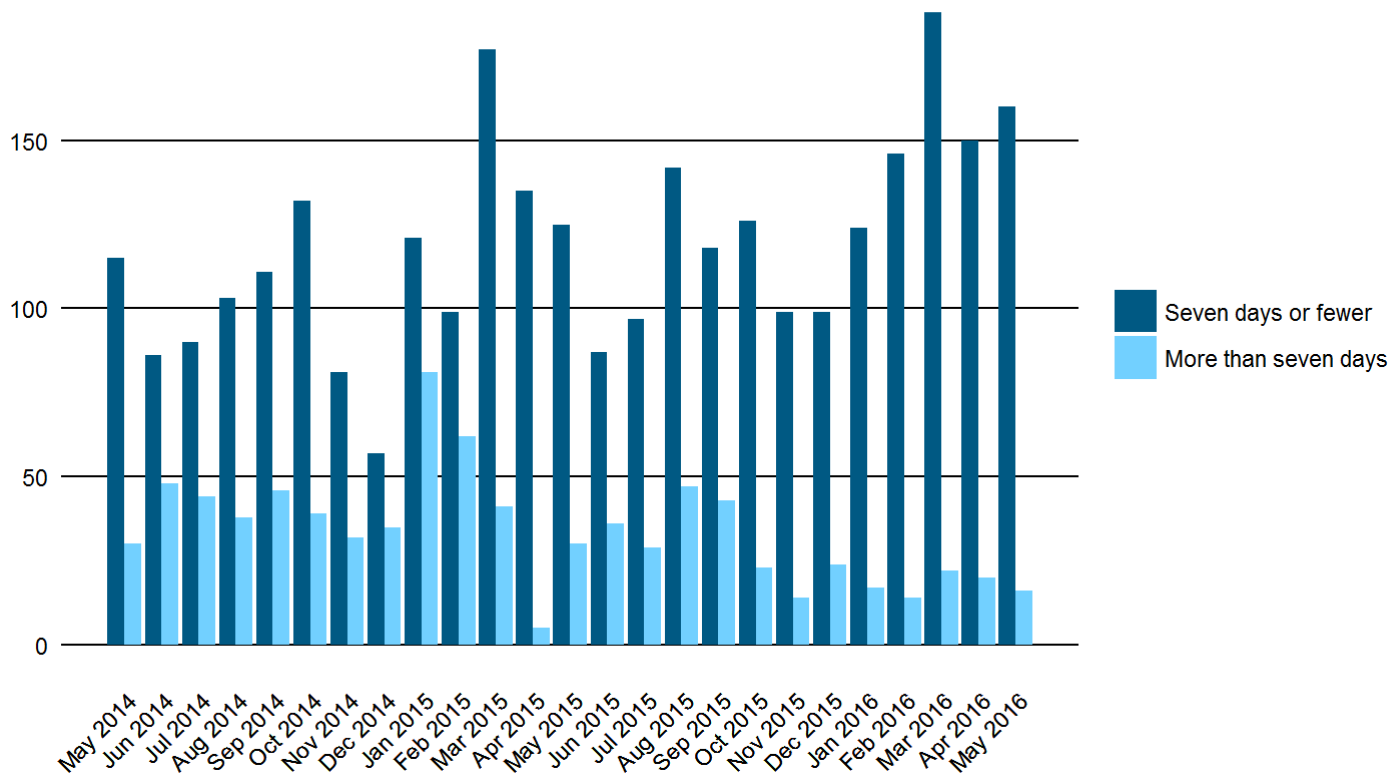
Time to complete zoning inspections for business licenses has been within target since November



Source: LAMA; OPA database query

# The vast majority of business license zoning inspections are completed within seven days

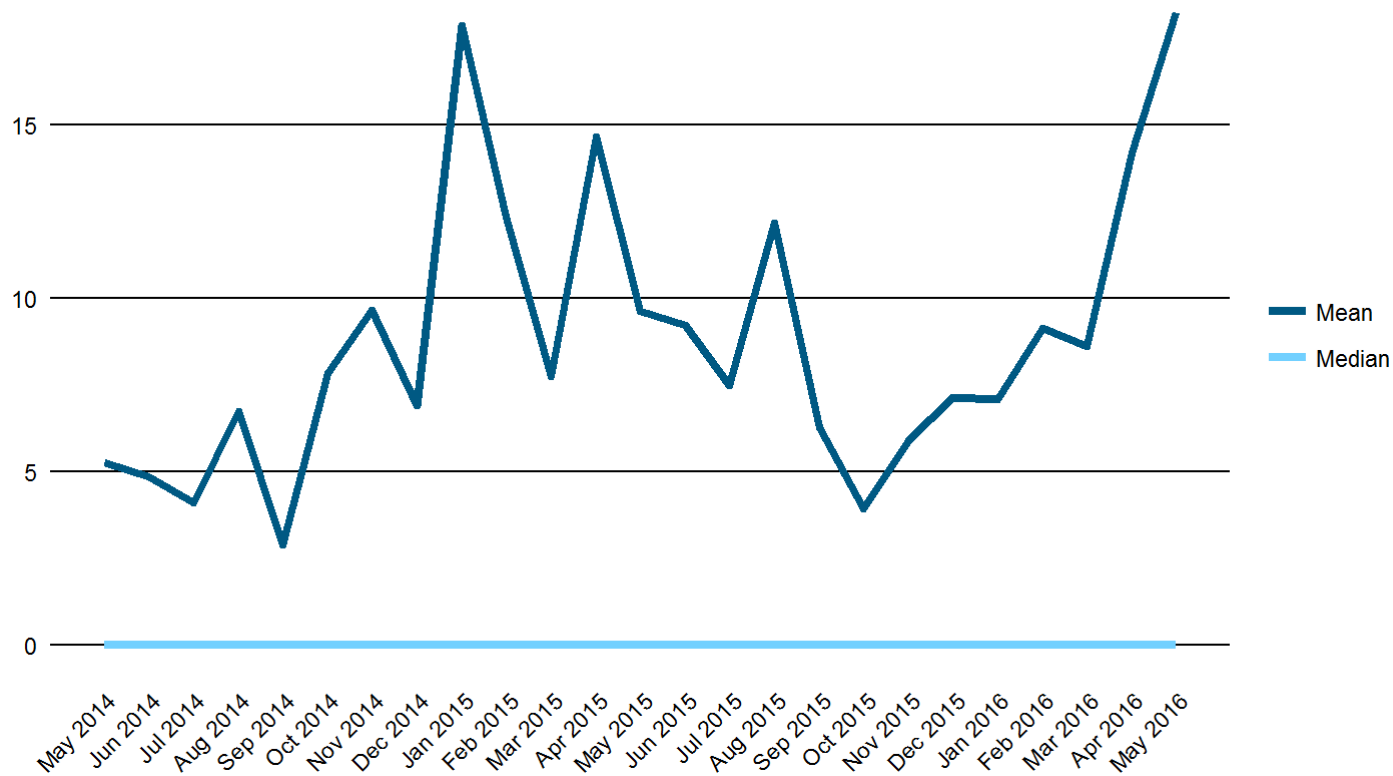
Safety and Permits: Business license inspections by time elapsed from application



Source: LAMA; OPA database query

Outliers have pushed up the average time to issue HDLC permits, but median time to issue has been less than one day

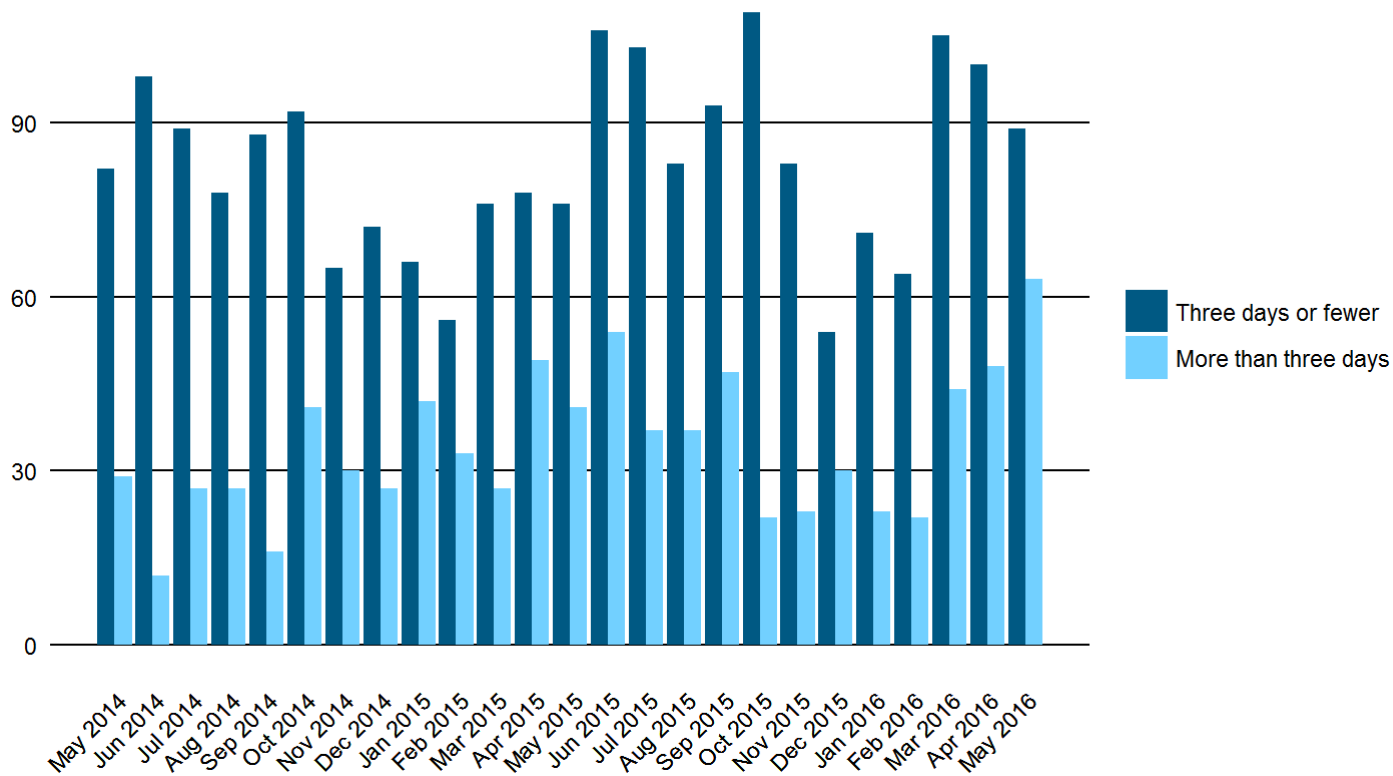
Historic District Landmarks Commission: Days to issue permit



Source: LAMA; OPA database query

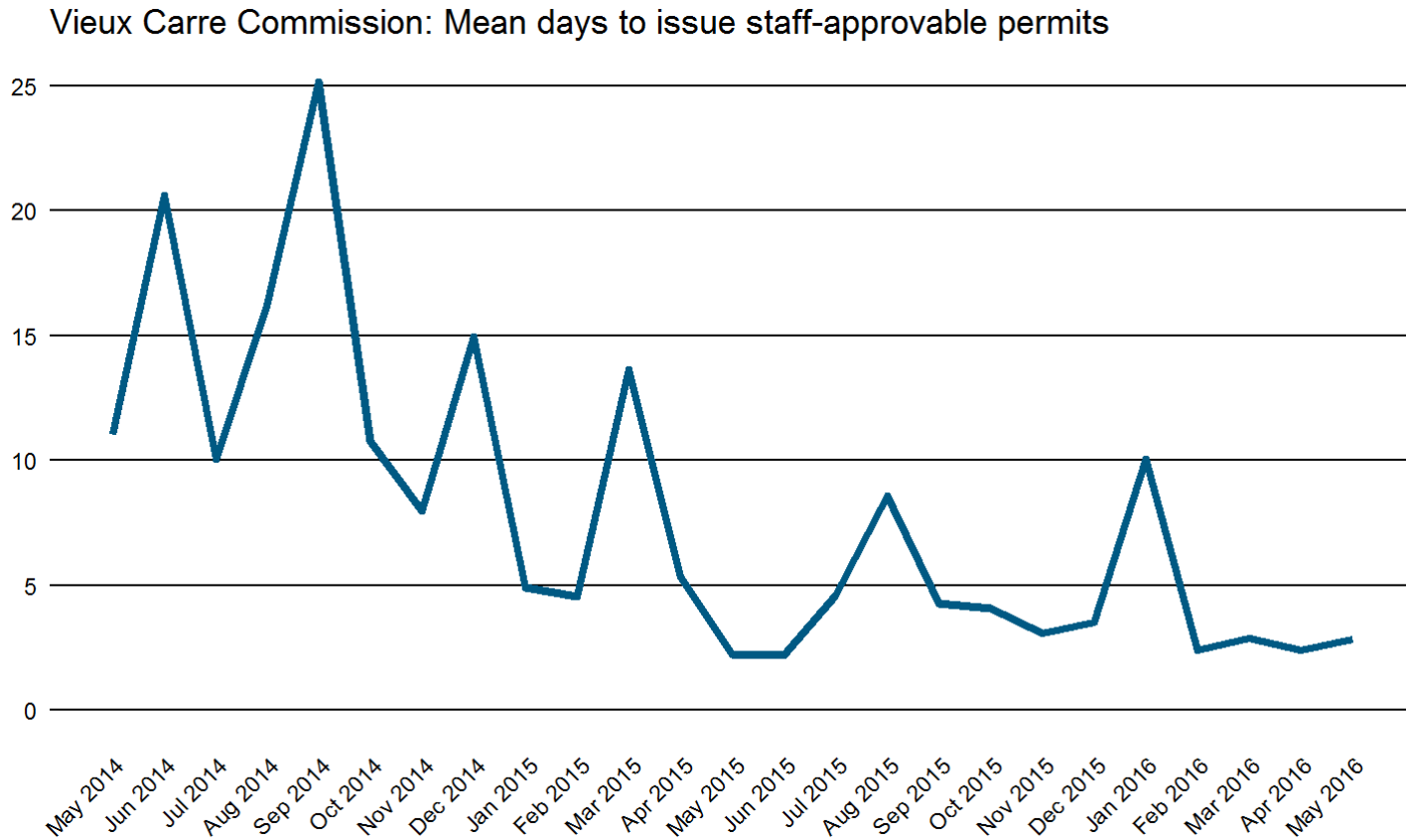
# The majority of staff-approvable HDLC permits are issued within three days

HDLC: Permits by time to issue



Source: LAMA; OPA database query

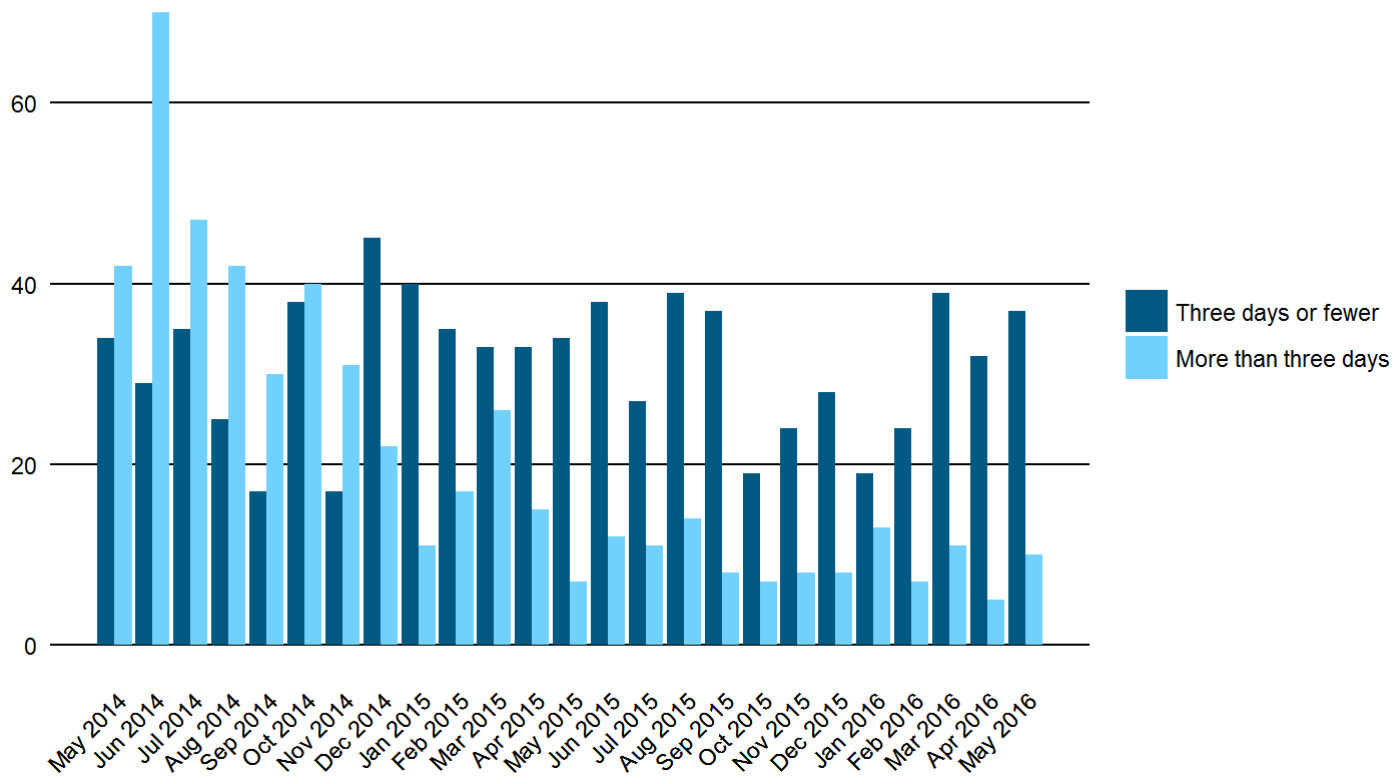
VCC staff have been working to update the LAMA event flow for permit issuance



Source: LAMA; OPA database query

The vast majority of staff-approvable VCC permits are also issued within three days

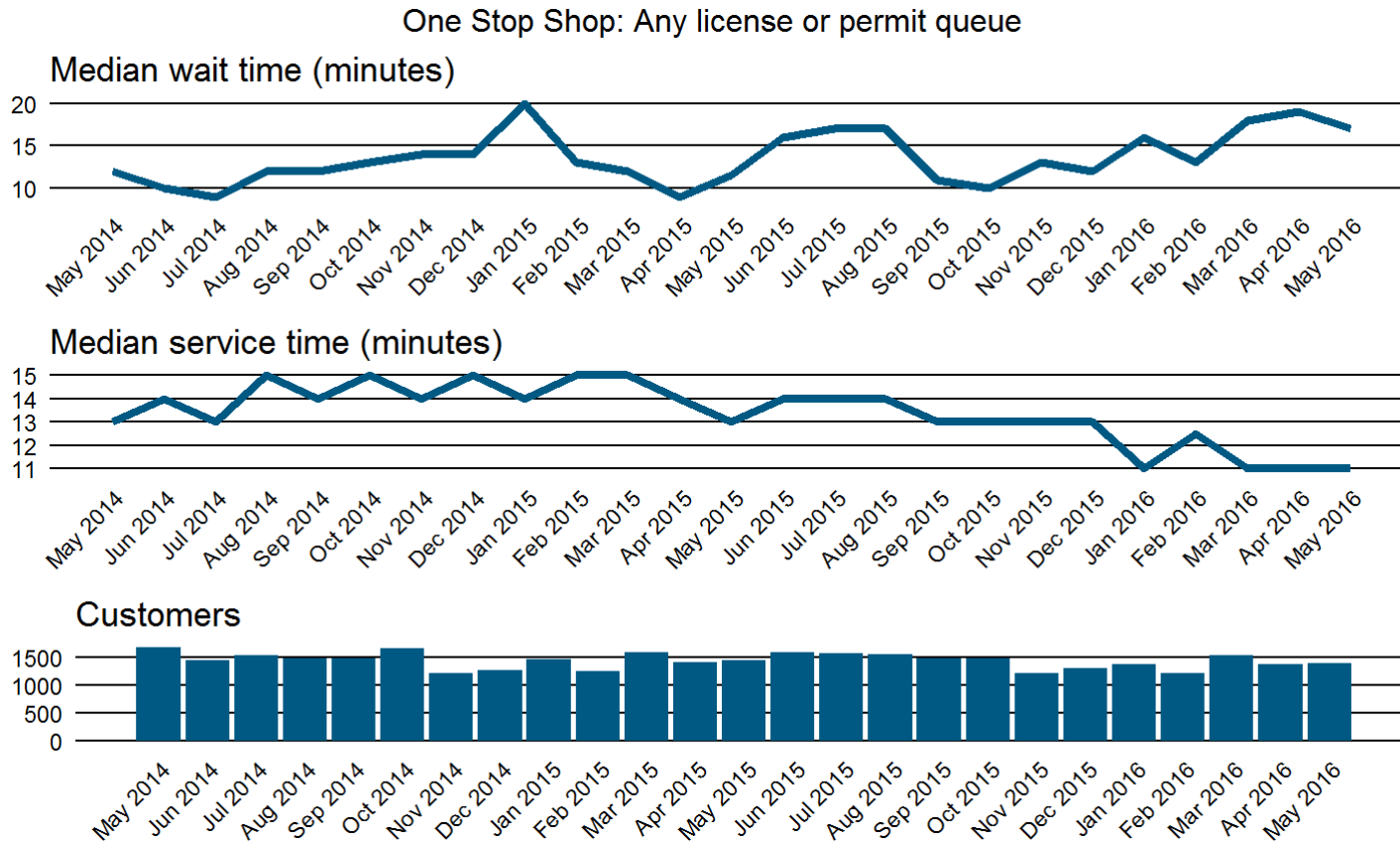
VCC: Permits by time to issue



Source: LAMA; OPA database query

# One Stop Shop

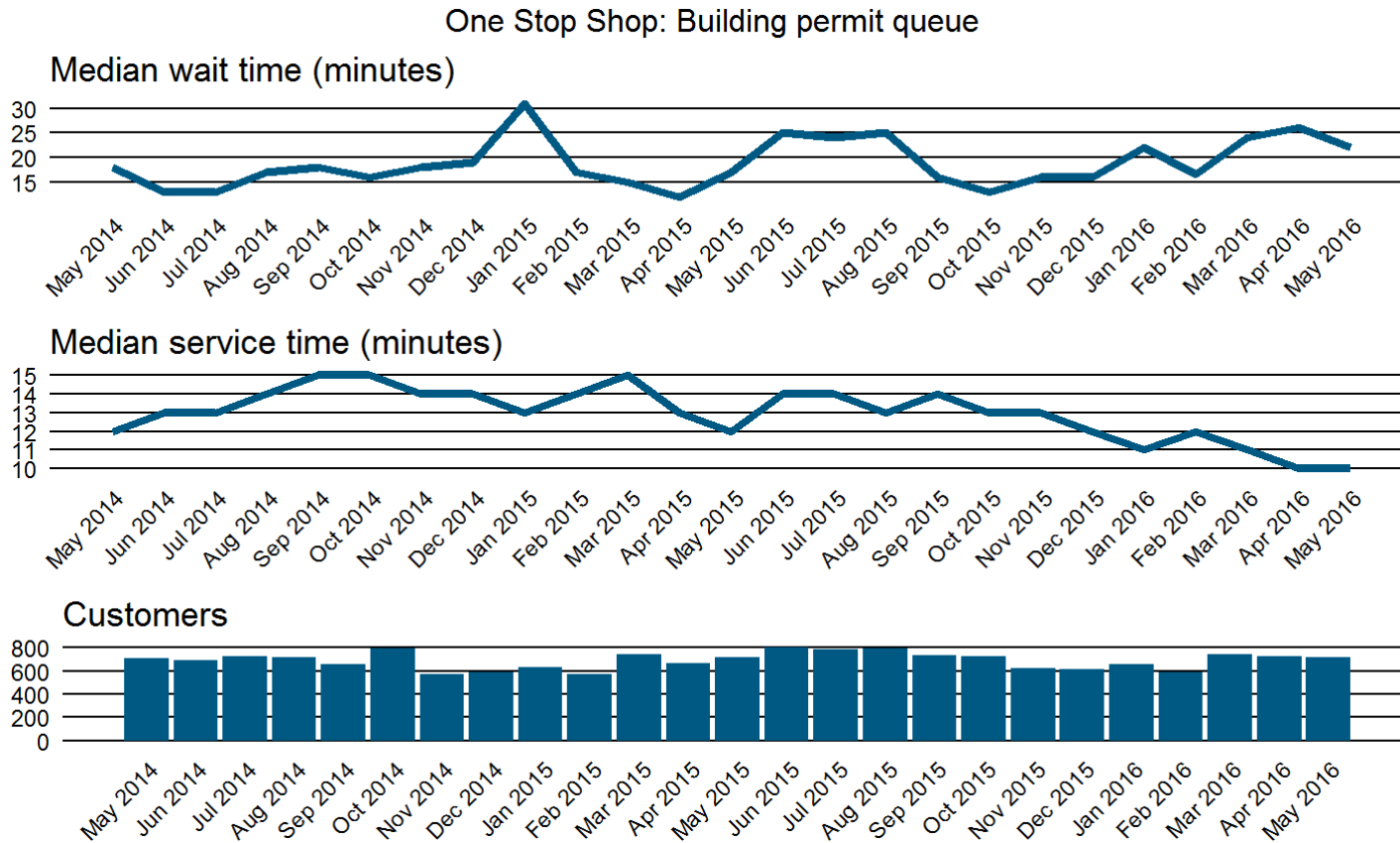
Median wait time for any license or permit queue has been above target since January but is trending back down



Source: LobbyCentral; OPA database query

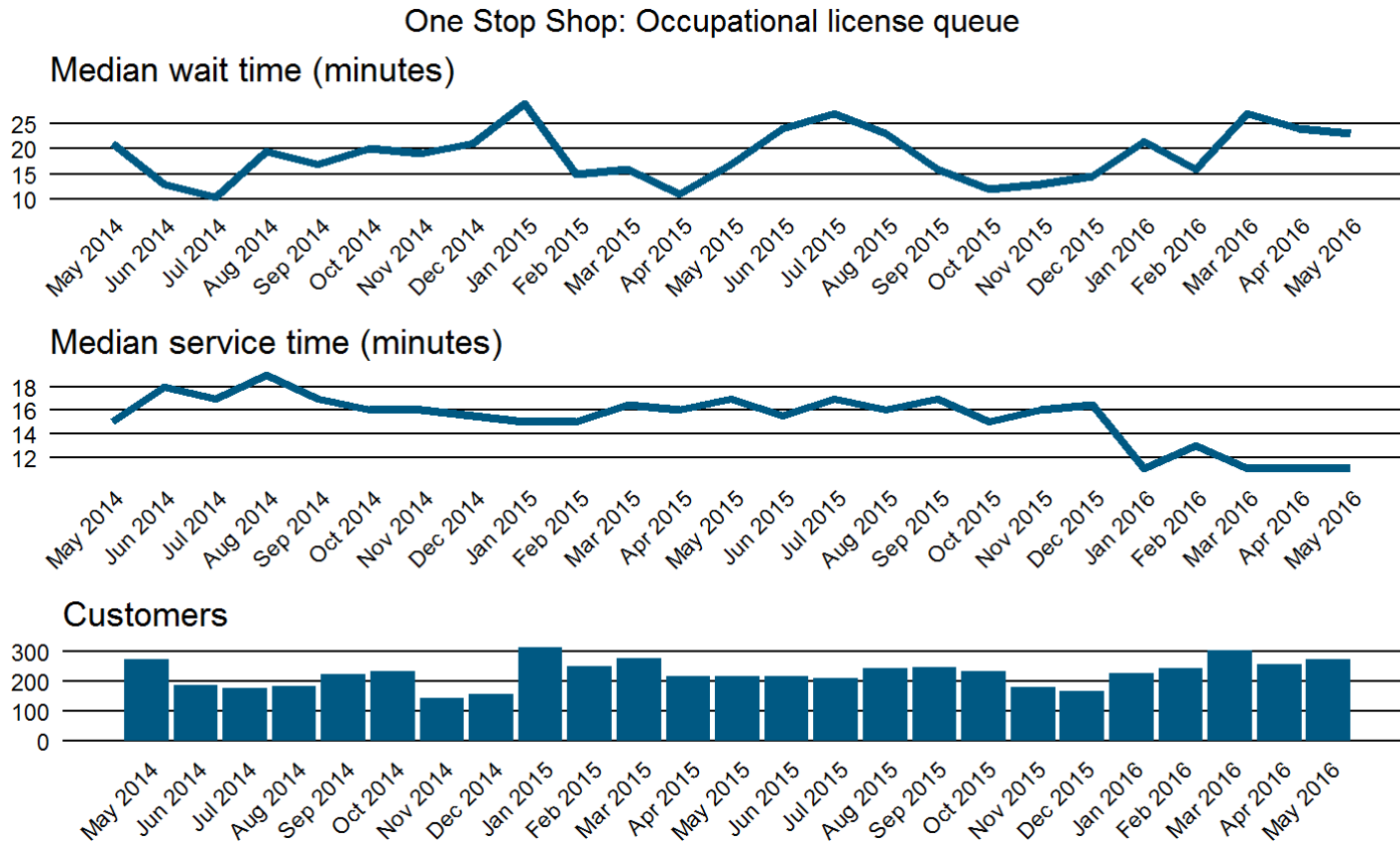


Median wait time for the building permit queue has been above target since March but is trending back down



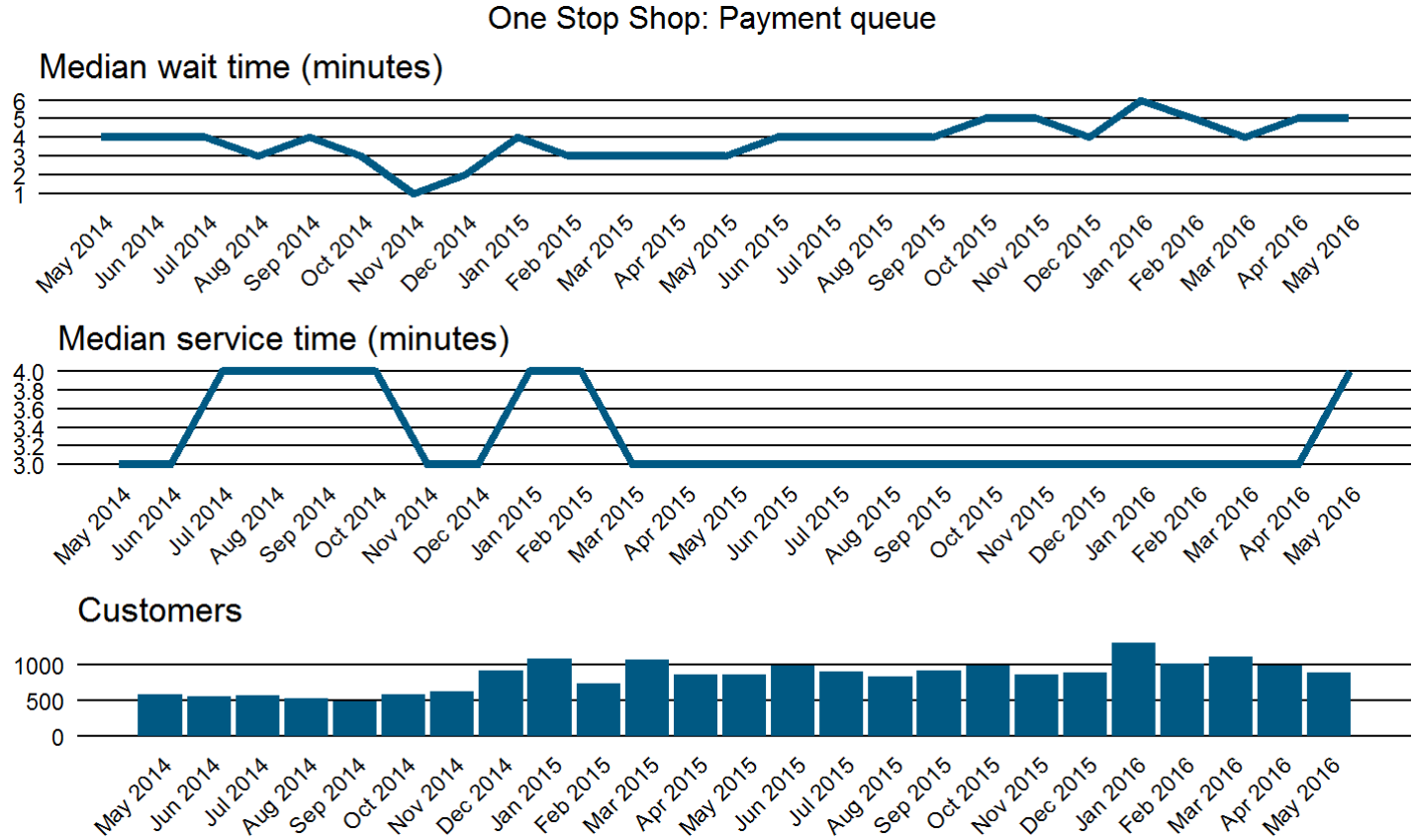
Source: LobbyCentral; OPA database query

Median wait time for the occupational license queue has been above target since March but is also trending back down



Source: LobbyCentral; OPA database query

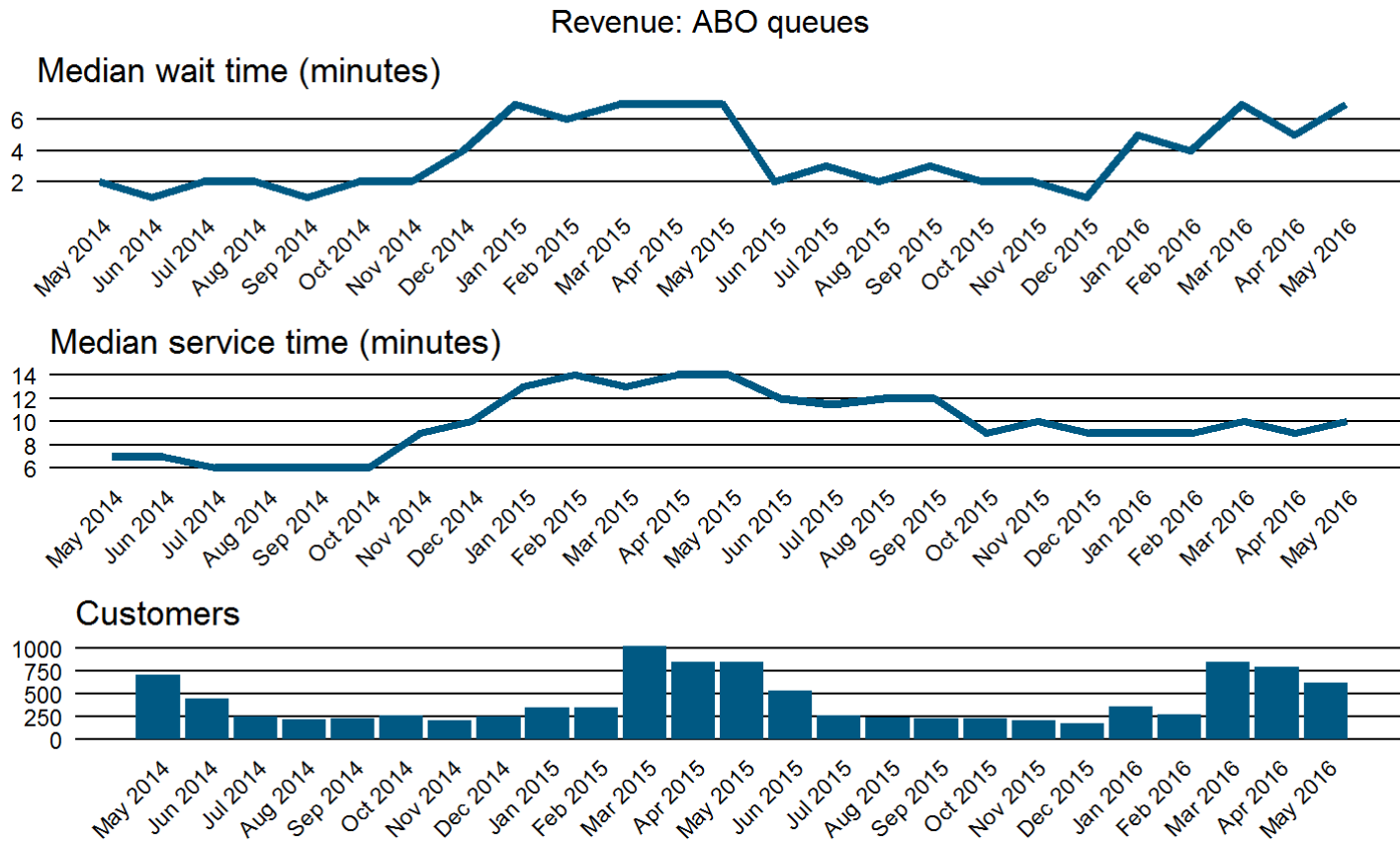
# Payment wait times have recently been within target



Source: LobbyCentral; OPA database query

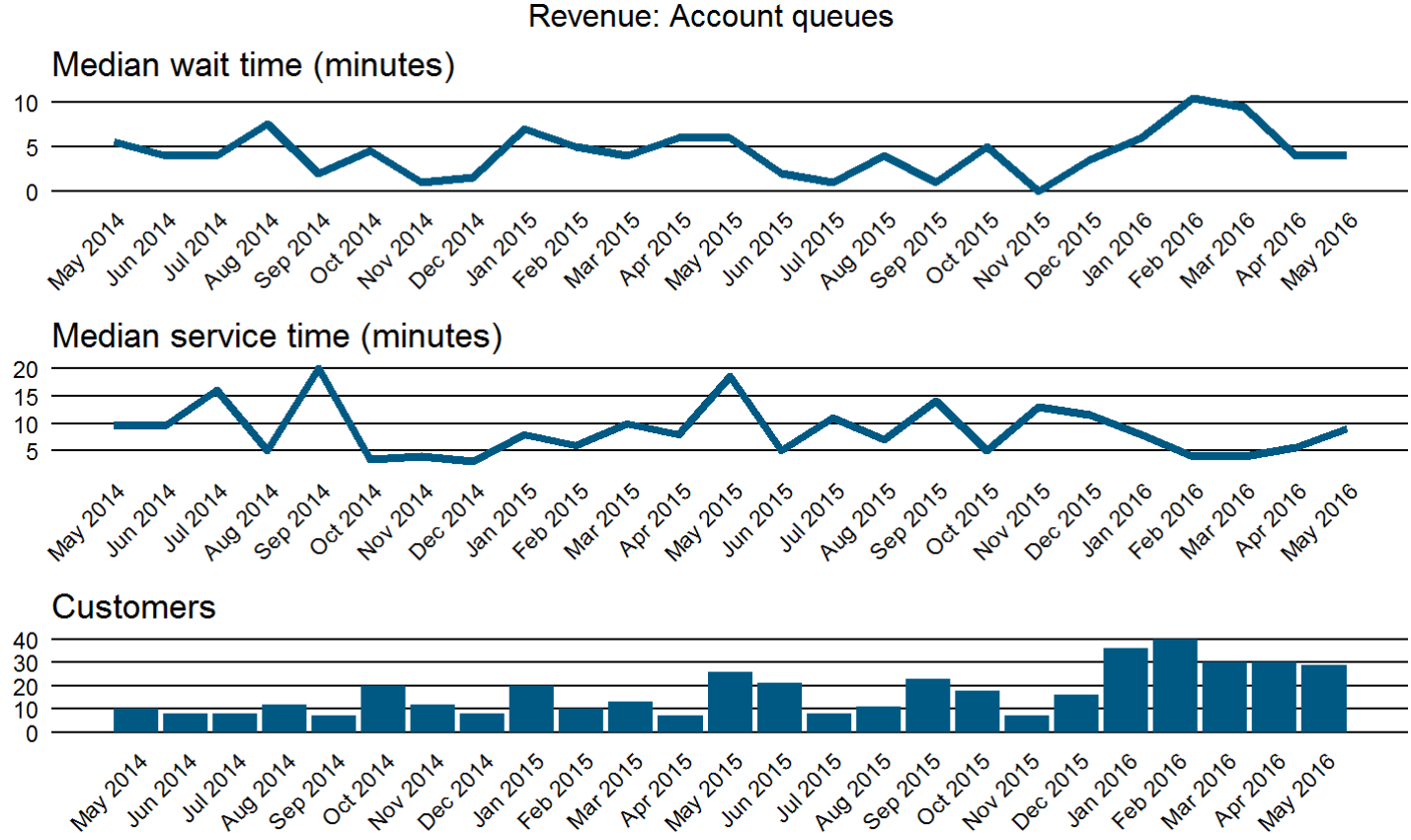
# Bureau of Revenue

Wait times for ABO-related queues have been rising, possibly in line with seasonal volume



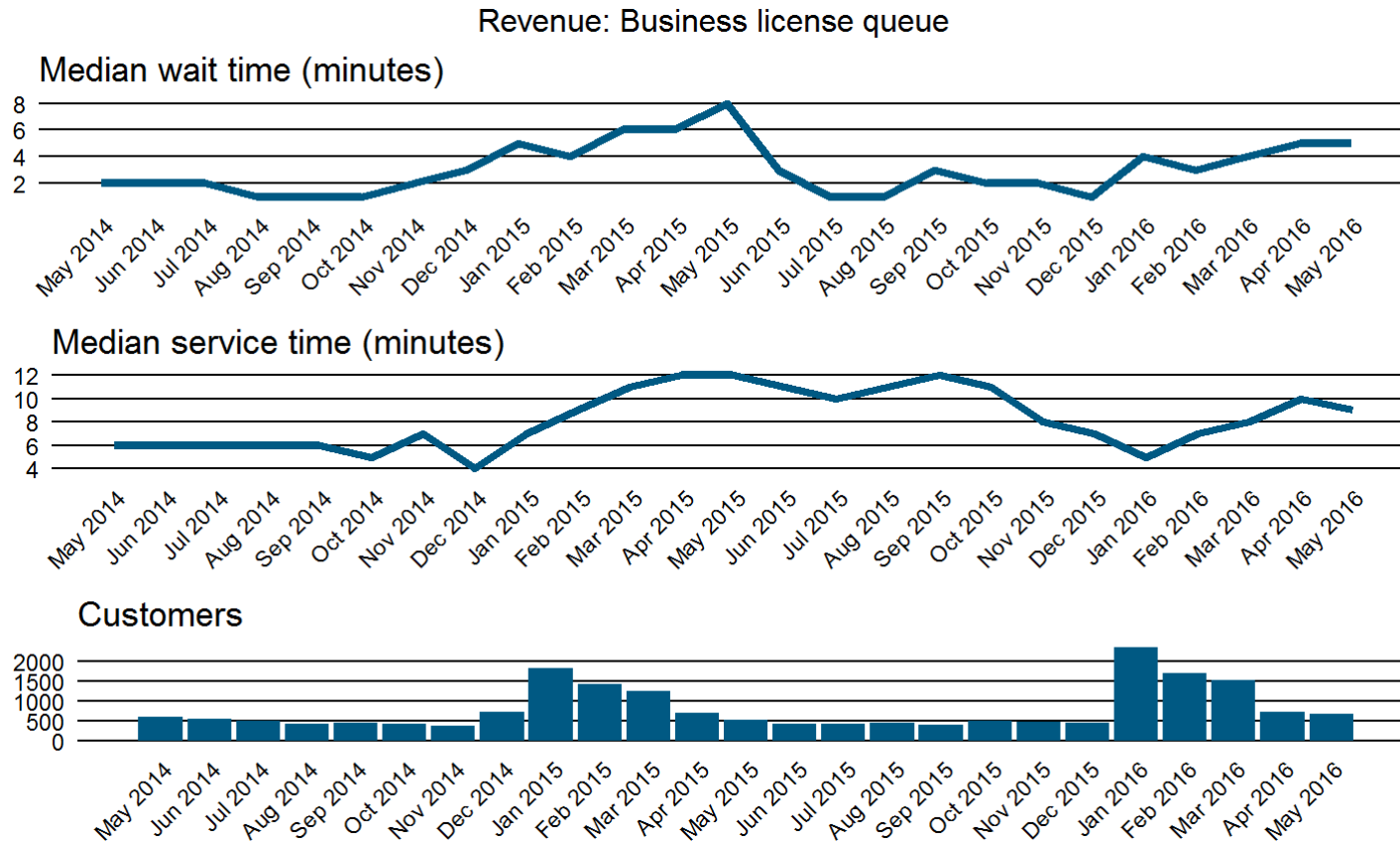
Source: LobbyCentral; OPA database query

Median wait time for account-related queues has varied around five minutes



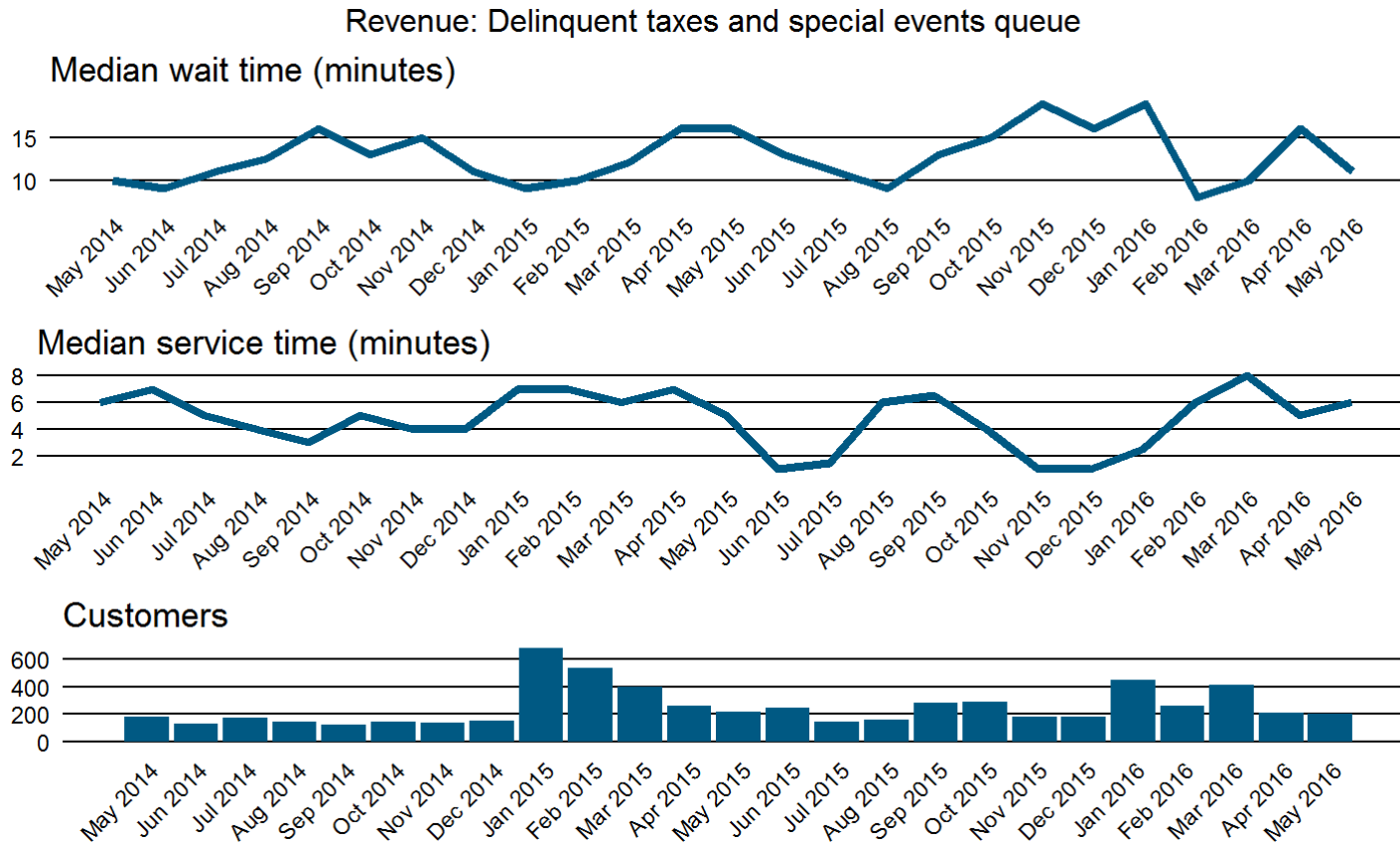
Source: LobbyCentral; OPA database query

Wait times for the business queue have been held to five minutes or less since June 2015



Source: LobbyCentral; OPA database query

Wait times for the enforcement and special events queue fell in May, possibly due to seasonal fluctuations



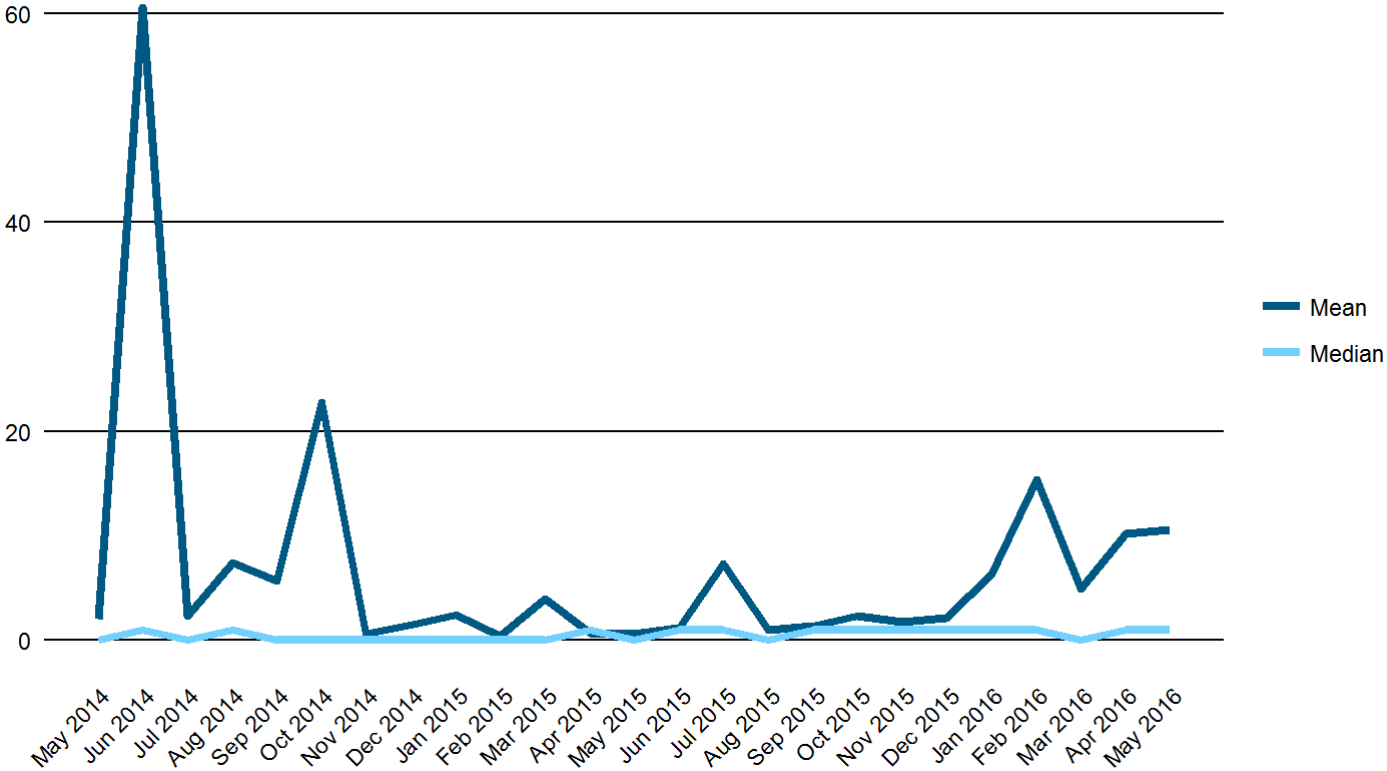
Source: LobbyCentral; OPA database query



# Violations

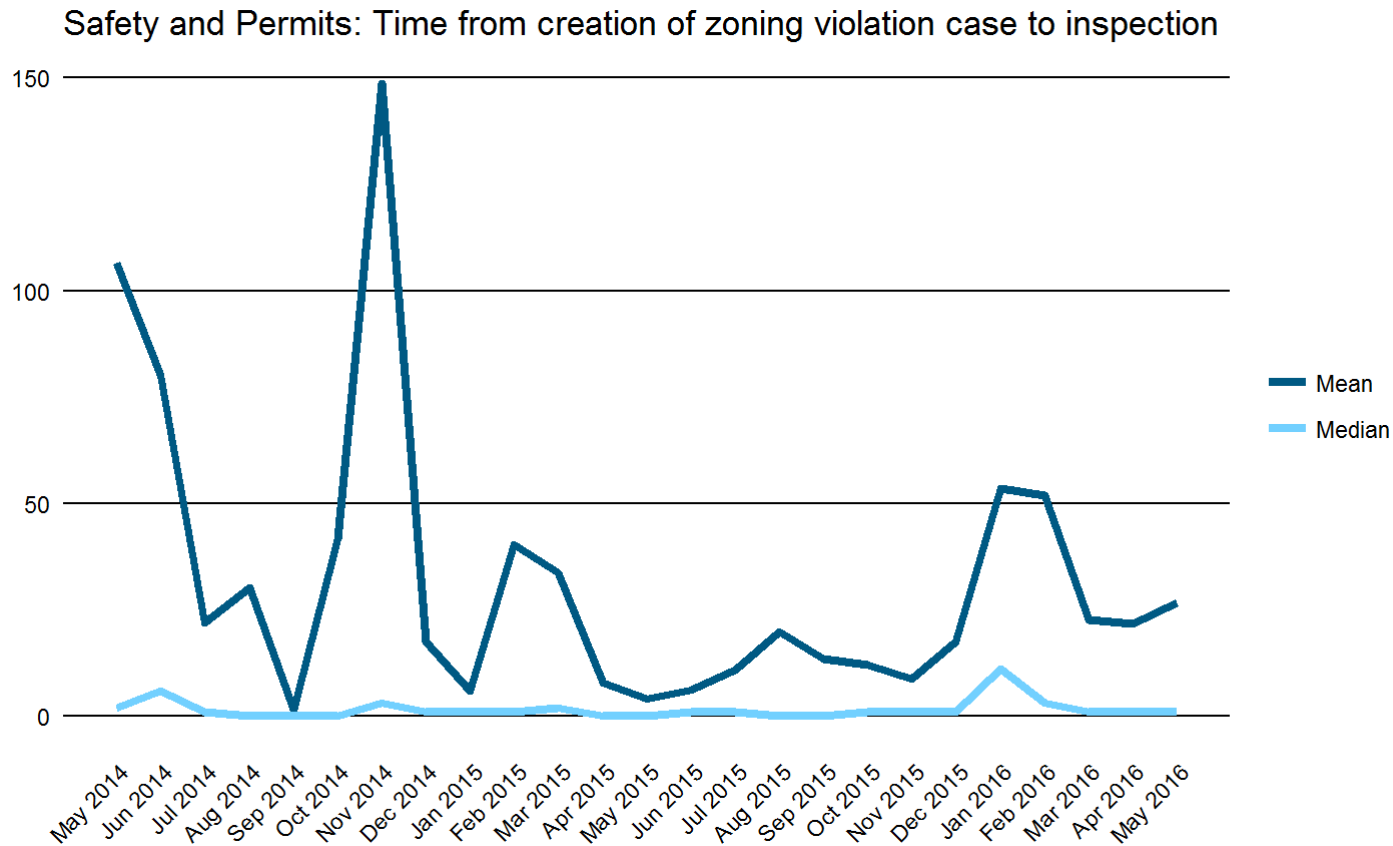
# Median time to inspect building violations has varied around one day

Safety and Permits: Time from creation of building violation case to inspection



Source: LAMA; OPA database query

Median time to inspect zoning violations has also varied around one day



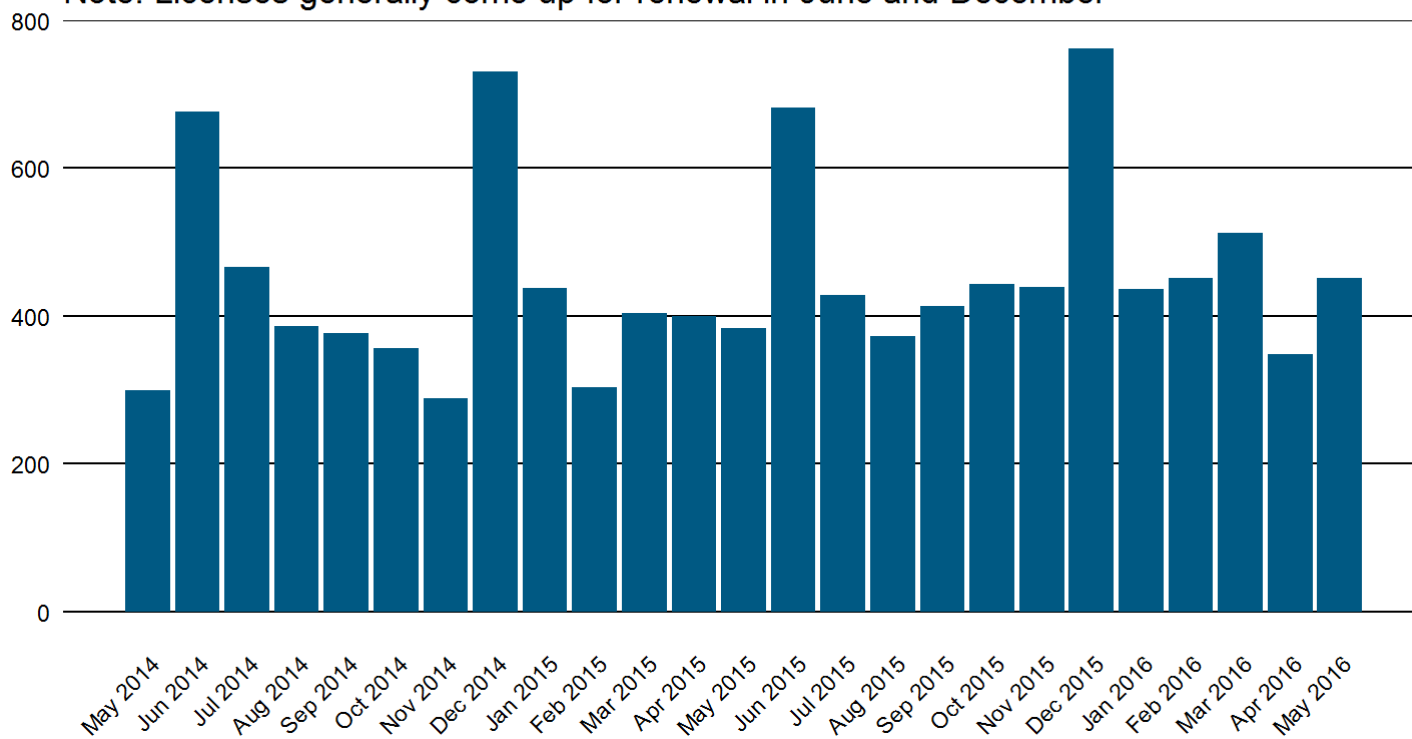
Source: LAMA; OPA database query

# Taxi and For-Hire Bureau

# Vehicle inspections appear to be slightly ahead of prior-year trends for May

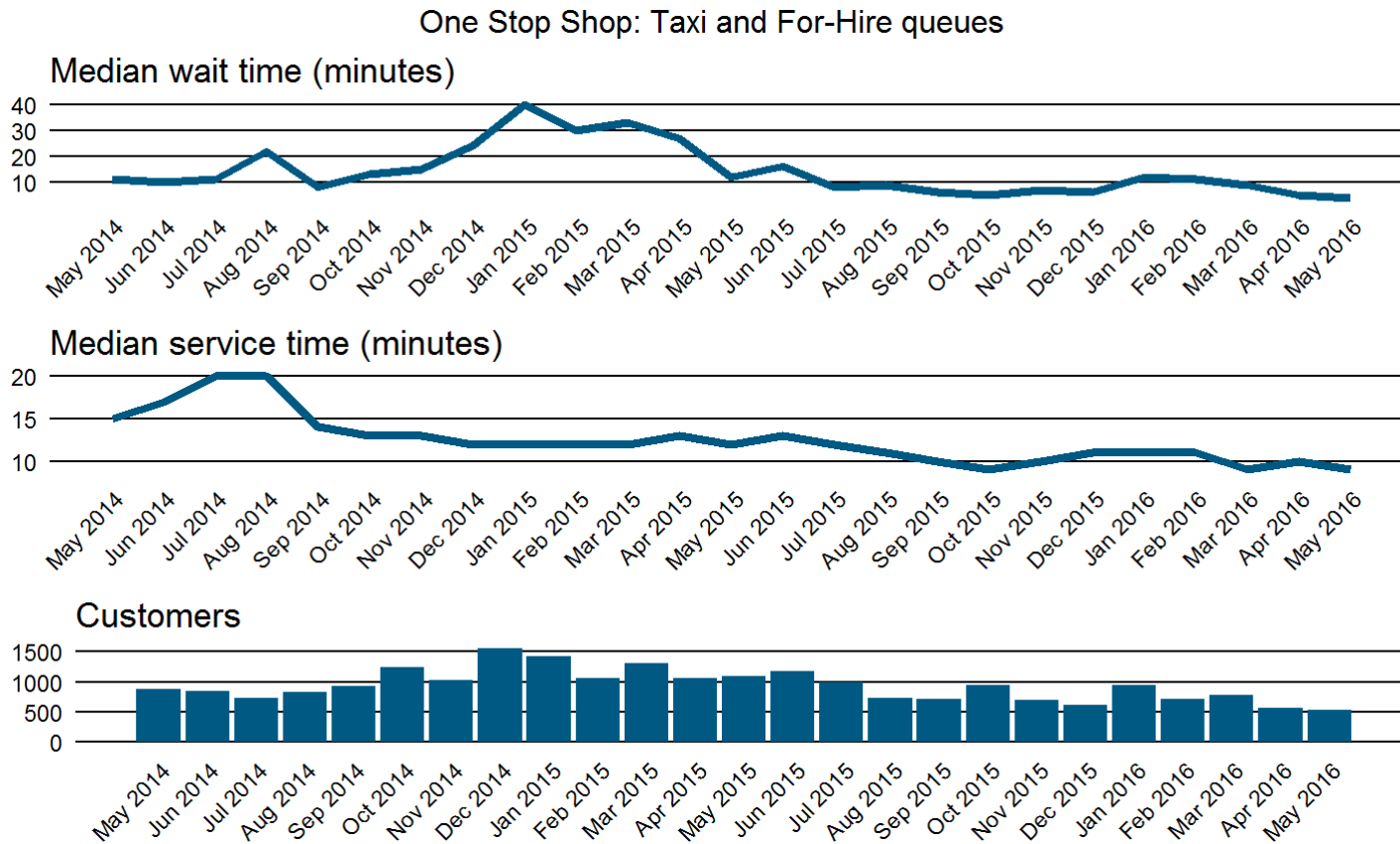
Taxi and For-Hire Bureau: Vehicle inspections conducted

Note: Licenses generally come up for renewal in June and December



Source: LAMA; OPA database query

# Taxi and For-Hire Bureau wait times have been within target since April 2015



Source: LobbyCentral; OPA database query

# Questions