



CITY OF NEW ORLEANS

CustomerServiceSTAT

October 3, 2013

(Reporting Period: August 2013)

www.nola.gov/opa

Agenda

- **Introduction and Announcements**
- **Open and Effective Government: 311**
- **Economic Development: Permitting and Licensing**
- **Sustainable Communities: Land Use**



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 CustomerServiceSTAT, City leaders and managers review key performance results related to customer service. 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, CustomerServiceSTAT meetings are open to the public.

Scope: CustomerServiceSTAT focuses on Citywide topics that are frequent sources of City interactions with the public, with an initial emphasis on 311 calls, permitting and licensing, and land use issues. CustomerServiceSTAT does not focus on performance managed in other STAT programs or initiatives, nor does it include in depth discussions of complaints about specific interactions.

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



City Strategic Framework

Mission

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

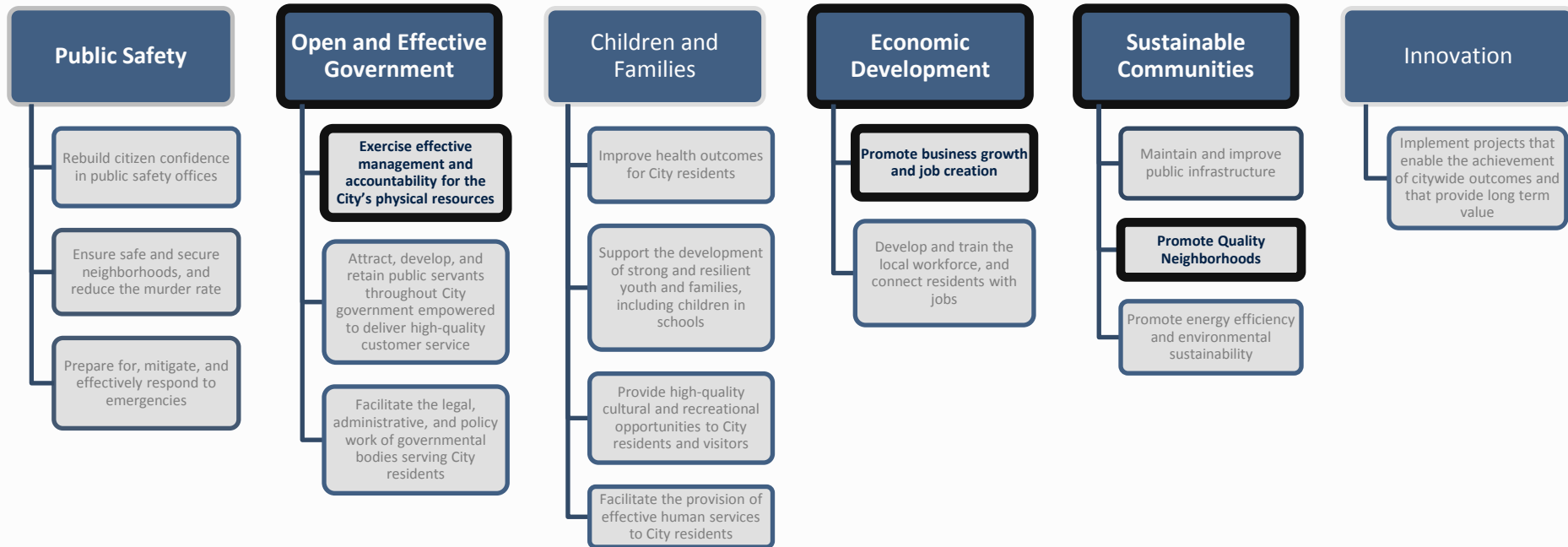
Values

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

Vision

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

Result Area Goals and Objectives



OPEN ACTION ITEMS

Date Assigned	Responsible Party	Action Item	Due Date	Status
8/21/13	VCC – Lary Hesdorffer	Coordinate with Elliott Perkins to conduct LAMA training	August	Training not scheduled
8/21/13	VCC – Lary Hesdorffer	Consistently input permit and enforcement data in LAMA	Ongoing	LAMA data quality issue
8/21/13	One Stop Shop (Jennifer Cecil)	Review records to determine which ones can be marked as “Issued”	September Meeting	Davenport expected to perform batch closing of 500 records
8/21/13	Bureau of Revenue (Romy Samuel) / One Stop Shop (Jennifer Cecil)	Consistently update records status in LAMA	Ongoing	Need update
8/21/13	Taxicab Bureau – Malachi Hull	Improve timeliness of data input to reflect actual application status	Ongoing	Reviewing data; will need 2 months to prepare data for presentation
8/21/13	HDLC – Elliott Perkins	Complete audit of physical property files and input of existing enforcement cases in LAMA	Ongoing	Working through backlog
8/21/13	Safety & Permits – Jared Munster	Waiting on Davenport to release online inspection request feature (Follow up with Amber to get a release date)	TBD	Data quality issue with electrical / mechanical inspections
8/21/13	Safety & Permits – Jared Munster	Work with Davenport to repair the Time to Plan Review report	October Meeting	Request needs to be made to Zen Desk, and need to figure out how to generate work
10/3/13	Safety & Permits – Jared Munster	Consistently mark violation records as complete once inspections take place	November Meeting	Open



Open and Effective Government

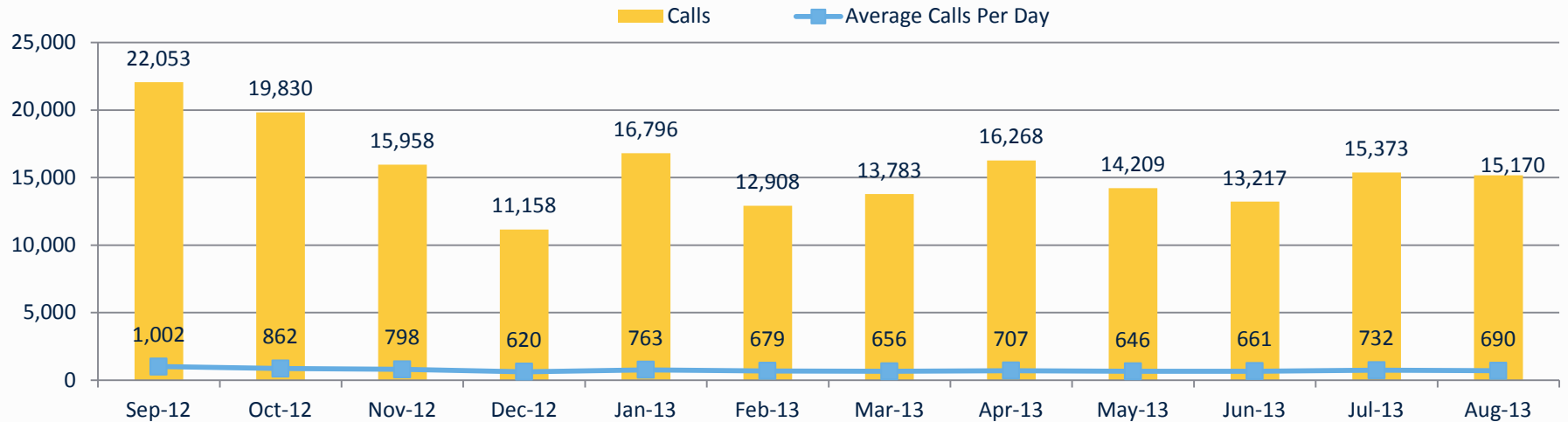
Goal: Ensure sound fiscal management and transparency, promote effective, customer-driven services and foster active citizen engagement in City government.

Objectives and Strategies	Outcome Measures
Exercise effective management and accountability for the City's physical resources - Effectively steward the City's financial resources - Manage the City's information and analyze the City's performance data - Manage vendor relationships and provide oversight of City contracts - 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 - Cultivate a high-quality City workforce - 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 - Govern the City with integrity and accountability - Defend the City's legal interests - Promote civic engagement - Facilitate, link, and leverage resources with external organizations	- Citizen satisfaction with overall government services (UNO Quality of Life Survey) - Philanthropic resources secured

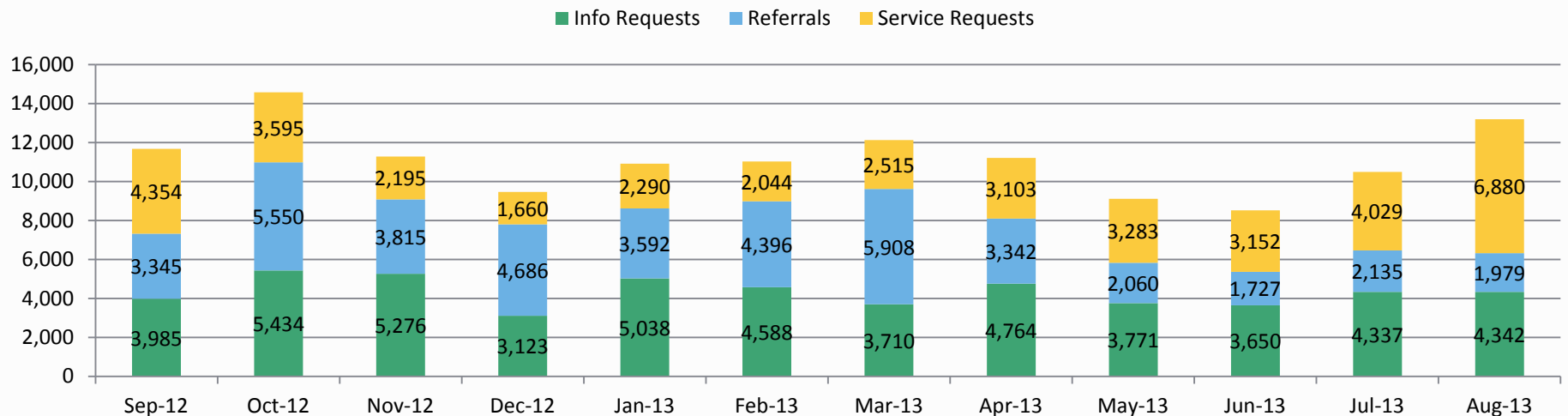


NOLA 311

Total Calls

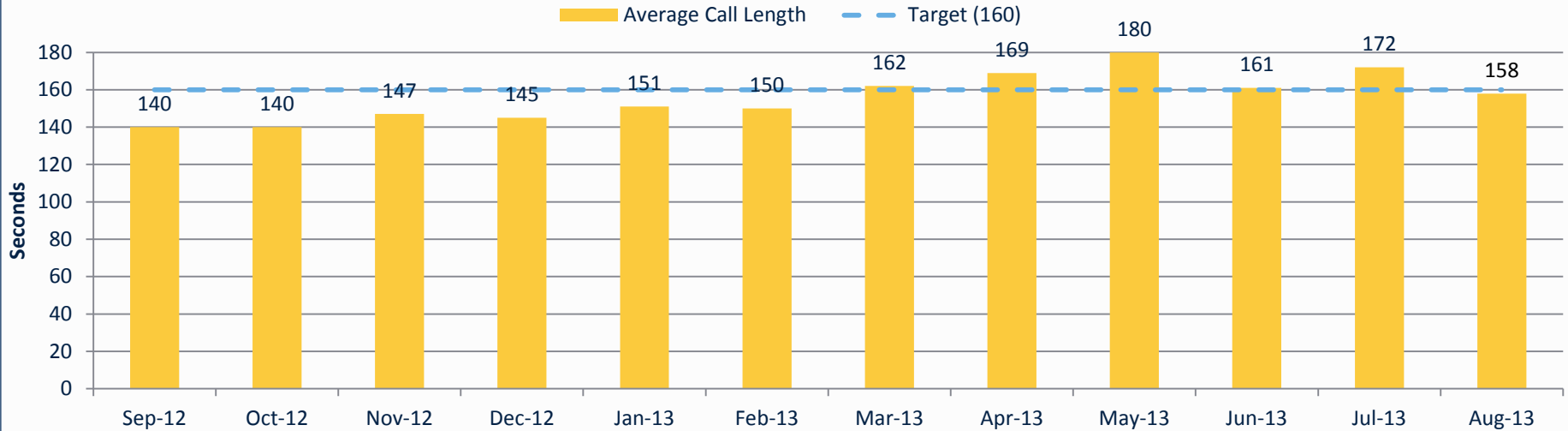


311 Requests

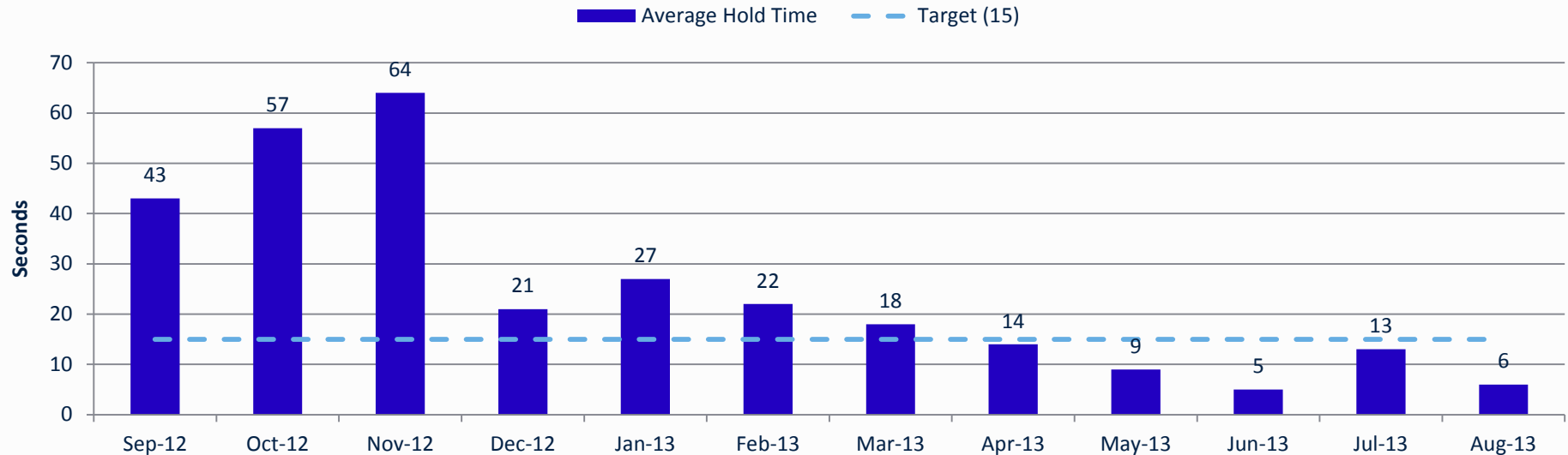


NOLA 311

Average Call Length



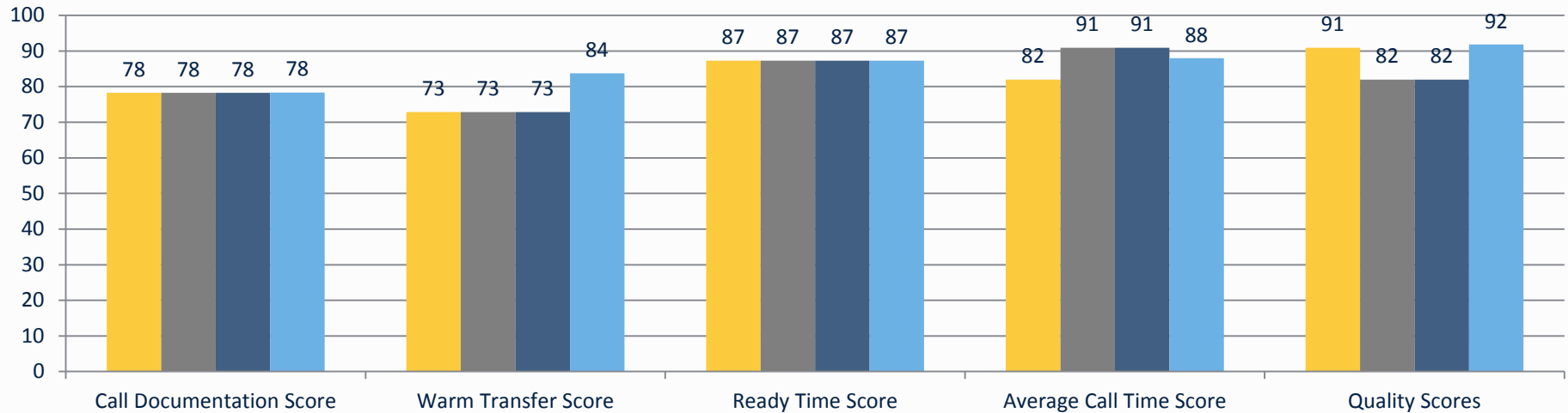
Average Hold Time



NOLA 311

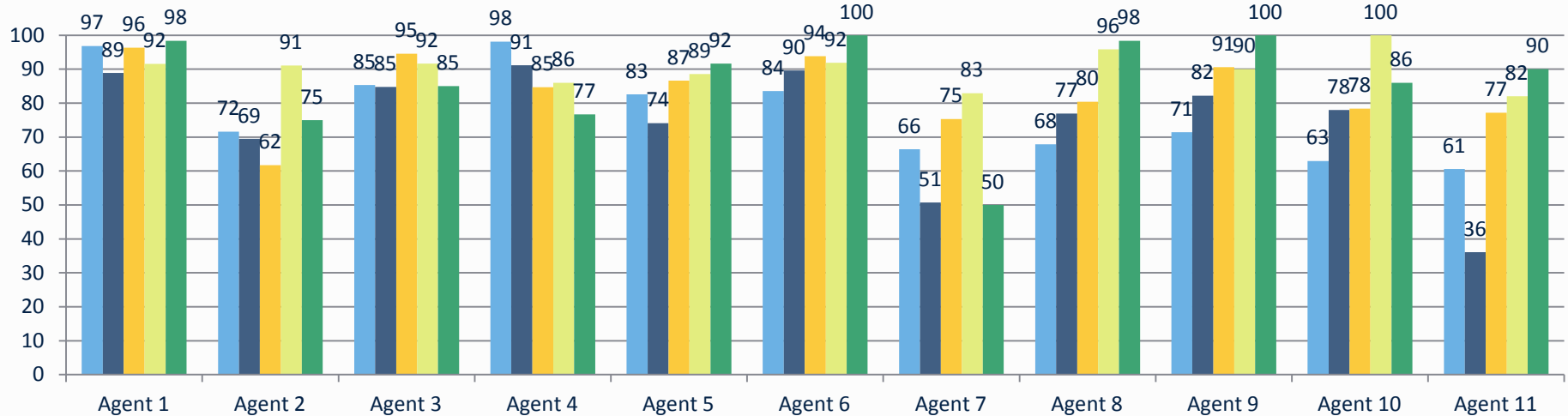
Average Agent Scores

■ May-13 ■ Jun-13 ■ Jul-13 ■ Aug-13



Average Agent Scores YTD by Agent

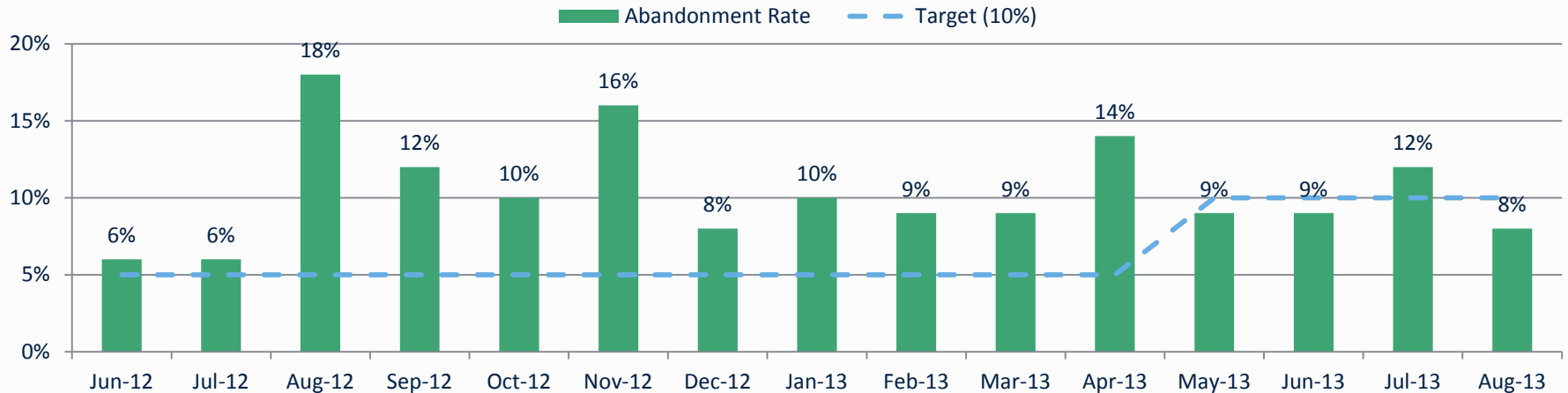
■ Call Documentation Score ■ Warm Transfer Score ■ Quality Scores ■ Average Call Time Score ■ Ready Time Score



NOLA 311

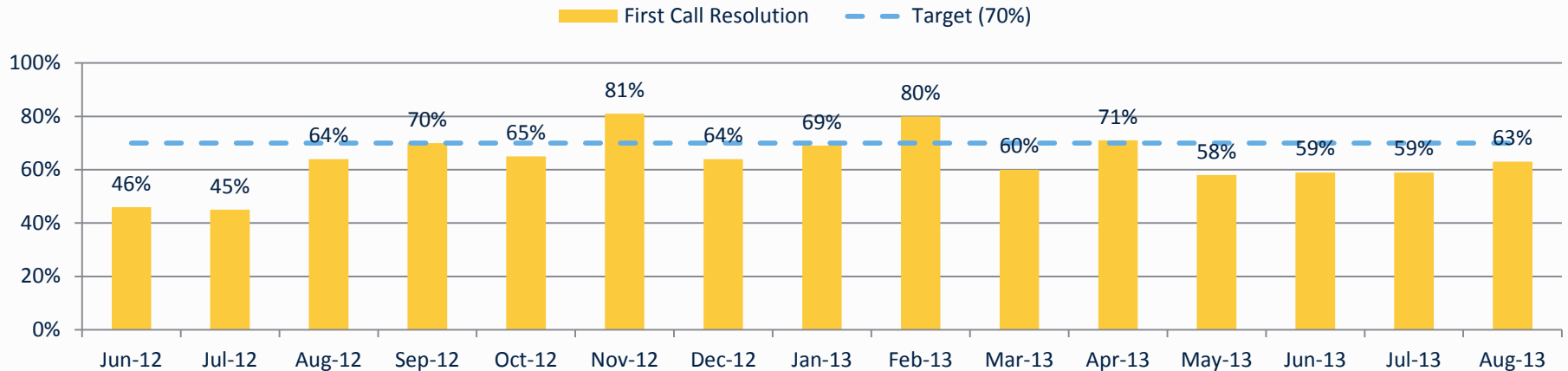
Key Performance Indicator: Call Abandonment Rate for 311

Responsible Organization: Information Technology and Innovation



Key Performance Indicator: Average Monthly Percent of 311 First Call Resolution

Responsible Organization: Information Technology and Innovation



Note: First call resolution includes information requests and undocumented calls. Excludes service requests and department referrals.



NOLA 311 Top Requests and Referrals in August

	Service Requests	No.	Prior Month (July) Rank		Information Requests	No.	Prior Month (July) Rank		Department Referrals	No.	Prior Month (July) Rank
1	Street Light	2842	2	1	Sanitation Service Fees	177	1	1	Safety & Permits	238	1
2	Code Enforcement General Request	887	1	2	Municipal Police	135	-	2	Parks & Parkways	174	2
3	Residential Recycling Programs	777	4	3	Birth Certificates	132	2	3	Public Works	160	5
4	Trash/Garbage Pickup	386	3	4	Traffic Court	127	3	4	Taxicab Bureau	153	4
5	Abandoned Vehicle	265	5	5	Assessor	115	4	5	Code Enforcement	123	3

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

Department	Deputy Mayor Escalations	CAO Escalations
DPW-Maintenance	1	
MTCB	1	



Economic Development

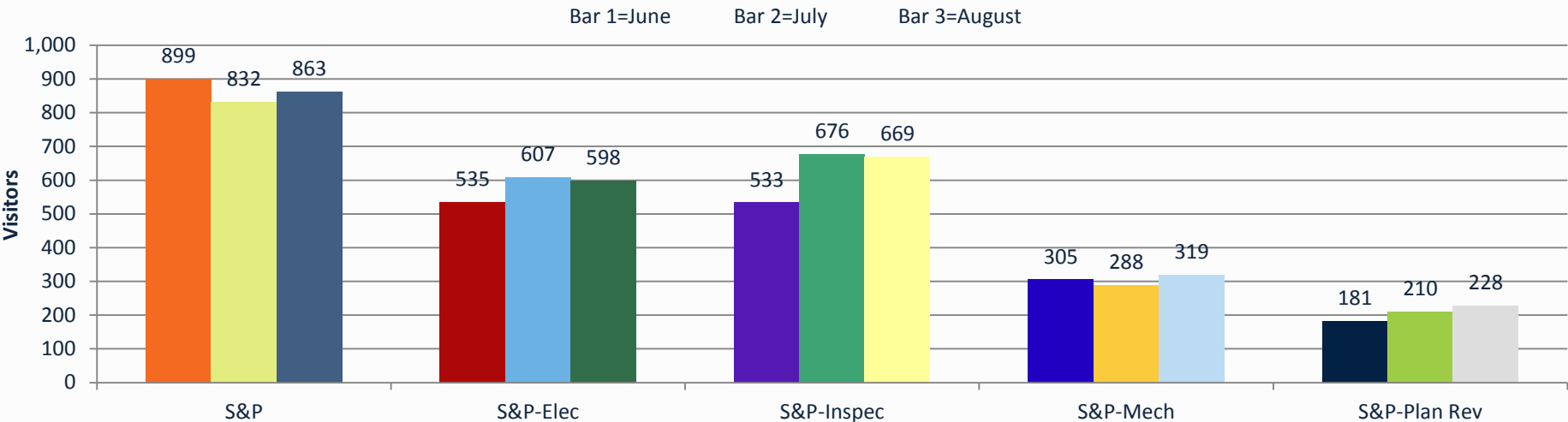
Goal: Spur the growth of a diverse, inclusive economy that creates good-paying jobs and provides equal access to economic prosperity.

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

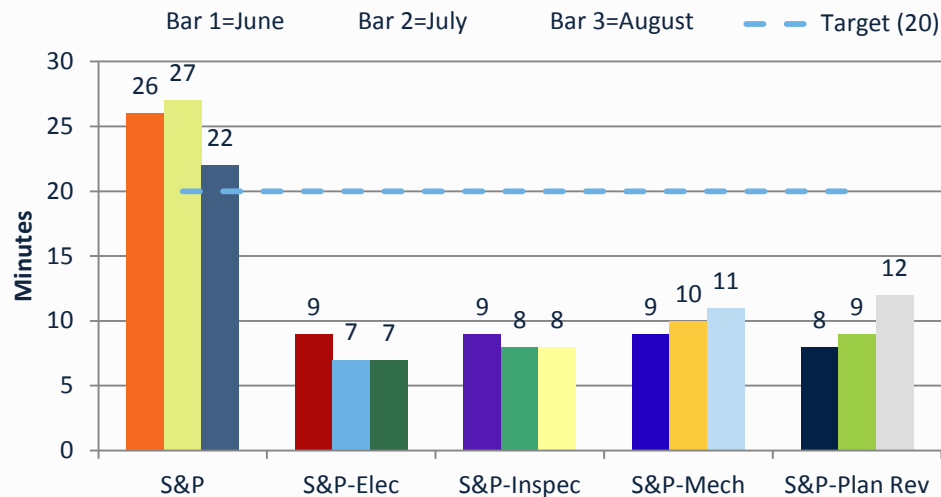


SAFETY AND PERMITS at ONE STOP SHOP

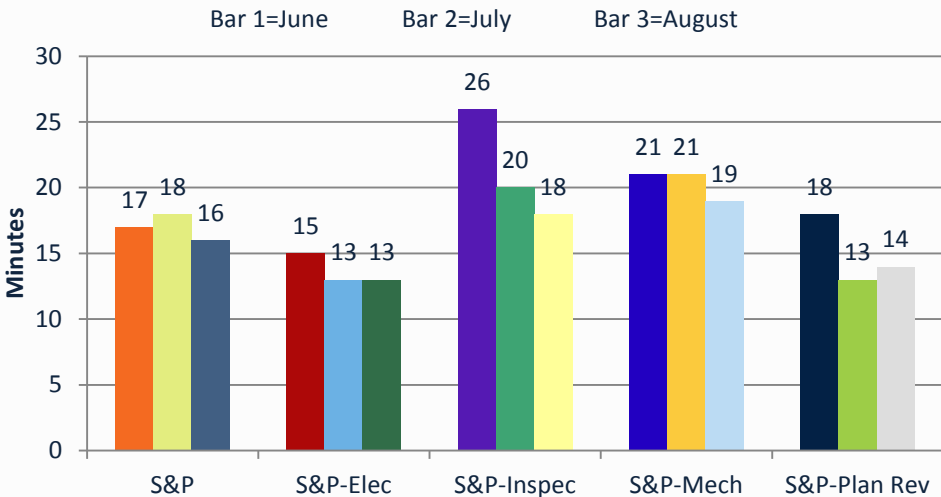
Number of Visitors at the One Stop Shop



Average Wait Time



Average Service Time

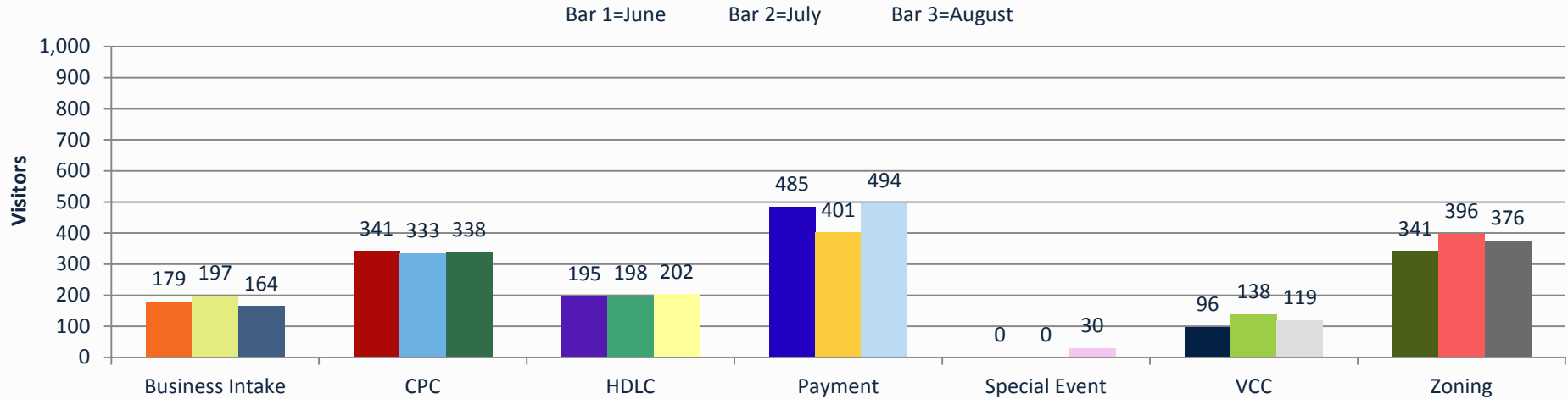


NOTE: One Stop Shop Wait Time does not include appointments

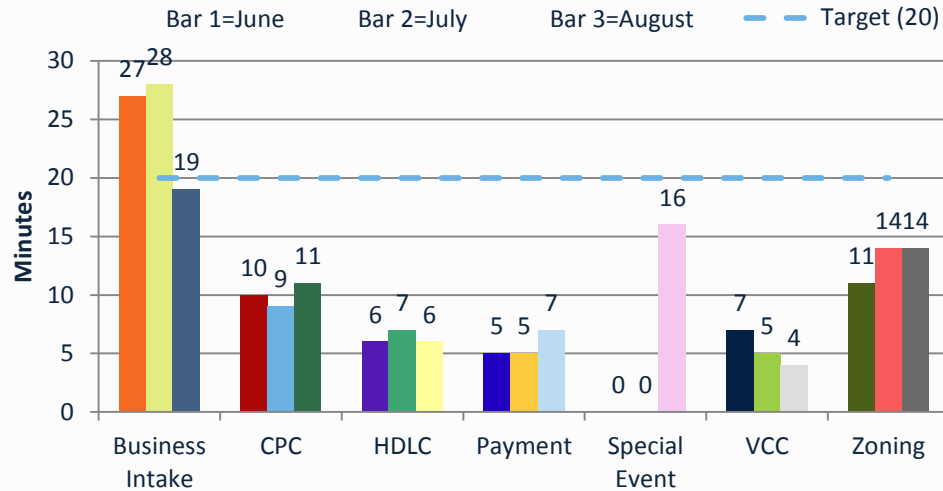


CPC, HDLC, VCC, etc. at ONE STOP SHOP

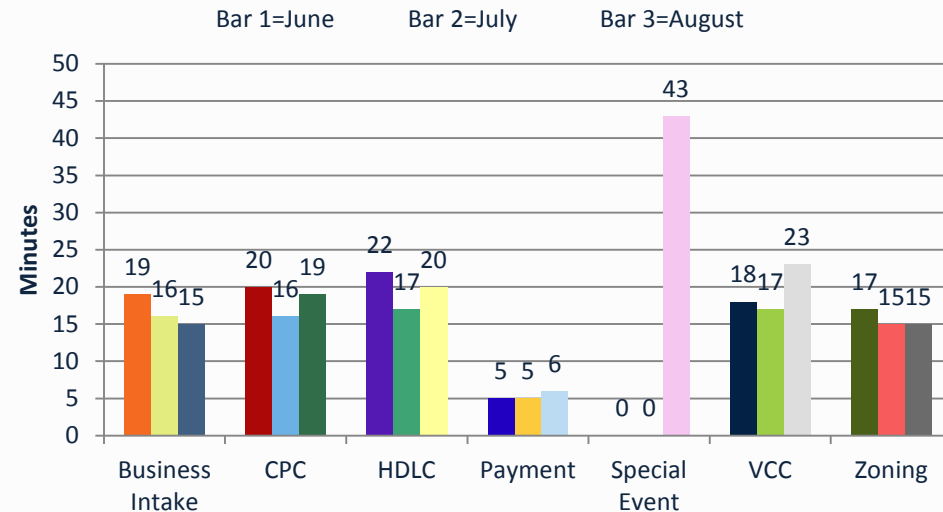
Number of Visitors at the One Stop Shop



Average Wait Time



Average Service Time



NOTE: One Stop Shop Wait Time does not include appointments

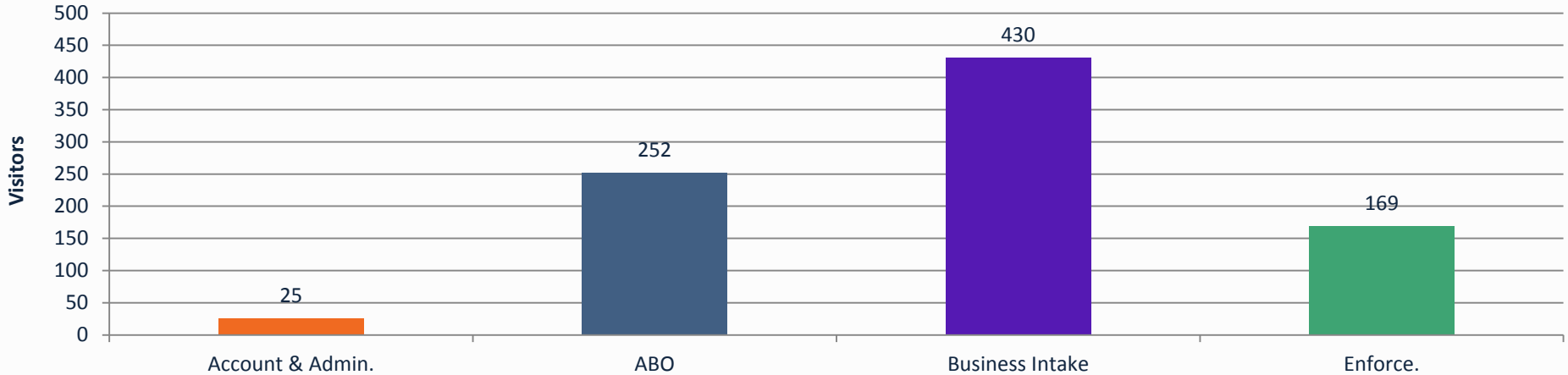
Data Source: Lobby Central for One Stop Shop



BUREAU OF REVENUE

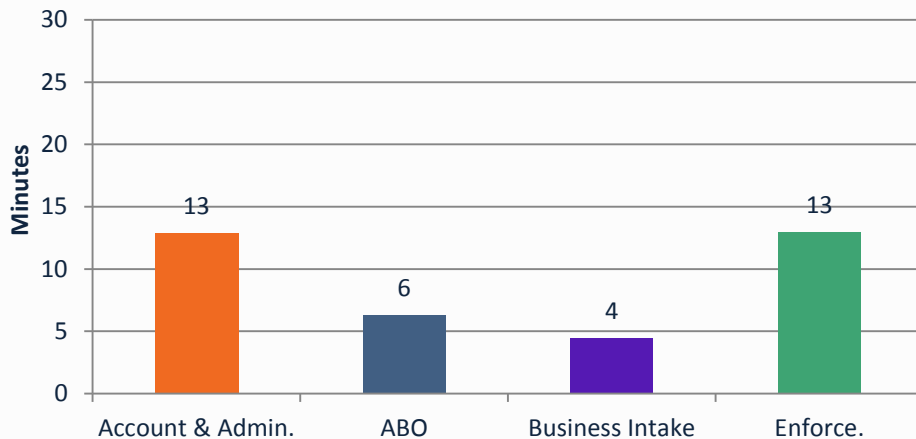
Number of Visitors at the Bureau of Revenue

August is the First Month Available



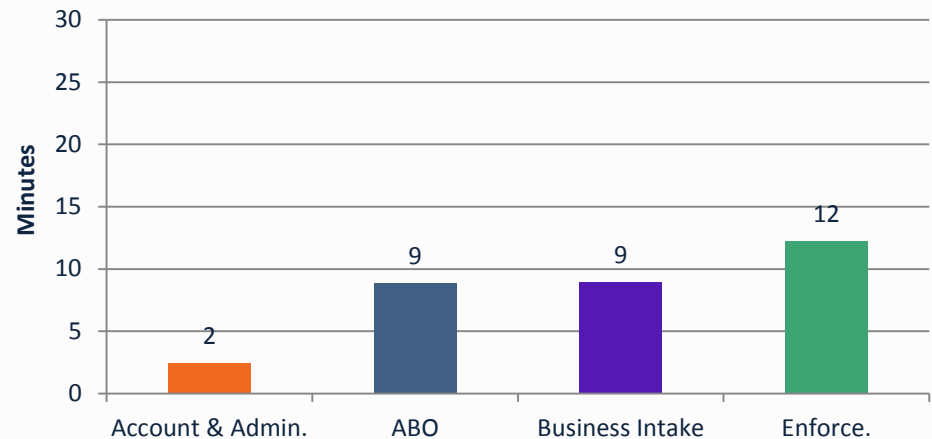
Average Wait Time

August is the First Month Available



Average Service Time

August is the First Month Available

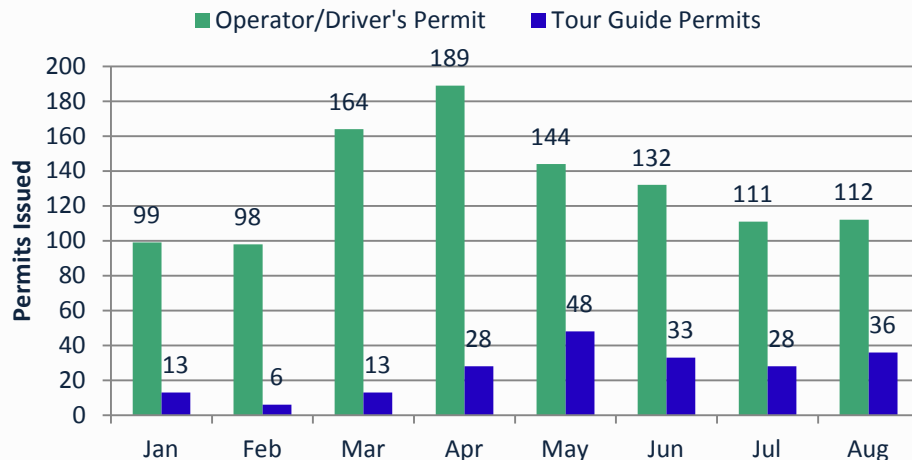


PERMITTING

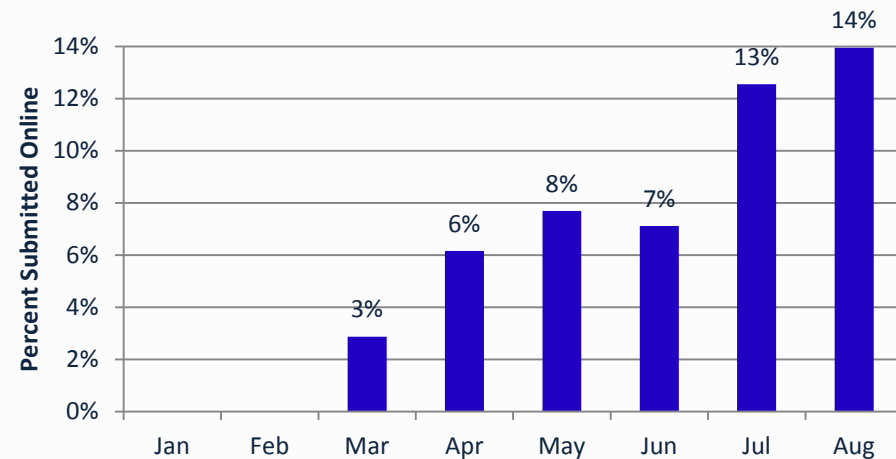
All Permits Issued						
	Commercial			Residential		
	June	July	August	June	July	August
Building- New Construction	8	7	9	47	61	82
Building – All Others	218	202	212	1,088	1,090	889
Demolition	16	82	22	53	69	80
Electrical	453	302	301	369	578	604
HDLC	51	70	40	95	92	89
Mechanical	186	271	185	455	582	555
Special Event	10	5	14	--	--	--
VCC	43	29	32	26	20	22
Total	985	968	815	2,133	2,492	2,321

Chart in Progress, Pending Data	
Chart	2013 Target
Average Number of Days to Issue Operator/Driver and Tour Guide Permits	No Target Set

Number of Operator/Driver and Tour Guide Permits Issued



Percent of Permit Applications Submitted Online



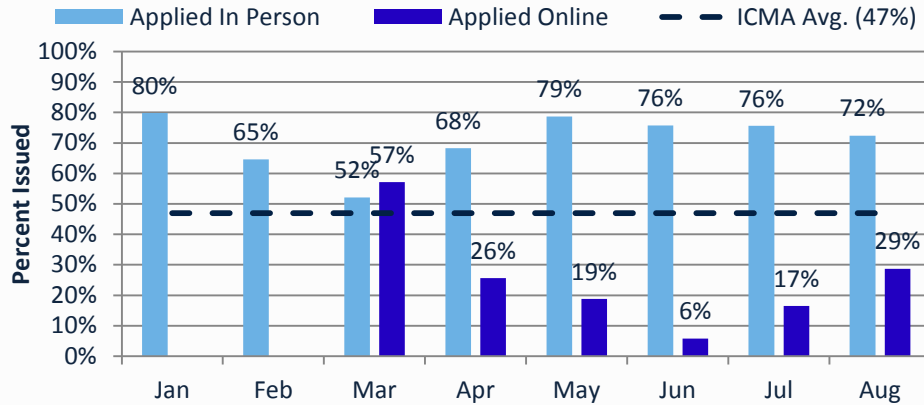
*Denominator includes only those permits that can be applied for online



TIME TO ISSUE PERMITS

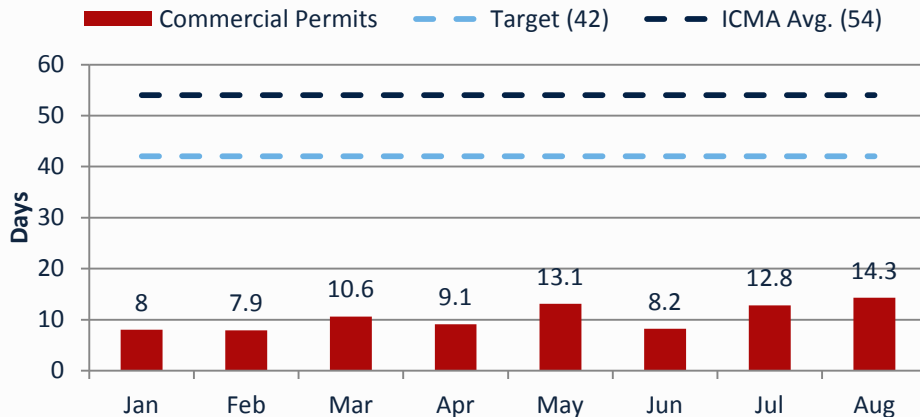
Key Performance Indicator: Percent of Building Permits Issued within One Day of Receipt of Application

Responsible Department: Safety and Permits



Key Performance Indicator: Average Number of Days to Issue Commercial Permits

Responsible Department: Safety and Permits



Charts in Progress, Pending Data

Charts

Average Number of Days for Initial Commercial Building Permit Plan Review

2013 Target

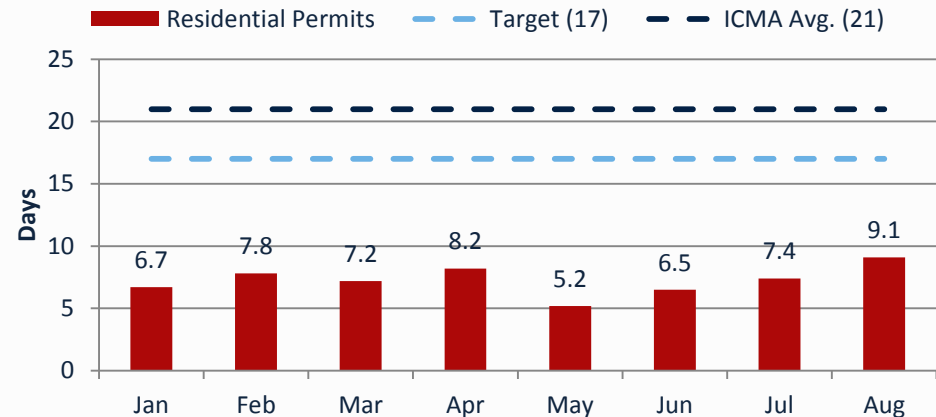
≤15

Average Number of Days for Initial Residential Building Permit Plan Review

≤5

Key Performance Indicator: Average Number of Days to Issue Residential Permits

Responsible Department: Safety and Permits



*ICMA Benchmark Jurisdictions: Dallas, TX; Fort Lauderdale, FL; Kansas City, MO; Oklahoma City, OK; Phoenix, AZ; Portland, OR; San Antonio, TX; and Miami-Dade, FL

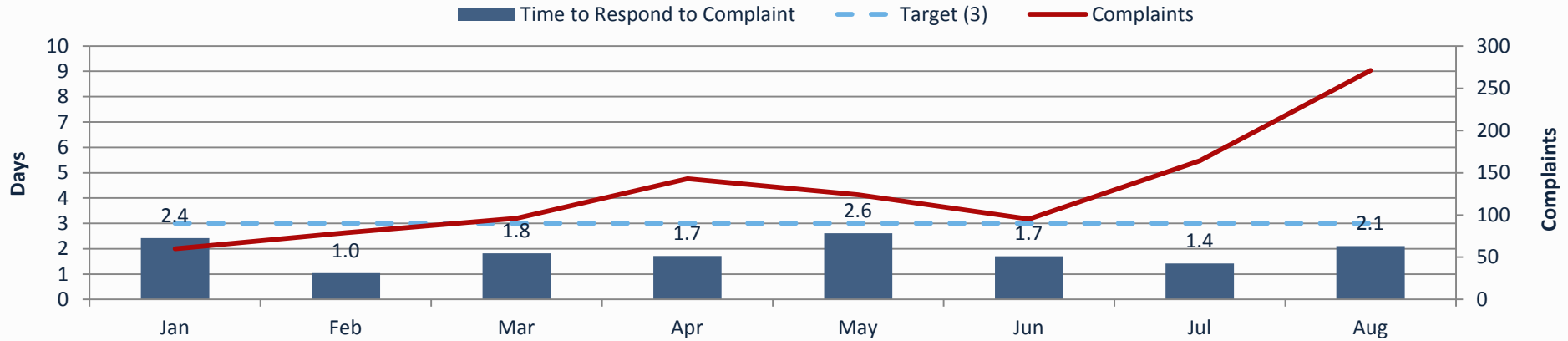
**Criteria for benchmark jurisdictions: a population of 100,000 or more, a significant daily influx of nonresidents, more than 100 square miles of land, and a median household income less than \$57,000



SAFETY AND PERMIT INSPECTIONS

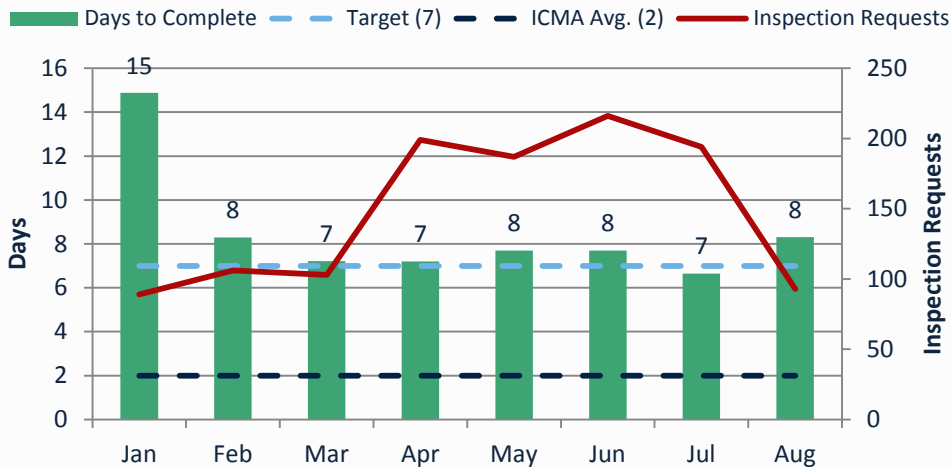
Key Performance Indicator: Average Number of Days to Respond to a Complaint

Responsible Organization: Safety and Permits

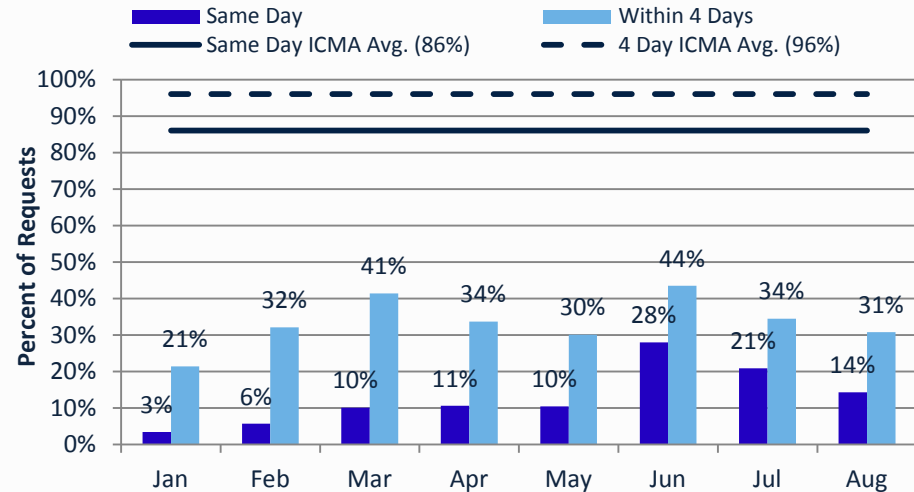


Key Performance Indicator: Average Number of Days to Complete Non-ABO Business License Application Inspection Requests

Responsible Organization: Safety and Permits



Percent of Business License Application Inspection Requests Completed w/in One Day & Four Days of Request



*ICMA Benchmark Jurisdictions: Dallas, TX; Fort Lauderdale, FL; Kansas City, MO; Oklahoma City, OK; Phoenix, AZ; Portland, OR; San Antonio, TX; and Miami-Dade, FL

**Criteria for benchmark jurisdictions: a population of 100,000 or more, a significant daily influx of nonresidents, more than 100 square miles of land, and a median household income less than \$57,000

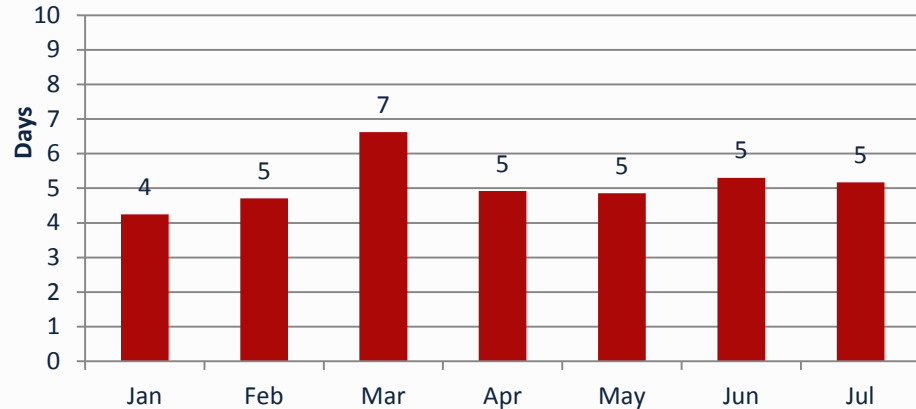
Data Source: LAMA Permitting and Licensing Database



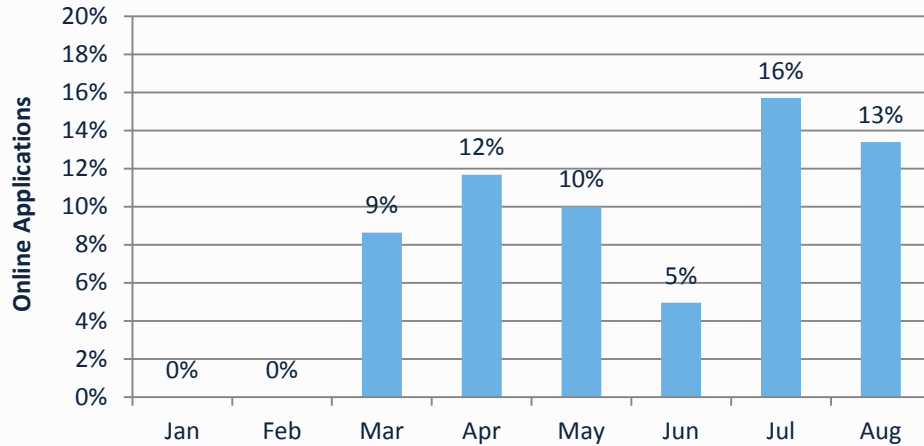
LICENSES AND CERTIFICATIONS

Average Number of Days to Issue Non-ABO Business Licenses

August Data Unavailable at This Time

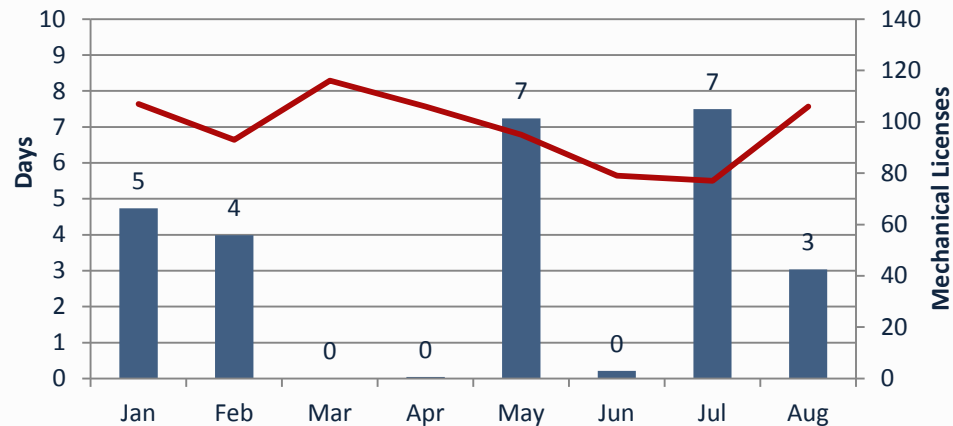


Percent of Business License Applications Submitted Online



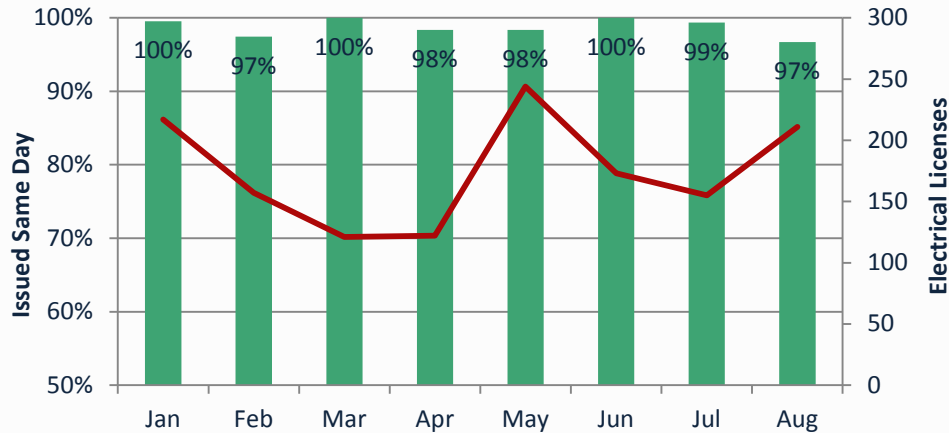
Average Number of Days to Issue Mechanical Licenses

■ Time to Issuance — Licenses Issued



Percent of Electrical Licenses Issued Same Day

■ Issued Same Day — Licenses Issued



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.

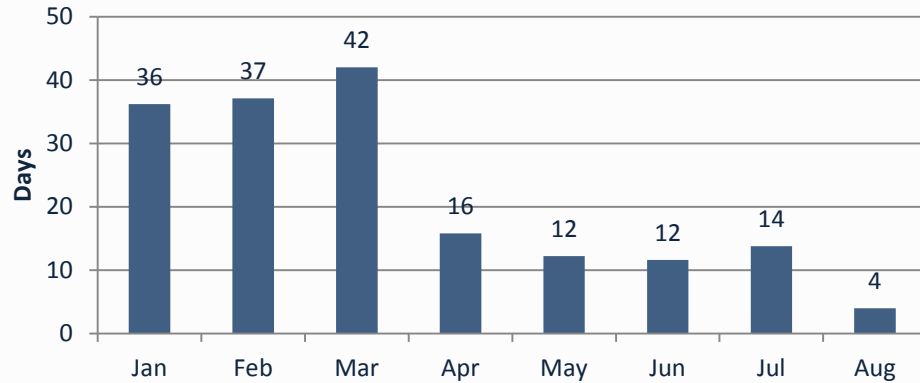
Objectives and Strategies	Outcome Measures
Maintain and improve public infrastructure 1. Maintain and improve road surface infrastructure 2. Consistently implement Complete Streets philosophy in streets investments 3. Effectively administer the City's capital improvements program 4. Optimize the City's 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)



HISTORIC PRESERVATION

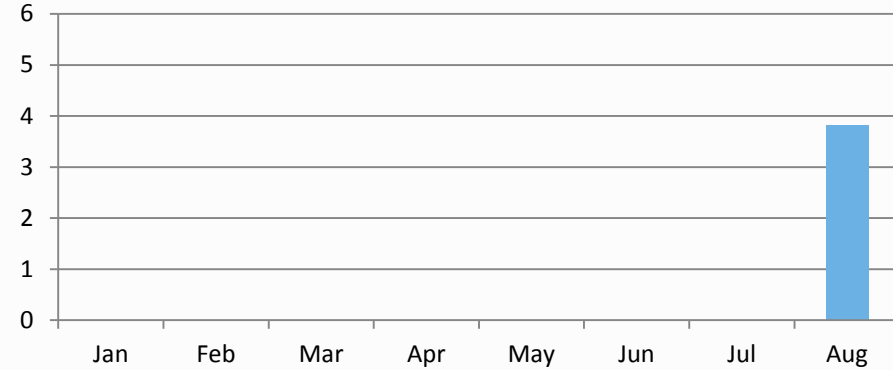
Key Performance Indicator: Average Number of Calendar Days to Review Staff Approvable Applications

Responsible Organization: Historic District Landmarks Commission
2013 Target: Establishing Baseline

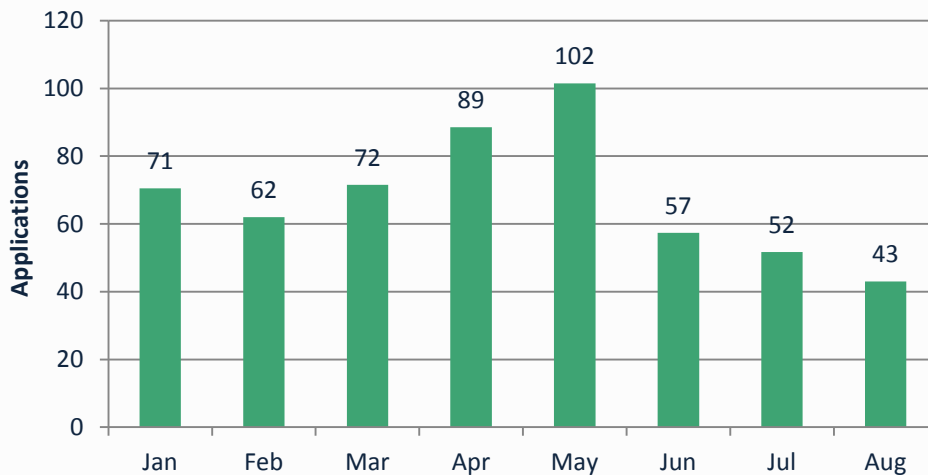


Key Performance Indicator: Average Number of Calendar Days to Review Staff Approvable Applications

Responsible Organization: Vieux Carre Commission
2013 Target: Establishing Baseline



Number of Applications Per HDLC Plan Reviewer



Charts in Progress, Pending Data

Charts

Percent of Closed Enforcement Cases Closed Due to Voluntary Compliance (VCC)

Percent of Closed Enforcement Cases Closed Due to Voluntary Compliance (HDLC)

2013 Target

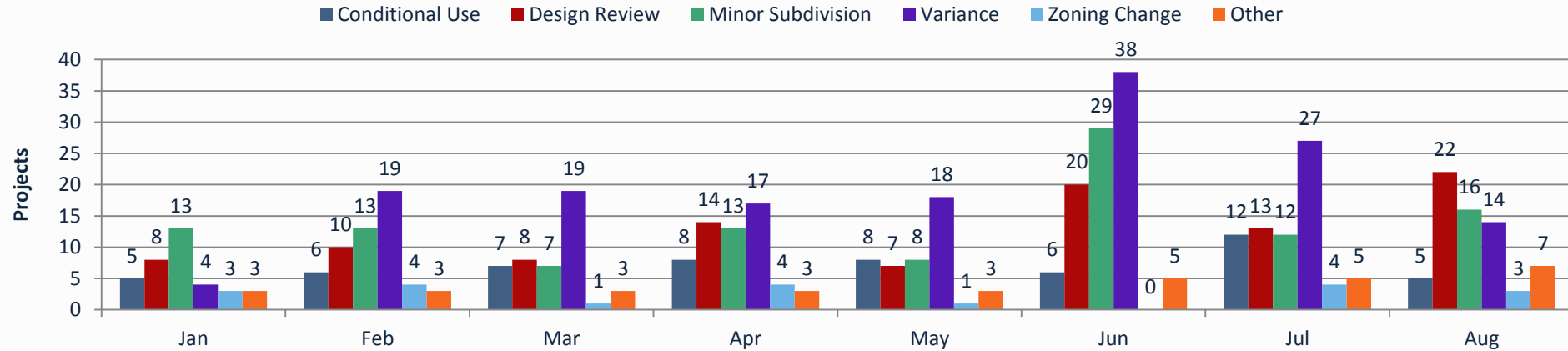
Establishing Baseline

Establishing Baseline



LAND USE PROJECTS

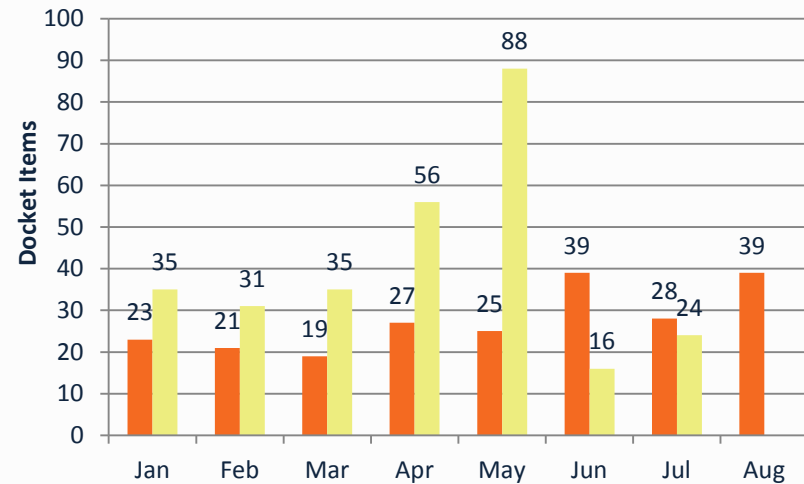
Number of All Land Use Projects Filed



BZA and CPC Hearing Docket Items

August CPC Data Unavailable at This Time

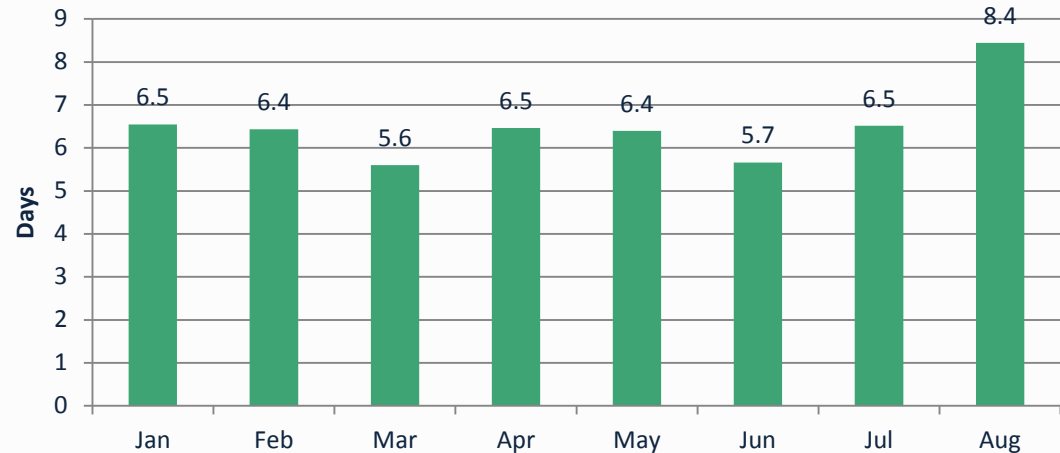
■ BZA ■ CPC



Key Performance Indicator: Average Number of Days to Schedule a Completed Application for a Public Hearing Before the CPC

Responsible Organization: City Planning Commission

2013 Target: Establishing Baseline



RESULTS NOLA SUMMARY

 On Target
 Within 10% of Target
 Off Target

	Responsible Department	2013		
		YTD Actual	Annual Target	Status
Call Abandonment Rate for 311	311	10%	≤10%	
Average Monthly Percent of 311 First Call Resolution	311	65%	70%	
Building Permits Issued within One Day of Receipt of Application	Safety and Permits	59%	MS	-
Average Number of Days for Initial Commercial Building Permit Plan Review	Safety and Permits	Unknown	≤15	-
Average Number of Days for Initial Residential Building Permit Plan Review	Safety and Permits	Unknown	≤5	-
Average Number of Days to Issue Commercial Permits	Safety and Permits	14.3	≤42	
Average Number of Days to Issue Residential Permits	Safety and Permits	9.1	≤17	
Average Number of Days to Respond to a Complaint	Safety and Permits	2.1	≤3	
Average Number of Days to Fulfill Zoning Inspection Requests	Safety and Permits	8.3	≤3	
Average Number of Days to Issue Staff Approvable Applications	HDLC	4	Est. Baseline	-
Percent of Cases Closed Due to Compliance	HDLC	Unknown	Est. Baseline	-
Average Number of Days to Issue Staff Approvable Applications	VCC	3.8	Est. Baseline	-
Percent of Cases Closed Due to Compliance	VCC	Unknown	Est. Baseline	-
Average Number of Days to Schedule a Completed Application for a Public Hearing Before the CPC	CPC	6.4	Est. Baseline	-



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?

