



Dear colleagues and partners,

I would like to take this opportunity to brief you all on some of the recent progress made on advancing the City's performance management initiatives. As you may know, Mayor Landrieu, with Council support, created the Office of Performance and Accountability in January 2011 with the charge to implement a performance management system in which the City uses data to set goals, track performance, and get better results. Our team is responsible for issuing quarterly ResultsNOLA reports, and producing a series of monthly STAT programs, or data-driven performance review meetings, for key initiatives.

Last fall, my team issued an internal stakeholders survey and convened a roundtable where we asked for feedback on how the City's performance management initiatives could be improved. One of the recurring themes we heard was the need to better communicate all that was being done by departments to improve performance.

This newsletter is an idea borne out of that feedback. On the right, you'll find headlines and links to recent developments in the City's performance management programs. We have also redesigned our website, www.nola.gov/opa, to make it more accessible to users.

As we move forward, I look forward to hearing your thoughts on how our programs can be improved and be made more meaningful to you. To provide feedback, please contact me at ojwise@nola.gov.

Thanks,

Oliver Wise

Director, Office of Performance and Accountability

City launches Outstanding Employee Award Program



In the first quarter of 2013, the City launched the Mayor's Outstanding Employee Award Program, recognizing employees who demonstrate an outstanding contribution to City and departmental goals, and exemplify the City values of integrity, excellence, transparency, teamwork, responsiveness, innovation, diversity, and inclusion. Both citizens and City employees can make nominations for this award by completing an [online form](#). The recipients for the first quarter of 2013 are LJ Kabel (Mosquito and Termite Control Board), Jennifer Cecil (One Stop Shop), Nathaniel Celestine (Purchasing), Sheletha Warner-Randall (Law), Meredith Acosta (Police), and Michael D'Anastasio (Parks and Parkways).

City releases improved ResultsNOLA performance report

In May, the City released its ninth quarterly ResultsNOLA performance [report](#), covering January-March 2013. For the first time, the report includes:

- Key performance results for all organizations receiving an appropriation from the City, including criminal justice agencies, the City Planning Commission, and others.
- A section organizing performance results by the Result Area goal, objective, and strategy to which they align, showing how the results of programs and services contribute to the achievement of citywide strategic goals.
- 2013 budget information, showing how resources are linked to results.
- Recipients of the first ever Mayor's Outstanding Employee Awards.

All ResultsNOLA reports are available on the OPA [website](#).

CAO announces City's first performance management policy

To promote the sustainability of performance management in New Orleans City government, the Chief Administrative Officer (CAO) in May announced the City's first policy governing performance management. The policy focuses on strategic planning, performance planning, performance measurement and review, performance reporting, and data quality. Most notably, the policy aims to improve data reliability by documenting data sources and methodology for calculating results, among other steps. OPA will work with departments through the remainder of 2013 to implement the policy. All policy memoranda are available on the CAO [website](#).

Featured result

Since the implementation of [ReqtoCheckSTAT](#), the City has reduced the average number of days to process contracts by more than half. Congratulations to all City departments, particularly the Law Department, for this achievement.

