



## Dear colleagues and partners,

As summer comes to a close, I would like to take this opportunity to update you all on some recent news regarding the City's performance management initiatives. As reported in the *ResultsNOLA* report, the City exceeded many of its performance goals in the second quarter and demonstrated improvement in many others. We received scores of excellent nominations for the second quarterly Mayor's Outstanding Employee Award, and we congratulate those who were honored this quarter: Germaine Bartholomew, Terry Thomas, Ricky Jackson, Ardell Walters, Cole Dupepe, Ruth Ackerman, and Holly Sherman.

As the City begins the 2014 budgeting process, we will be working closely with agencies across City government to refine and improve performance measures, and to set quantifiable goals for next year. We will also be taking stock of the Office of Performance and Accountability's own progress by reaching out for feedback from our stakeholders. Please look out for further communication regarding that input in the near future.

Thank you for your support.

Sincerely,

Oliver Wise

## ICMA recognizes City of New Orleans for performance management distinction

In June, the International City/County Management Association (ICMA) announced that the City of New Orleans, for the first time, was recognized for superior performance management efforts with a Certificate of Distinction from the ICMA Center for Performance Measurement. According to Wayne Sommer, ICMA's Director of U.S. Programs, "Jurisdictions meeting the qualifications have demonstrated leadership in continuous improvement and community engagement, and they serve as examples for other governments to follow." ICMA affirmed that performance management aids in cost reduction, program prioritization, and quality improvement, while encouraging accountability and transparency.

## City releases second quarter ResultsNOLA performance report

On August 30, the City released its tenth quarterly [ResultsNOLA performance report](#), covering April-June 2013. The report includes key performance targets and results for City organizations, as well as the City resources budgeted to achieve the results. The easy to understand report shows that City organizations met or exceeded a majority of performance targets. Among other highlights:

- the City delivered 82% of capital projects on schedule, year to date, exceeding the 80% target, with the Tremé Center and John P. Lyons Memorial Center, both of which had been closed since Hurricane Katrina, opening in the quarter;
- while still short of the target, with the opening of the City's One Stop Shop for permitting and licensing, the average number of days to respond to business license application requests decreased nearly 35 percent from 2012;
- the Department of Public Works restored 11,447 streetlight outages through the second quarter, and the approximately 7% of streetlights out was the lowest since Hurricane Katrina;
- the City filled 22,655 potholes, cleaned 1,773 catch basins, mowed 9,851 acres, cleared 1,004 illegal dumping sites and provided 1,608 homeless persons emergency shelter in the first half of the year, exceeding targets for all; and
- murders fell nearly 21% in the first half of the year, compared to the same time frame last year.

All ResultsNOLA reports are available on the [Office of Performance and Accountability website](#).



## **City announces recipients of second quarterly Mayor's Outstanding Employee Awards**

Earlier this year, the City launched the Mayor's Outstanding Employee Award program, which recognizes employees who demonstrate a commitment to City values and exemplary contributions to organization-wide goals. The second quarter recipients, featured in the [ResultsNOLA performance report](#), are Germaine Bartholomew (Civil Service), Terry Thomas (Property Management), Ricky Jackson (Police Department), Ardell Walters (Code Enforcement), Cole Dupepe (EMS), Ruth Ackerman (EMS), and Holly Sherman (EMS). Both citizens and City employees can make nominations for the award by completing an [online form](#).

## **City launches 2014 Budgeting for Outcomes process**

In May, the City launched the 2014 Budgeting for Outcomes process, in which organizations submit their budget requests in the form of "offers" that explain how they can contribute to the achievement of Citywide goals. The Office of Performance and Accountability (OPA) partnered with the Budget Office to review the offers, with OPA focusing on the proposed 2014 performance measures and targets. OPA is collaborating with City organizations to refine the measures and targets to ensure that measures are meaningful, understandable, important, actionable, and measurable, and that targets are ambitious, yet achievable.