



City launches new customer service performance STAT program

In October, in keeping with his commitment to accountability, transparency, and data-driven management, New Orleans Mayor Mitch Landrieu announced the launch of CustomerServiceSTAT to review key performance results related to customer service. The Office of Performance and Accountability (OPA) worked with the Mayor's Innovation Delivery Team to develop the initiative, a recurring data-driven performance review meeting with an initial emphasis on 311 calls, permitting and licensing, and land use issues. OPA compares City performance to historical data, targets, and benchmark jurisdictions where data is available, and City leaders and managers identify what is working, what is not working, and what the City needs to do to improve. To account to citizens and Councilmembers for the spending of resources provided, CustomerServiceSTAT meetings are open to the public. The meetings are held on the first Thursday of every month at 8:00 a.m. in the 8th floor Homeland Security conference room at City Hall, 1300 Perdido Street. The public is encouraged to participate by voicing concerns, providing suggestions, or asking questions. After each meeting, the presentations and notes are posted on the [OPA website](#).

City releases third quarter ResultsNOLA performance report

On November 27, the City released its eleventh quarterly ResultsNOLA performance report, covering July-September 2013. The easy to understand report includes key performance targets and results for City organizations, as well as the City resources budgeted to achieve the results. Among other highlights:

- Homicides were down nearly 33 percent in the third quarter of this year, compared to the third quarter of 2012, and nearly 25% year-to-date, compared to the same period last year;
- Through the third quarter, the City employed 1,477 youth through summer youth employment programs and registered 7,011 youth in athletic programs, exceeding targets for both;
- The approximately 95 percent of streetlights functioning at the end of the quarter was the highest since Hurricane Katrina;
- The City continued its aggressive fight against blight, strengthening the City's code enforcement capabilities and exceeding its target number of blighted properties brought into compliance; and
- The City continued to exceed its target percentage of capital projects delivered on schedule and in the third quarter opened Norwood Thompson Playground and St. Roch Park.

In addition to performance highlights, the report also identifies challenges facing the City in achieving its mission, goals, and objectives. All ResultsNOLA reports are available on the [Office of Performance and Accountability website](#).

Mayor announces recipients of third quarter 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 third quarter recipients, featured in the ResultsNOLA performance report, are Sara Hudson (Information Technology and Innovation); Chris Gunther (Health); Calvin Brazley (Police); and Asante Salaam, Alison Gavrell, Katie Williams, Carroll Morton and Jennifer Kessler (Cultural Economy). Both citizens and City employees can nominate individuals for the award by completing an [online form](#).

City releases 2014 performance plans in conjunction with the proposed operating budget

As part of the City's Budgeting for Outcomes process, OPA worked with City departments and agencies to refine performance measures and targets for 2014, encouraging measures that are meaningful, understandable, important, actionable, and measurable, and targets that are ambitious, yet achievable. The measures and targets, or performance plans, were included in the proposed 2014 operating budget to demonstrate the performance expected to occur as a result of resource investment. The budget document is available on the [City's website](#).