



Community Safety. Making Long Beach California's Safest Large City.



Neighborhoods & Housing. Removing Blight and Preserving the Unique Character of the City.



Business & Economic Assistance. Making Long Beach the Most Business Friendly City.



Culture, Education & Leisure. Increasing Access to Open Space and Learning.



Environment. Engaging the Community in Environmental Stewardship.



Health & Human Services. Increasing Health and Self-Sufficiency through Partnerships.



Infrastructure & Transportation. Managing Assets to Improve Quality.



Utilities. Investing in the Integrity of the City's Utility Infrastructure.



Leadership, Management & Support. Promoting Financial Health and a Quality Workforce.

1st quarter operational performance October—December 2007

City of Long Beach
better every day

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Summary Index Chart Data Chart Data Table Data Entry Commentary Info

Press releases issued (Prog: CM Communications)

Results Narrative

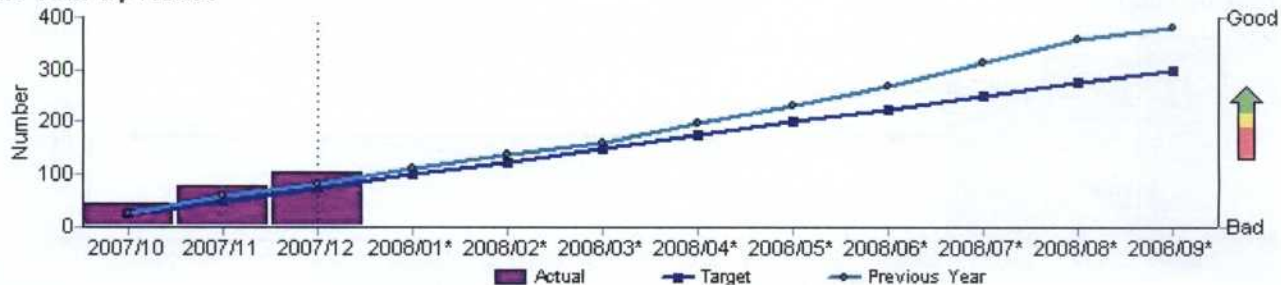
2007/12

In the 1st Quarter of FY 08, the City Manager's Public Information Office issued 103 press releases, exceeding the quarterly target by 38 percent. Press Releases provide information to the community and media about events affecting the City.

The high number of press releases during the 1st Quarter was due in large part to multiple press releases on the Waste Management Strike and the health effects of smoke from wildfires in October. Other topics during the quarter that required focused communications included: promotion of the City's Enterprise Zone; new Fire and Building Codes; the fatal converted garage fire; and State budget shortfalls.

Data Chart

This Year by Month



Benchmark Information

2007/12

The City Manager's Office surveyed cities such as Anaheim, Pasadena, and Glendale to find out how many press releases they issue on a monthly basis. Other cities will be contacted on a go-forward basis. Although the number of press releases issued can vary depending upon the time of year, the information received from the survey indicates that Anaheim issues about 48 press releases per quarter; Pasadena issues 60 per quarter; and Glendale issues 45 per quarter.

Based upon the survey, the number of press releases issued by the City's Public Information Office for the 1st Quarter of FY 08 doubled the average of 51 issued by the three cities contacted. With a monthly target of 25 press releases per month, the City's Public Information Office has exceeded its quarterly target.

DID YOU KNOW?

In addition to preparing press releases, the Public Information Office also updates the City's home page at www.longbeach.gov, which provides information to residents about City Council Meetings and agendas, Long Beach events, services, accomplishments, and, as appropriate, important safety tips. Other efforts include providing media and communications support to City departments.

All of these efforts contribute to increased awareness of City issues to increase participation in and transparency of local government.

Summary Index Chart Data Chart Data Table Data Entry Commentary Info

% Cases with reported code violations in compliance within 120 days (Prog: CD Code Enforcement)

Results Narrative

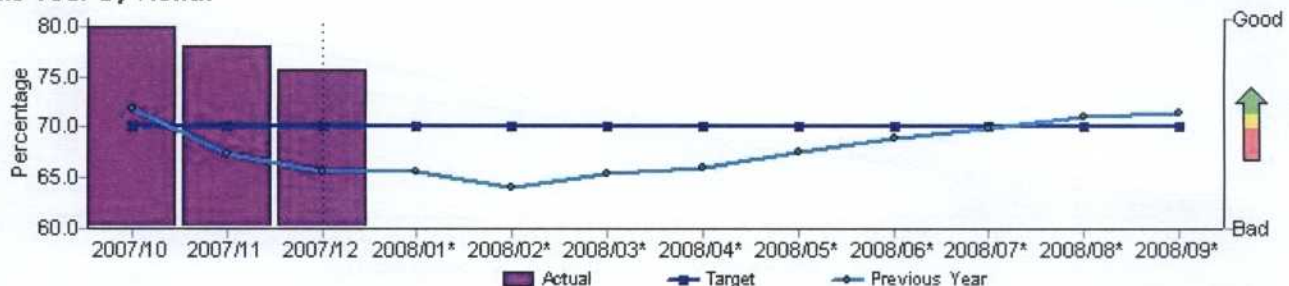
2007/12

In the 1st Quarter of FY 08, the percentage of cases in compliance within 120 days exceeded the quarterly target by 8 percent. Staff contributed to the overall productivity of this quarter, although staffing decreases resulted in a slightly lower actual percentage for the month of December, which still exceeded the target by 5.8 percent.

Code Enforcement provides a valuable service for our community and supports the City Council priority to improve the quality of life for Long Beach residents. (Note: Percentage is calculated by "Number of cases in compliance within 120 days" divided by the "total number of cases closed").

Data Chart

This Year by Month



Benchmark Information

2007/12

Currently the department is not tracking benchmark information and has not researched similar services in other jurisdictions.

In a recent benchmarking study of 127 jurisdictions however, the International City/County Management Association (ICMA) reports that the "Average number of calendar days from initiation to voluntary compliance and initial of administrative/judicial process" is 33.4 days for jurisdictions over 100,000 and 35.9 for all jurisdictions reporting. (Source: ICMA Center for Performance Management FY 06 Final Report)

DID YOU KNOW?

As result of the Code Enforcement consolidation in FY 05, the backlog numbers of uninspected and/or unverified complaints has significantly reduced from 7,600 in FY 05 to only 77 at the end of 1st Quarter FY 08. A simple change in the process of identifying violations and issuing "administrative citations" has led to remarkable gains in voluntary compliance and better conditions in our neighborhoods. Code Enforcement fully implemented an Administrative Citation program in FY 05, which supports compliance (voluntary or enforced) within 120 days through Administrative Citation warnings and, if necessary, consecutive citations.

Summary Index Chart Data Chart Data Table Data Entry Commentary Info

% Construction Inspections completed w/in 24 hrs at each phase inspct (Prog: Inspection Services)

Results Narrative

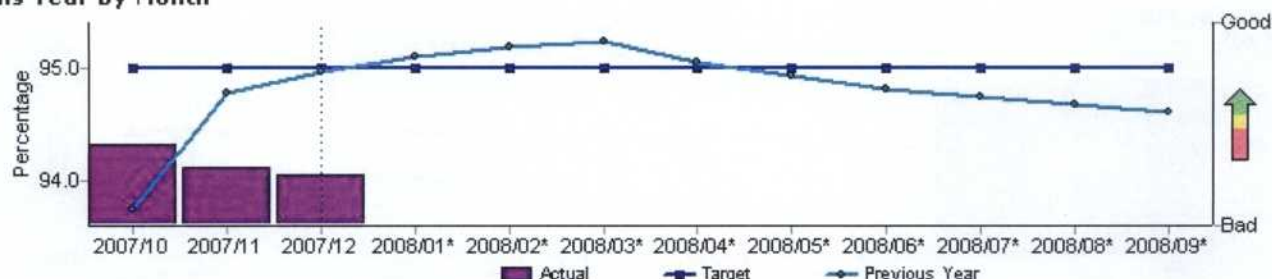
2007/12

In the 1st Quarter of FY 08, 94.1 percent of the inspections were completed in 24 hours, which is slightly below the 95 percent target. This includes 19,672 construction inspections conducted in just the 1st Quarter alone!

Inspections, which the Department anticipates approximately 7,100 inspections a month, began to significantly decline in the latter part 1st Quarter. For instance, inspections were above target in October with 7,679 inspections conducted, but declined to 6,575 and 5,418 inspections conducted in November and December respectively. Staff attributes this to the downturn in the housing market and the corresponding decline in projects (specifically larger ones) and construction; resulting in a decline in customers pulling permits and calling for inspections.

Data Chart

This Year by Month



Benchmark Information

2007/12

Regionally, most Southern California cities report that they offer 24-hour turnarounds for construction inspections; however, most cities do not track their performance on these cited turnaround times.

It is important to note that 92 percent of customers were satisfied or better with the City of Long Beach inspection services in the 1st Quarter, which is 2 percent above target for the quarter. This measure is a reflection of the positive turnaround times for inspections in the City of Long Beach.

Understanding this measure helps determine if the Inspection Services division is meeting the high standard of 24 hour turnaround times for inspections based on the volume of inspections and sufficient staff resources to meet the current and future demand for this service. This measure contributes to the Business & Economic Assistance Focus Area and supports the City Manager's Key Outcome to "Make Long Beach the Most Business Friendly Community in Southern California".

DID YOU KNOW?

Inspectors work throughout the City inspecting buildings for electrical, plumbing, mechanical and building safety issues. Our inspectors, with over 250 years of combined experience, are committed to providing timely, courteous, and professional inspection services to our customers and have extensive certification and training in identifying electrical, plumbing, mechanical, and building safety issues. It is easy to schedule an inspection with the City of Long Beach. To schedule an inspection, or to inquire about the time of your inspection, please call our 24 hour Inspection Line or look up the status of your inspection online at:

http://www.longbeach.gov/plan/on_line_services/inspection_status_inquiry.asp

Summary Index Chart Data Chart Data Table Data Entry Commentary Info

% Utility customer calls answered w/in 1 minute (Prog: Utility Customer Support)

Results Narrative

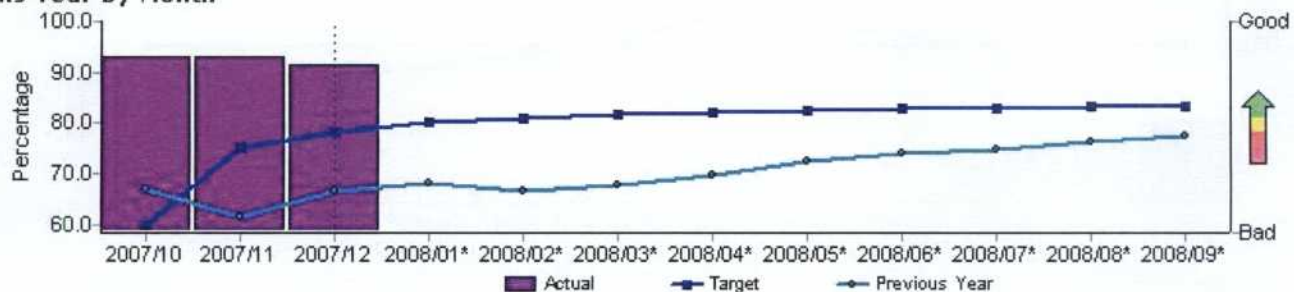
2007/12

Percentage of utility customer calls answered within 1 minute. This measure provides critical value in understanding call center performance and describes customers' experience of service.

In the 1st Quarter of FY 08, 91 percent of utility customer calls were answered within one minute. This is a 25 percent increase over a year ago. Representatives were trained to respond to customer needs in a more efficient manner. Despite an increase in total customer contacts of 11 percent, customer visits to City Hall decreased by 13 percent as a result of the decreased wait time in the Call Center and the availability of more automated services.

Data Chart

This Year by Month



Benchmark Information

2007/12

Recently, the City of Long Beach surveyed a group of cities with utility call centers including Pasadena, Los Angeles, Alhambra, Anaheim, Azusa and Glendale. The purpose of the survey was to evaluate the amount of time staff was required to be logged-on to "Ready Position" or available to take calls throughout the work day.

Based on the survey average of 85 percent ready time, the City of Long Beach increased the time staff was logged-on from 75 percent to 80 percent in 2007, and increased to 85 percent in January 2008. The more representatives are logged-on and available to take calls increases the percentage of calls answered within one minute.

DID YOU KNOW?

The City of Long Beach Utility Customer Call Center is just one strategy used by the City to help utility customers pay bills, initiate service or solve problems. Currently, there are 170,000 accounts and nearly 600,000 inquiries managed each year through the call center, automated phone and internet-based service. All of these strategies have helped lower the call wait time for customers over the past decade from an average of 10 minutes in June 1999!

Summary Index Chart Data Chart Data Table Data Entry Commentary Info

% (Structure Fires) On-scene arrival of first appropriate unit for structure fire calls within 6 minutes or less (from call initiation to arrival on scene) (Prog: Emergency Response Operations)

Results Narrative

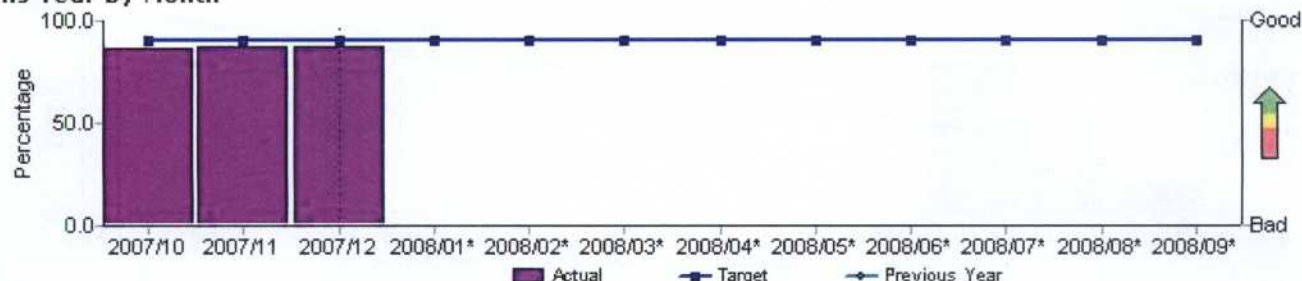
2007/12

The percentage of first responders arriving on scene within six minutes for structure fires is a critical measure of performance and a direct measure of the response capability of First Responders. During the 1st Quarter, this target was met on 88 percent of calls. Response time is impacted by many factors, including increasing call volume and station location. Timely response to structure fires is critical in limiting loss of property and life.

These activities contribute directly to the Community Safety Focus area as well as the City Manager's Key Outcome to "Protect Life and Property by Maintaining Emergency Response Times and Emergency Preparedness".

Data Chart

This Year by Month



Benchmark Information

2007/12

The Long Beach Fire Department holds itself to the highest standards of service when selecting its benchmarks and performance targets. Protecting life and property requires rapid arrival.

The 90 percent target for on-scene arrival is a non-binding recommendation by NFPA (National Fire Protection Association), which has become a generally accepted practice in the fire service, and was used as evaluation criteria in the 2005 Fire Services Review.

DID YOU KNOW?

In December 2007, the Fire Department placed an additional Truck Company into service. The costs of the additional truck, and the personnel to staff it, are fully supported by the voter-approved Proposition H, the "Police and Fire Public Safety Oil Production Tax." The addition of this truck is expected to improve city-wide truck response times.

Summary Index Chart Data Chart Data Table Data Entry Commentary Info

Immunizations administered (Prog: Clinical Services)

Results Narrative

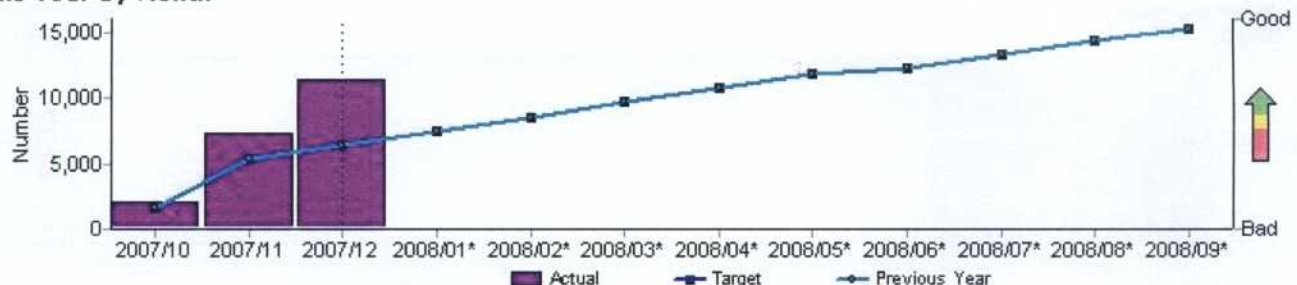
2007/12

The higher number of immunizations during the first two months of FY 08 reflects the effectiveness of the Department of Health and Human Services' annual Flu Immunization and Outreach campaign. The reduction in December 2007 is consistent with previous years and reflects the drop in patient visits during the holiday season. The final count for the 1st Quarter Fall Clinic Campaign indicates that in addition to those immunizations provided by Department clinics, another 6,200 doses were provided by the Department via community and clinical partnerships for a total of 11,323 immunizations provided communitywide.

Department of Health and Human Services vaccination efforts are aimed at all age groups - infants, children, adolescents, adults, and seniors. The City of Long Beach Immunization Clinic provides "immunizations through the lifespan", including vaccines for protection during international travel and new vaccines for seniors (shingles) and adolescents (HPV).

Data Chart

This Year by Month



Benchmark Information

2007/12

The Department of Health & Human Services is participating with the 61 local public health jurisdictions in the State to implement a computerized web-based immunization registry that will help ensure that children receive all required and recommended vaccine doses in a timely manner. Department immunization staff has recruited the major immunization providers in the community to participate in the registry system, including the City of Long Beach Immunization Clinic, the Children's Clinic, the Long Beach Unified School District and 15 private providers.

Department participation in the promotion of the registry system has been instrumental in helping to achieve the statewide goal to get all immunization providers on-line, so that data will be available to document achievement of the Healthy People 2010 goal of 90 percent immunization coverage for children and adolescents for all recommended vaccines and adults for the flu.

DID YOU KNOW?

Did you know that since vaccinations for Hepatitis A and Hepatitis B became a routine part of children's immunizations less than 10 years ago, there has been greater than a 75 percent reduction in the number of cases of these diseases? In fact, over the last 20 years, the number of diseases that children are protected against by vaccination has gone from only 7 in 1987 to 16 today? Finding ways to improve access for our residents to all immunizations by expanding our services and working with our community partners to improve vaccine coverage is a major goal of the Department.

Summary Index Chart Data Chart Data Table Data Entry Commentary Info

Rate of lost work hours as a result of Workers' Compensation (Prog: Workers' Compensation)

Results Narrative

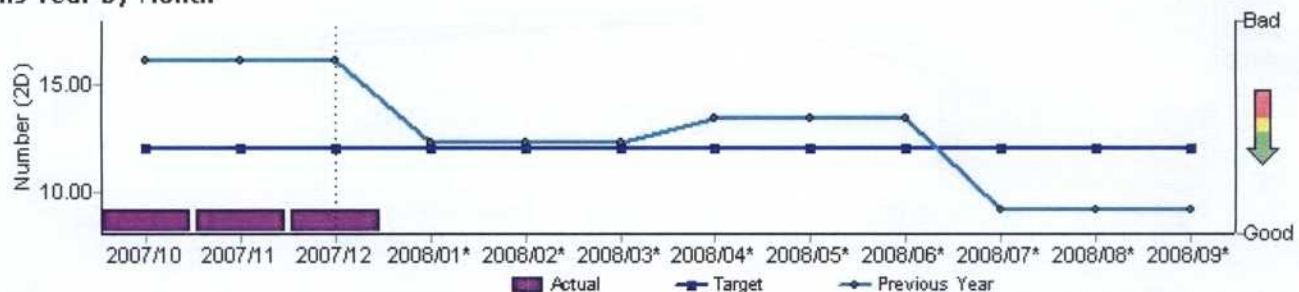
2008/Q1

In the 1st Quarter of Fiscal Year 08, the rate of lost work hours citywide was 9.06. This means that during the period of October - December 07, the City had the equivalent of 9.06 full time employees off work due to injury, a decrease of 43 percent since the 1st Quarter of FY 07 when the rate of lost work hours reached 16.01.

With the Workers' Compensation Optimization Study completed and Department's efforts to return employees to transitional duty positions, this rate has continued to fall over the years. Managing Workers' Compensation costs contributes to the City Manager's Key Outcome to "Strengthen the City's Fiscal Sustainability", while promoting workforce productivity and performance.

Data Chart

This Year by Month



Benchmark Information

2008/Q1

During the time period July 2004 - June 2007, the City of Long Beach had the second lowest average cost per claim among our survey cities, averaging \$6,821 per claim. Only the City of San Diego is lower at \$4,938 per claim. Survey cities include San Diego, Sacramento, Fresno, Anaheim, Los Angeles, Santa Ana, Pasadena, Santa Monica, San Jose, and Oakland. This data is according to the California Institute of Public Analysis (CIPRA).

In 2003, the City conducted the first optimization study on the Workers' Compensation Program. At that time, Workers' Compensation costs citywide were \$19 million per year and were projected to rise to \$22 million per year if the City did not make operational changes. During 2004, the City made many changes to the existing program and saw costs drop to \$16 million in the first year of changes. Last fiscal year, total costs dropped to \$14 million, hitting a decade low.

DID YOU KNOW?

The City has continued to analyze the Workers' Compensation Program and has most recently continued the optimization process by entering into MOU's with the Long Beach Police Officers Association and Long Beach Firefighters Association for Alternative Dispute Resolution (ADR) of Workers' Compensation claims. The City of Long Beach is the first city in the State to adopt an ADR program pursuant to the changes made in SB899.

Summary Index Chart Data Chart Data Table Data Entry Commentary Info

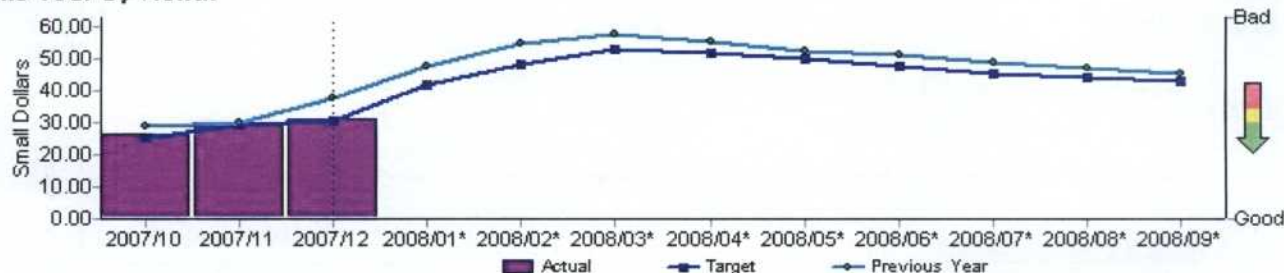
\$ Average residential monthly gas bill (Prog: Natural Gas Purch & Sales)

Results Narrative

2007/12

In the 1st Quarter of FY 08, the average Long Beach Gas & Oil (LBGO) residential gas bill was \$31.41, which is \$6.11, or approximately 16 percent lower than the 1st Quarter of FY 07 average residential bill of \$37.52. In the 1st Quarter of FY 08, the average LBGO bill was approximately 3%, or \$0.88, higher than the average Southern California Gas Company residential bill. The difference is primarily due to the cost associated with winter (peak) price protection purchased by LBGO to protect its customers from large gas commodity cost fluctuations.

Data Chart This Year by Month



Benchmark Information

2007/12

Pursuant to City Charter, Long Beach Gas & Oil (LBGO) ensures that the rates charged to LBGO customers are prevailing rates for similar services and commodities supplied or sold by other like utilities whether public or private, operating in the Southern California area.

As such, LBGO regularly benchmarks the average LBGO single-family residential gas bill to Southern California Gas' average bill, based on matching gas usage, to ensure that LBGO's bill is comparable to those of surrounding gas utilities. These activities support the Business & Economic Assistance Focus Area and impact the City Manager's Key Outcome to "Make Long Beach the Most Business Friendly Community in Southern California".

DID YOU KNOW?

The natural gas industry was deregulated in the 1980's. As such, Long Beach Gas & Oil (LBGO) purchases its gas supply for its customers on the open competitive market from sources within California as well as in Texas, Wyoming, New Mexico, Canada, and soon, possibly, Mexico. Additionally, Long Beach is fortunate to have natural gas fields both onshore and offshore of Long Beach. LBGO purchases about 10 billion cubic feet annually, at a cost of about \$70 million, under negotiated long-term contracts. LBGO protects its customers to a greater extent than any other gas customers in Southern California by contracting for price protection that ensures that winter gas bills will be reasonably priced even during high-priced market conditions.

Summary Index Chart Data Chart Data Table Data Entry Commentary Info

Youth served through library literacy development programs (Prog: Youth Literacy Development)

Results Narrative

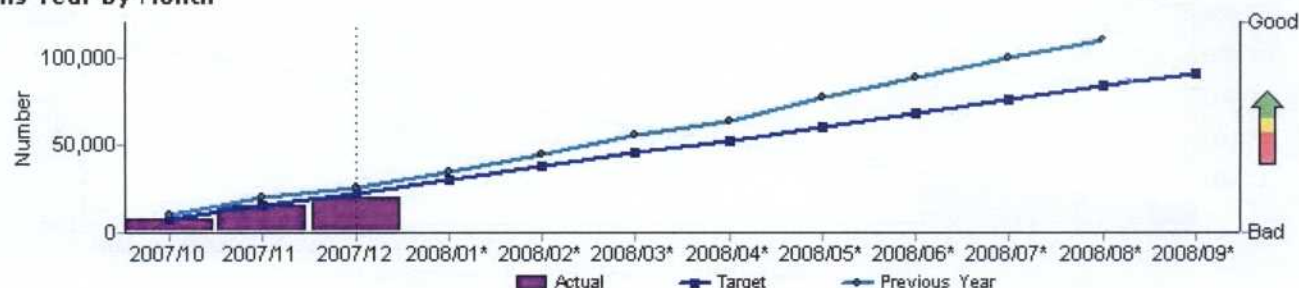
2007/12

The Youth Literacy Development Program provides youth literacy programs including preschool reading programs, school class visits, after-school homework assistance programs, summer reading club, after-school reading clubs, and teen programs. So far this year 20,664 youth have participated in Youth Literacy Development Program activities, which is slightly less than the target of 22,794 youth served. A decrease in December reflected an expected seasonal decline.

Continued effort to provide quality youth programs is a high priority for the Department so children can experience a positive impact in school readiness and school achievement, and community safety is enhanced through youth programs. Increased participation is expected in the 3rd and 4th Quarters due to significant participation in library summer reading programs. Data included below is a cumulative total.

Data Chart

This Year by Month



Benchmark Information

2007/12

More youth are participating in Homework Assistance activities this year than last, exceeding last year's year-to-date totals by nearly 20 percent. Youth served through other activities is down slightly through the 1st Quarter. The data collected in this measure represents involvement in a number of different library services and activities for young people.

Currently the department tracks benchmark information for the separate components of this measure for which comparative data is available. In the future, the Department will use its past performance and discuss individual elements of the Library Literacy Development program, since there are no national, state or regional industry standards or benchmarks for this specific combination of services.

DID YOU KNOW?

In an evaluation study conducted by UCLA faculty, the study concluded that "the Long Beach Public Library Family Learning Centers (which provide after-school homework assistance and computer access) offer an example of excellence that could be emulated by libraries nationwide."

Summary **Index Chart** Data Chart Data Table Commentary Info

Senior Center visits (PRM: Recreation Sites)

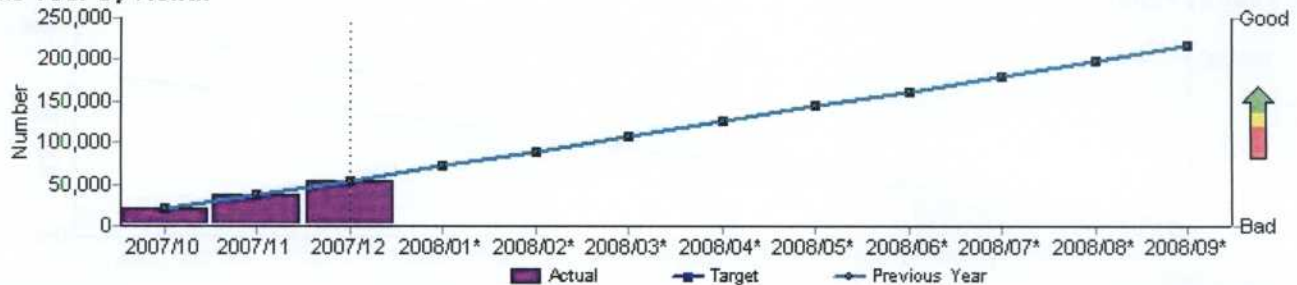
Results Narrative

2007/12

The number of senior visitors to the Senior Centers is marginally ahead of the prior year with 75,868 visitors. While these results are good, staff estimates that this represents less than half of the senior population in Long Beach. The Department will continue to promote healthy leisure activities for seniors and identify methods to encourage and attract seniors into these important social programs.

Data Chart

This Year by Month



Benchmark Information

2007/12

The number of senior center visits reflects the Department's success in meeting the need of senior citizens for recreational and cultural activities. These activities contribute to the Culture, Education and Leisure Focus Area and support the City Manager's Key Outcome to "Increase Community Access to Learning, Entertainment and the Arts".

Currently the department is not tracking benchmark information and has not researched similar services in other jurisdictions.

DID YOU KNOW?

Long Beach Senior Centers are a community focal point where older persons can gather for activities and services, which enhance their dignity, support their independence and encourage involvement in and with the community. On an average, 1,500 seniors per day participate in structured activities and classes in the areas of health and fitness, education, recreation, socialization, dramatics, arts and crafts and volunteerism. Research from the National Institute on Aging confirms that seniors that live an active life, live longer and are healthier than those that are inactive. Senior centers in Long Beach are vital in assisting seniors to remain self-reliant and healthy and also provide social opportunities that allow them to continue to feel connected to community.

Summary Index Chart Data Chart Data Table Data Entry Commentary Info

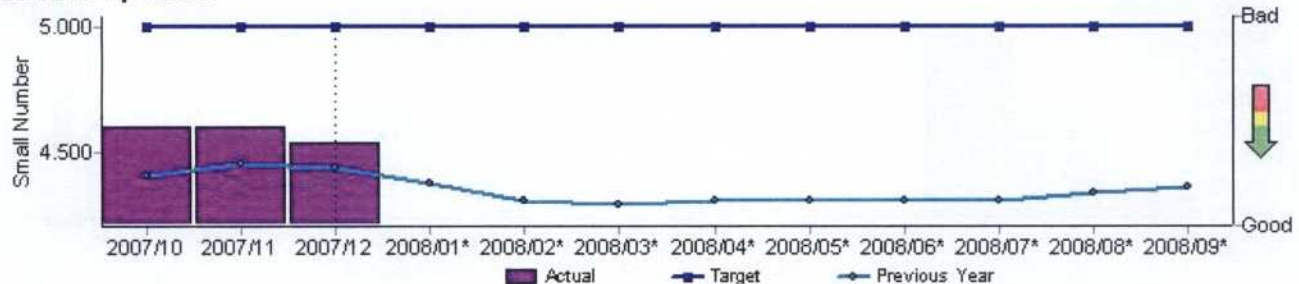
Average Priority 1 call response time (Prog: Patrol)

Results Narrative

2007/12

The average citywide response time to Priority One Calls for Service for the 1st Quarter of FY 08 is 4.5 minutes, 10 percent quicker than the targeted 5-minute response. When compared to the same time period the previous year, the average response time was approximately 6-seconds slower, but overall crime rates remain at historically low levels. Rapid response to Priority One Calls for service is a high priority for the Department and the Patrol Program, which also promotes the City Council's goal to reduce violent crime.

Data Chart This Year by Month



Benchmark Information

2007/12

According to 2006 data obtained from the International City/County Management Association (ICMA), the average response time to emergency calls for service was 7.2 minutes in those member cities/counties with a population greater than 100,000.

Out of the other twelve cities evaluated for the Police Department Strategic Plan, which include Anaheim, Bakersfield, Fresno, Los Angeles, Oakland, Riverside, Sacramento, San Diego, San Francisco, San Jose, Santa Ana, and Stockton; the Department was able to obtain comparable data from only two. The City of Anaheim and the City of Stockton had an average response time to emergency calls for service of 9.76 and 5.93 minutes, respectively.

DID YOU KNOW?

In the early 1990's, the Long Beach Police Department developed a strategic plan to address several areas of concern and interest identified by the community. One of those areas was response time to Priority One or Emergency Calls for Service. In order to better serve the community and to give them a better sense of safety, a goal to respond to Priority One Calls for Service in an average time of five minutes or less was established. The Police Department Strategic Plan was implemented beginning in January 1994, and since that time the Police Department has met or exceeded that goal every month.

Summary Index Chart Data Chart Data Table Data Entry Commentary Info

Square feet of sidewalk system replaced (Prog: Engineering)

Results Narrative

2007/12

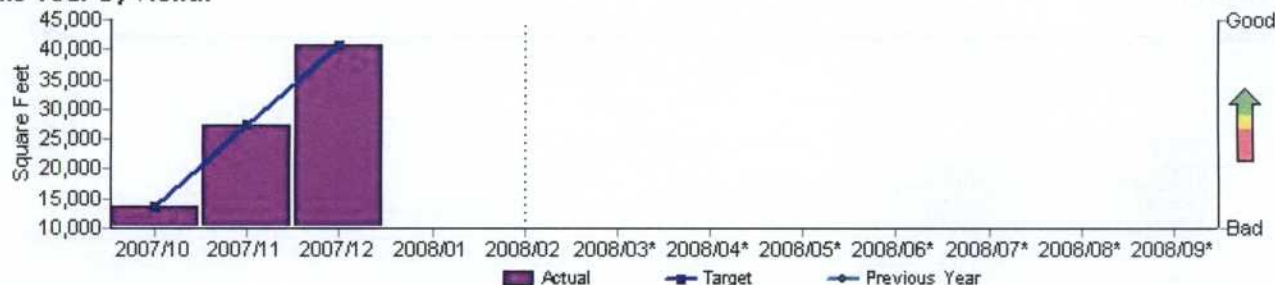
The Public Works Department replaced 40,851 square feet of sidewalk in the 1st Quarter of FY 08. This represents approximately 21 percent of the total square feet of sidewalks replaced last year. The speed and cost for replacing damaged sidewalk varies by neighborhood depending on trees, sidewalk width and other obstacles, but contributes to overall neighborhood safety and security.

The City of Long Beach has implemented a Sidewalk Repair Program to cover the cost of gradual sidewalk repairs for the community. The City of Long Beach Sidewalk Survey (2001) revealed 62,421 locations in need of repair. Through FY 07, we have repaired or replaced just over 21,000 of these locations. We are about 34 percent of the way there!

District 1 has been completed for FY 08. This amounts to 40,851 square feet of sidewalk replaced. Data included below is a cumulative total.

Data Chart

This Year by Month



Benchmark Information

2007/12

While the City of Long Beach pays for sidewalk replacement, this approach is not universal with other agencies. For instance, as of February 21, 2008, the Los Angeles City Council is considering a proposal to shift the cost of sidewalk repairs to property owners, as Long Beach used to do. This approach, under consideration by city officials faced with 4,600 miles of broken sidewalk, could cost homeowners as much as \$15 per square foot of sidewalk replaced. Comparative data is not currently available from Long Beach for these measures. Over the next several months, staff will research development of appropriate benchmark data for this measure and report accordingly.

DID YOU KNOW?

If the sidewalks in Long Beach were set in a straight line, you could walk nearly 1,160 miles. This is enough sidewalk to cover the distance from Long Beach City Hall to Cheyenne, Wyoming! We usually take sidewalks for granted, yet they play an important role in the quality of life we expect in Long Beach.

Last year, the City replaced over 180,000 square feet of the sidewalk system and completed the repairs several months early. This is the highest number of square feet repaired in the shortest period of time so far!

Summary Index Chart Data Chart Data Table Data Entry Commentary Info

Technical problems resolved by field staff (Prog: Help Desk (6100))

Results Narrative

2007/12

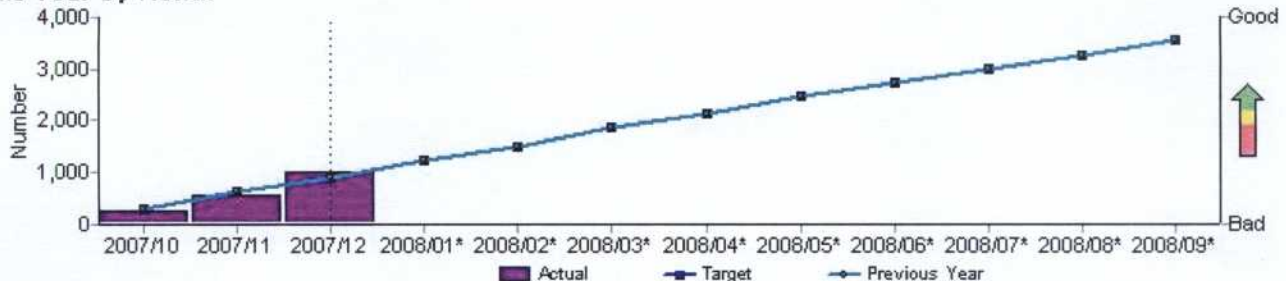
In the 1st Quarter of FY 08, the number of actual on-site desktop repairs completed by the Help Desk Program reached 1,026, exceeding anticipated demand of 894 by 15 percent for the quarter. This increase in the demand for service is the direct result from a number of enterprise-wide implementations/upgrades coordinated by Technology Services; such as a Lotus Notes email upgrade and the implementation of the strong network password policy.

The number of technical problems resolved by field staff on-site includes the number of repairs to desktop equipment, printers, laptops, and peripherals that are completed at the customer's location (NOT counting repairs completed via phone or if equipment is removed from customer's location to be repaired). This measure is critical to internal business operations and can indicate when equipment needs replacement, supporting all the City Manager's Key Outcomes.

The data included below is cumulative.

Data Chart

This Year by Month



Benchmark Information

2007/12

Technology Services has 16.0 Full Time Equivalent (FTE) employees for desktop support (field support technicians) and Help Desk activities. The productivity of this team in supporting over 4,300 personal computers and 2,700 printers is all the more impressive when compared to the staffing of comparable cities such as Denver, Las Vegas, and Portland that dedicate 48.0, 24.0, and 29.0 FTEs, respectively. (Source: ICMA Center for Performance Management FY 06 Final Report)

DID YOU KNOW?

Technical problems are reported to the Department of Technology Services' Help Desk (6100). On a monthly basis, Help Desk Analysts receive over 2,000 calls for assistance (6,177 in Q1 of FY 08). Over 83 percent of these calls for assistance were actually handled during the initial call in the 1st Quarter of FY 08. The remaining calls were assigned to the Department's Desktop Technicians (field staff) for follow-up and resolution. Both the first call resolution rate and the number of technical problems resolved by field staff are important indicators of the Department's ability to resolve customers' problems quickly, thus enhancing workforce productivity.



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