



Boston About Results

Performance Management News



In This Issue

1. Basic City Services
2. Snow Performance
3. Boston EMS partners to share bike injury data
4. Recent Departmental Performance
5. Program Basics

Download the Latest City Performance Reports

You can always find the latest BAR performance reports on the Bar website. Visit the Reports [section](#).

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Focus on Performance in Basic City Services

Mayor Thomas M. Menino believes that government is about helping people. A core part of this focus is an attention to basic quality of life issues. This includes responding to citizen requests for City services such as filling potholes, removing graffiti, and ensuring that city streets are clean, safe and well-lit.

To this end, the managers from the Parks, Public Works, Transportation, Inspectional Services and Property Management departments meet as a group every two weeks to discuss the recent concerns of citizens and the actions the City is taking to address them.

Known as “Basic City Services” meetings, these data driven sessions are a core component of the City’s performance management efforts, linking performance analysis with a specific focus on the concerns facing citizens.

The discussions at Basic City Services meetings are driven by real-time data on citizen requests from the City’s constituent relationship management (CRM) software. This system tracks requests received through the Mayor’s Hotline, online self-service forms, the Citizens Connect mobile application, and direct department contacts.

Boston About Results (BAR) has recently started publishing reports on the BAR website which provide a high-level example of the analysis used at Basic City Services meetings. These reports identify the top requests during the reporting period and describe the City’s performance at delivering these services.

We make these reports available not only to provide more transparency around the City’s performance, but also to further establish Boston’s commitment to providing the best possible City services to its residents, businesses and visitors.

For more information visit:
<http://www.cityofboston.gov/BAR/basicservices.asp>

Snow Performance – Responding to Requests for Service

During snowstorms the Mayor’s call center at City Hall transforms into the City’s snow command center. From this central location, upwards of 30 call takers answer citizens’ requests for city services while the Mayor’s leadership team gathers to make strategic decisions about how to respond to the specific requirements of each snow storm.

Answering over 6,500 calls per day during severe snow storms, the data from the call center provide excellent performance information on the City’s response to snow related requests. From the beginning of December until the end of February, the City of Boston responded to:

- 9,313 requests for snow plowing – 95% of which were addressed in under two days and the vast majority were closed in a day or less.
- 3,431 complaints of un-shoveled snow on private property requiring code enforcement investigation and possible citation – 83% of which were resolved in two days or less.
- 684 parking space saver removal requests – 76% of which were closed in a day or less.
- 1,113 tree emergencies – the average case was resolved in 3.6 days and 42% were resolved in under a day.

Boston EMS Partners with Boston Cyclist Union to Present Bike Safety Data

Whenever a bicyclist is injured while riding through the streets of Boston, the 911 call goes out to Boston Emergency Medical Services (EMS). The EMTs and Paramedics of Boston EMS rush to the scene to provide care and, if necessary, transport the injured cyclist to the hospital. After the call, Boston EMS creates an incident report of every crash for record keeping and evaluation.

Boston EMS recently started sharing information from their bicycle accident reports with the Boston Cyclist Union, which has used this information to create an interactive crash map available at <http://bostoncyclistsunion.org/resources/crash-map/>

While this information provided on the crash map is still preliminary, it represents an important data-driven partnership between the City and a concerned citizen group. Through this collaboration, the City and the Boston Cyclist Union hope to better inform riders of potentially dangerous intersections and the

importance of bicyclist safety.

Recent Performance Highlights From City Departments

A central part of the mission of Boston About Results is to provide you with a transparent view of the efforts the City is making to improve services in Boston. As always, the latest Mayor's Performance Reports for the major city departments are online at www.cityofboston.gov/bar

Below are some of the performance highlights from the most recent reports:

- **Boston Centers for Youth and Families (BCYF)** experienced a 38% increase in out-of-school children served in quarter two of FY11 when compared with quarter two of FY10.
- For the third year in a row, the **Boston Public Library** saw more than 20,000 Boston residents sign up for new library cards by the end of Q2.
- In the **Boston Public Schools**, the graduation rate continues to climb while the annual dropout rate continues its downward trend. The four-year graduation rate is at the highest level since the state started keeping track.
- The **Parks Department's** FY11 Q2 year-to-date revenue is more than \$400,000 (10%) ahead of FY10 Q2 year-to-date revenue. This is primarily due to increases in donations and in floodlight fees.
- The **Boston Police Department** continues to make a strong effort to control productive hours lost to employee absence in order to improve productivity and decrease overtime spending. The number of hours absent per employee this quarter has decreased 11.8% compared with the same quarter in FY10.
- The **Public Works Department** continues to make great strides in its recycling program. The recycling diversion rate has increased to 20%, in the first half of FY11, in part due the seasonal increase in yard waste and leaf collection. Tons of residential waste recycled are running 7% ahead of FY10 and the average pounds of waste per household has decreased 2.6% in the same time frame.
- The **Boston Transportation Department** reports that the number of abandoned vehicles towed continues to be below targeted and historical averages. A few reasons behind this trend include a stronger working relationship with the Boston Police Department, as well as the ability to track and manage abandoned vehicle complaints through CRM, both of which have helped to identify

abandoned vehicles early on so the owner has a greater opportunity to address the situation.

- The **Human Resources Department** estimates that the City will pay over \$290 Million for employee and retiree health insurance benefits in FY11. Mayor Menino has filed legislation and put forward collective bargaining proposals intended to mitigate and manage this rising cost.

The Boston About Results (BAR) Program

Mayor Menino believes that high quality city services are the building blocks for healthy neighborhoods and a successful city. For that reason, the City of Boston is continually developing new strategies that deliver improved services across all City departments at the same or lower cost. A key component of these efforts is Boston About Results (BAR), the City's performance management program.

BAR Performance Reports are management tools used by the Mayor and his senior staff to analyze performance, develop strategies, and track progress toward achieving performance service delivery goals on key performance measures. These reports are used in regular performance meetings with department heads and are also published online in order to increase accountability and transparency both within government and with citizens.

For more information visit www.cityofboston.gov/bar

Boston About Results (BAR)

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