



# Long Beach STAT

*Mid-Year Review  
Fiscal Year 2015/2016*



*What gets measured, gets done\**

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# Established City Mission & Strategic Framework

## City Mission Statement

The City of Long Beach, through the City Council, City Manager and City employees, will deliver municipal services to its residents in a fiscally responsible, efficient, responsive and friendly manner.

## STRATEGIC FRAMEWORK



**MANAGING OUR FISCAL AND PHYSICAL RECOVERY** – Implementing our Long Term Fiscal Recovery Plan and rebuilding our infrastructure.



**PUBLIC SAFETY** – Serve and protect the residents, businesses and visitors of Long Beach.



**ENHANCING QUALITY OF LIFE** – Providing a healthy atmosphere to live and raise our families; Offering a wide variety of quality and affordable recreation programs.



**ECONOMIC DEVELOPMENT** – Growing the tax base to alleviate burden on Long Beach tax payers.



**SMART GOVERNMENT** – Governing responsibly and protecting public resources; Innovative and Technological advances to improve services.

# Strategic ALIGNMENT

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The City's

## **MISSION, PRIORITIES & GOALS**

lay the foundation for the LB Stat Program\*

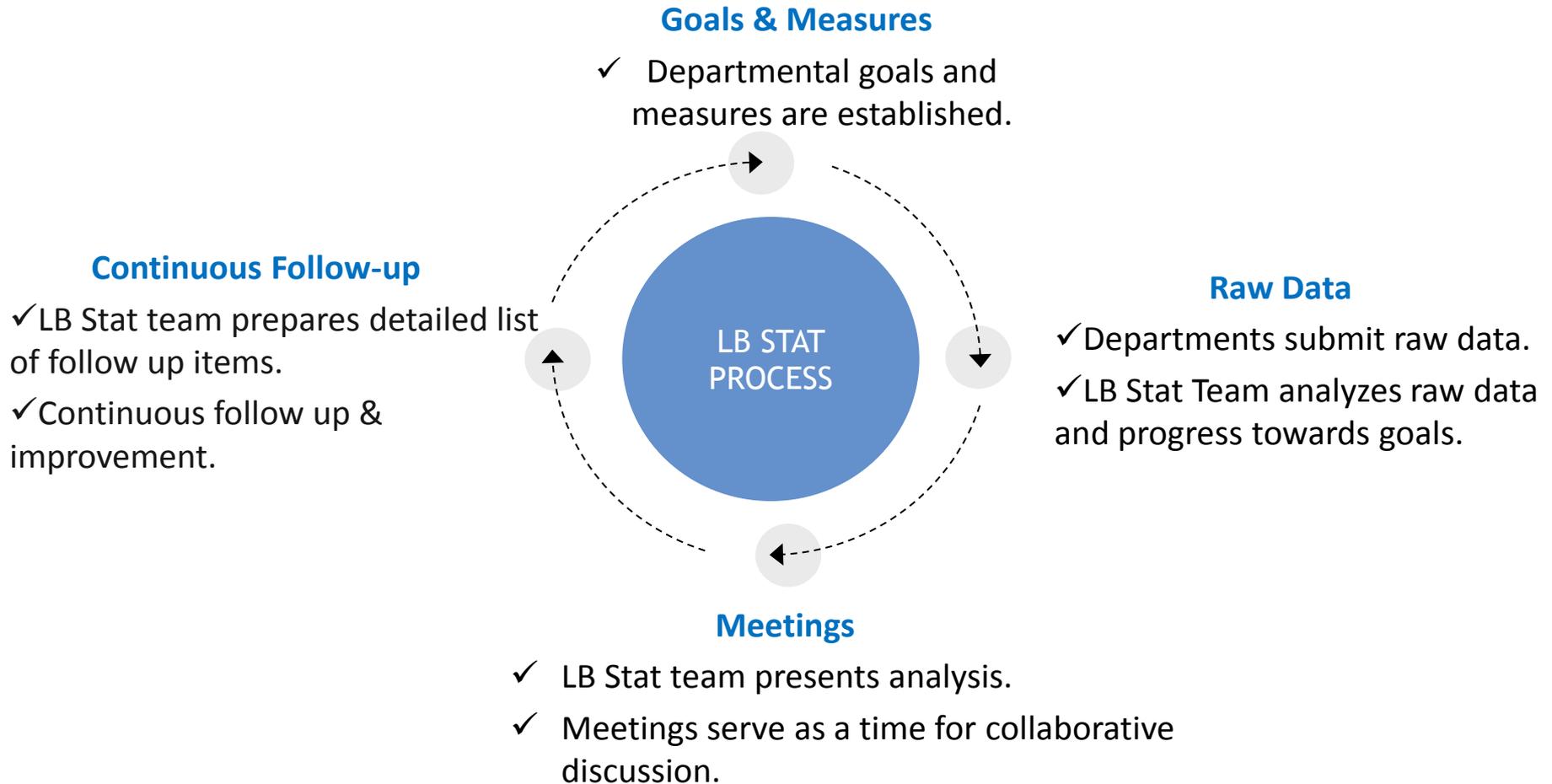
# What is LB Stat?

**LB STAT** is the City's performance management program, which works with departments across the City to set performance metrics and goals, ensure accountability and continue to enhance productivity.

LB Stats four tenets are:

<b>Data-Driven Decision Making</b>		Informed allocation and deployment of resources.
<b>Increasing Efficiency</b>		Evaluating the impact and effectiveness of allocated resources and service delivery.
<b>Empowering Departments</b>		Assist departments in achieving their goals and objectives.
<b>Increased Value</b>		Improving and streamlining existing processes and policies, resulting increased value for our taxpayers.

# LB Stat Process



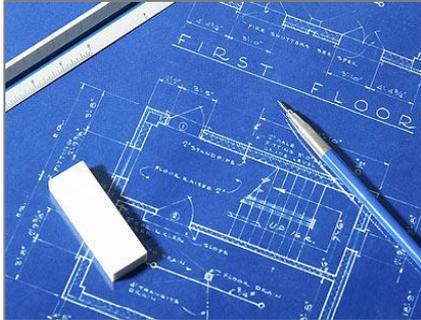


# Mid-Year Departmental Review

- Building Department
- Department of Public Works
- Recreation Department
- Police Department
- Fire Department



## Building – Overview



### MISSION STATEMENT

The Building department works to provide easier access to the permitting process for homeowners and businesses, in order to build and maintain resilient and sustainable buildings that are in compliance with state law and the City's Building Code of Ordinances in an efficient, but safe manner.

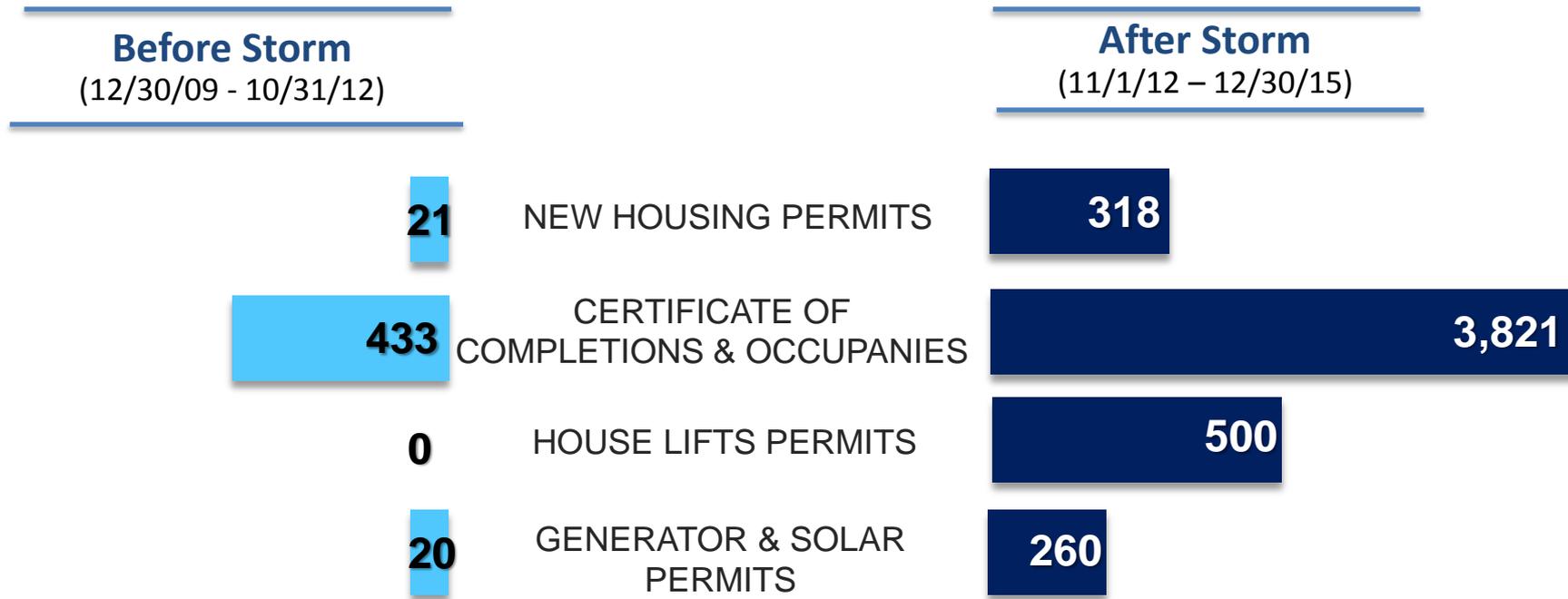
### DESCRIPTION OF SERVICES

The Building Department is the City's resource for homeowners, businesses, contractors, electricians, plumbers, and architects. It administers and enforces regulations pertaining to the use of property and the construction of buildings in accordance with the City Code of Ordinances and the Zoning Board of Appeals' recommendations.

- Its responsibilities include issuing and enforcing building permits and Certificates of Occupancy for all of the City's residential homes. The Building Department also inspects and enforces zoning, electrical, plumbing and sanitation codes, including property and building complaint intake and processing.



# Building Dept. – Performance Measures



934%

**INCREASE IN PERMITS ISSUED SINCE THE STORM**

\*Percentage increased from 856% at 9/30/15

# Building Dept. – Performance Measures

Strategic Alignment



## Residential Rebuilding Assistance Program (RRAP)

**GOAL (FISCAL YEAR):** Hold at least five Resource Fairs during FY16

**CURRENT:** Two out of five scheduled fairs completed (3 approaching)

**STATUS:**  Approaching Goal



1,114

Residents Served through the City's RRAP Program as of 12/30/15



# Public Works – Overview



## MISSION STATEMENT

The Department of Public Works serves as the infrastructure arm of the City. The goal of the department is to provide timely and effective critical services throughout the City and maintain a high quality of life for all of Long Beach’s residents and visiting guests.

## DESCRIPTION OF SERVICES

The Department of Public Works provides a wide range of infrastructure based services throughout the City and specializes in the planning, design, and construction oversight of public projects throughout Long Beach. Additionally, the Department is responsible for maintenance and repair of all City buildings, parks, roads, beach and boardwalk, sewers, and water mains. Public Works oversees a cadre of diverse and essential divisions to accomplish these goals.

- Divisions include: Sewer Maintenance, Beach Maintenance, Sanitation, Street Maintenance, Municipal Building, Central Garage, Water Transmission and the Water Purification Plant.



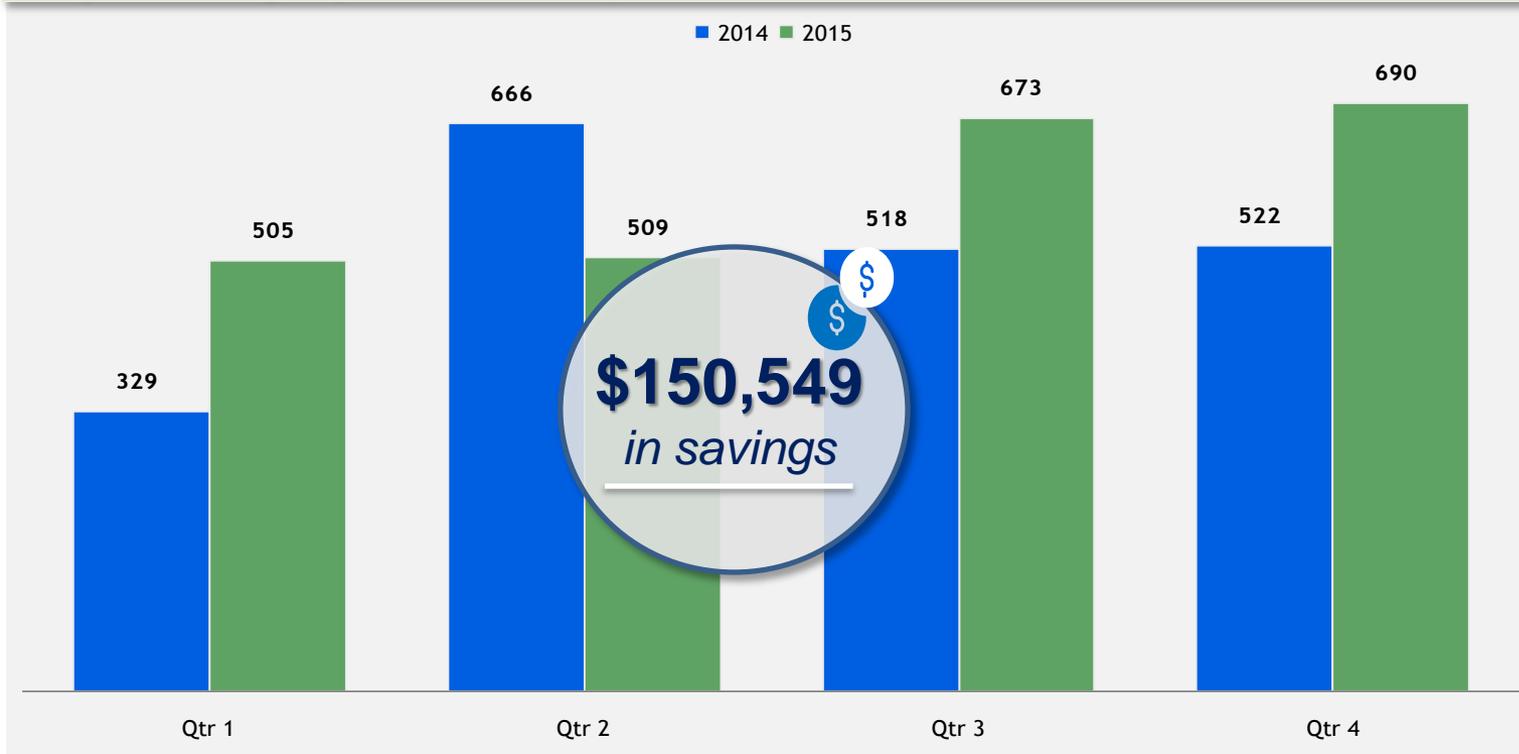
# DPW – Performance Measures

**GOAL (CALENDAR YEAR):** Increase Recycling Tonnage collected by 2% in 2015.

**CURRENT:** 15% increase: 2,385.82 tons in 2015 compared to 2,065.69 tons in 2014 increase.

**STATUS:** ● Meets Goal

Recycle Tonnage by Qtr - 2014 compared to 2015





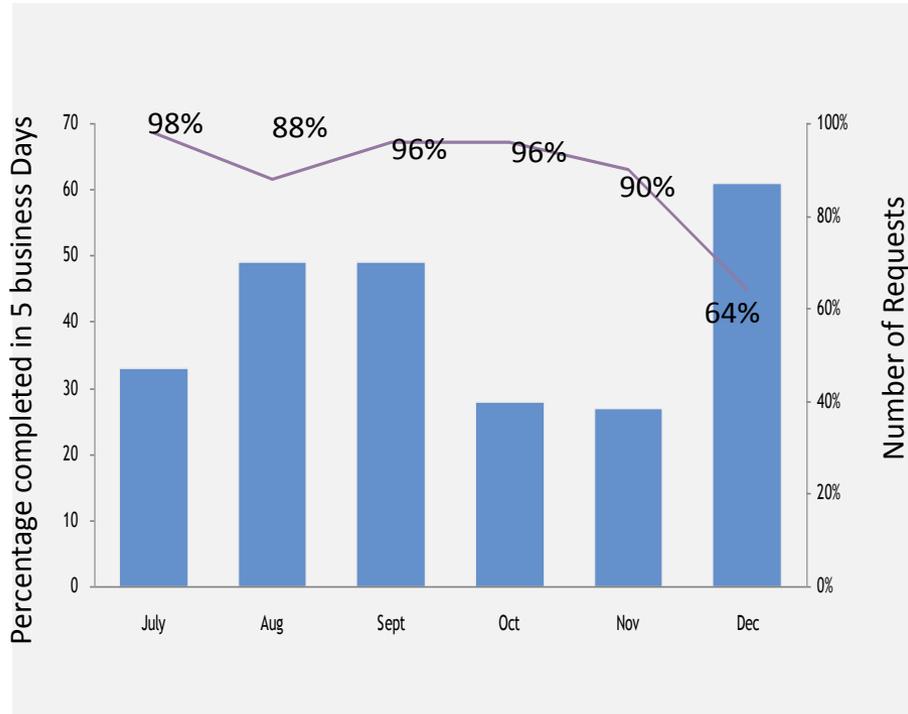
# DPW – Performance Measures

**GOAL (FISCAL YEAR):** Complete Bulk Pick up Request through LB Response App within 5 days in FY 16.

**CURRENT:** 86% as of December 2015

**STATUS:** ● Approaching Goal

## Bulk Pick-up Request Completed within 5 Business Days

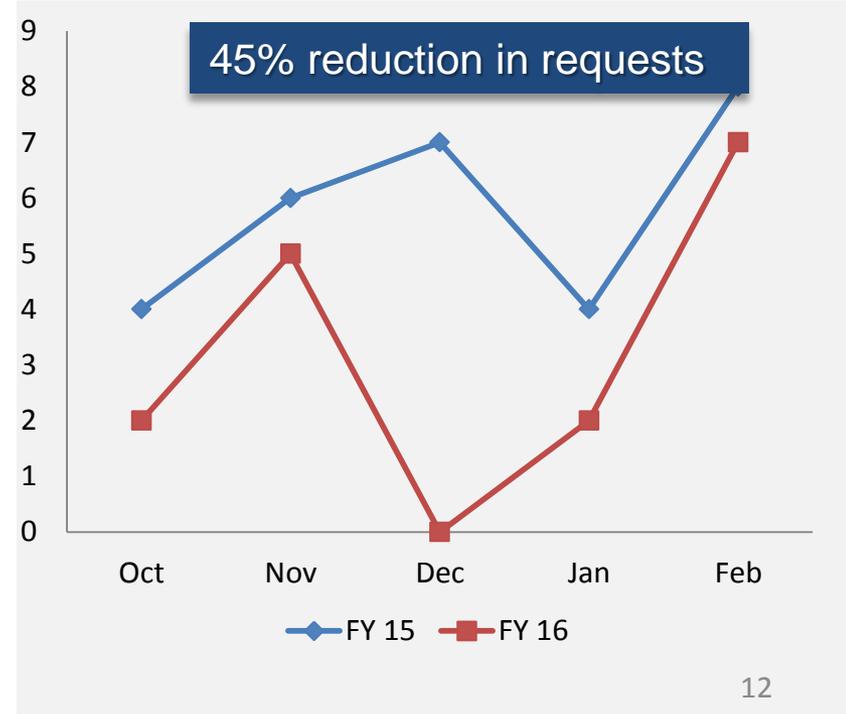


**GOAL (FISCAL YEAR):** Pothole Requests

**STATUS:** Current

*\*Collecting & analyzing data set to establish goal in FY 17.*

## Number of Pothole Request through Public Staff





# Recreation – Overview



## MISSION STATEMENT

The City of Long Beach Department of Parks and Recreation promotes quality recreation experiences that encourage healthy lifestyles, and support economic prosperity. Our overall goal is to enhance the quality of life in our City by providing and maintaining quality parks, and by offering enriching recreational activities and facilities for people of all ages and abilities.

## DESCRIPTION OF SERVICES

The City of Long Beach Parks and Recreation Department provides quality year round leisure time programs, amenities and services.

- Programing includes athletics, swimming, adult leagues, fitness groups and summer camps. The Recreation Campus includes a municipal pool, weight and cardio rooms, playground, ice arena, turf fields, basketball court, roller hockey rink, fishing pier, boat launch, Skate park, dog run and boardwalk promenade as well as seven playgrounds located throughout the City.
- The Recreation Department plans and staffs the Summer Concert Series, Arts & Crafts Fair, and other City events, as well as receiving and coordinating all applications for events throughout the City.



# Recreation Dept. – Performance Measures

**GOAL (FISCAL YEAR):** Implement & promote three special needs programs during FY 16.

**CURRENT:** 2 out 3 seasons completed

**Status:** ● Approaching Goal

**GOAL (FISCAL YEAR):** Membership

**STATUS:** Current\*

*\*Collecting & analyzing data to establish goal in FY 2017.*

## Special Needs Programming YTD 12/31/2015

Fall 2015

**Soccer**

**14**

participants

Winter 2015

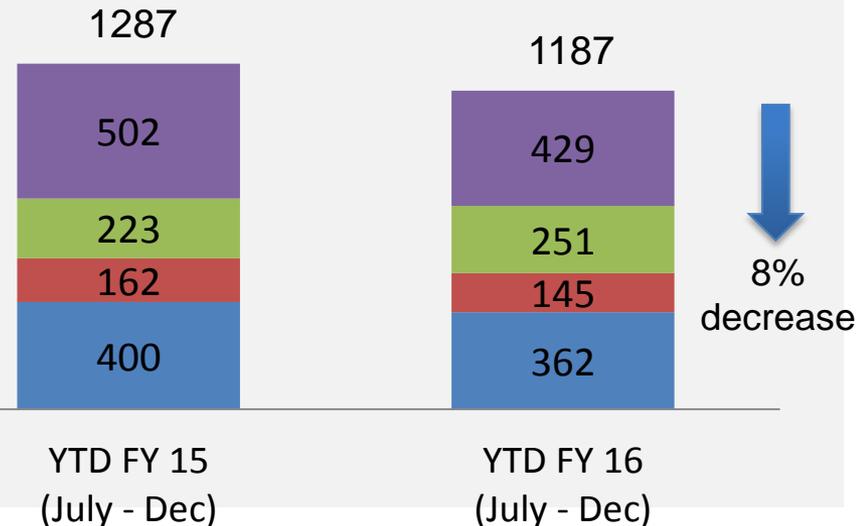
**Basketball**

**15**

participants

## Recreation Membership – FY 15 compared to FY 16

■ Annual ■ Semi-Annual ■ 3 Month ■ 1 Month





# Police Department – Overview



## MISSION STATEMENT

The Long Beach Police Department mission is to provide the highest quality Law Enforcement dedicated to the protection of life and property. We also strive to ensure the highest quality of life to our residents, businesses and visitors.

## DESCRIPTION OF SERVICES: *Intelligence-Led Policing*

The Long Beach Police Department provide all facets of law enforcement – from patrol functions to full investigative services. The scope of duties also includes a fully functioning traffic division, warrants, identification and training bureau, detectives, and patrol.

- The Long Beach Police Department adopted the proactive philosophy of Community Policing, in that it seeks to develop working partnerships between community leaders, citizens and patrol officers. The department also adheres to Intelligence-Led Policing which targets the ten percent of the population that is prone to criminal activity. The Department recognizes that in order to successfully serve and protect the City it must earn and foster the continuing trust and respect of all whom are served.

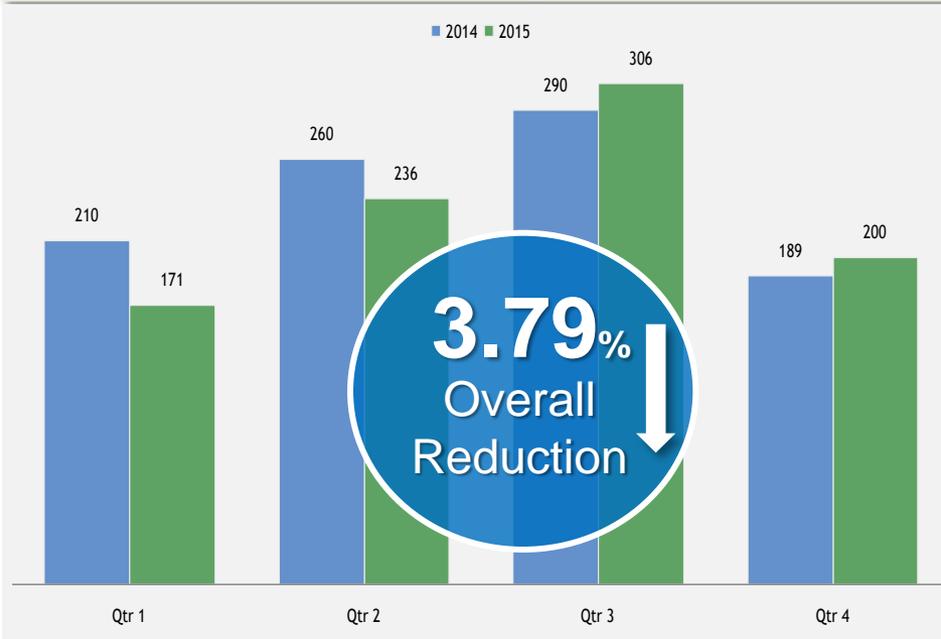
# Police Dept. – Performance Measures



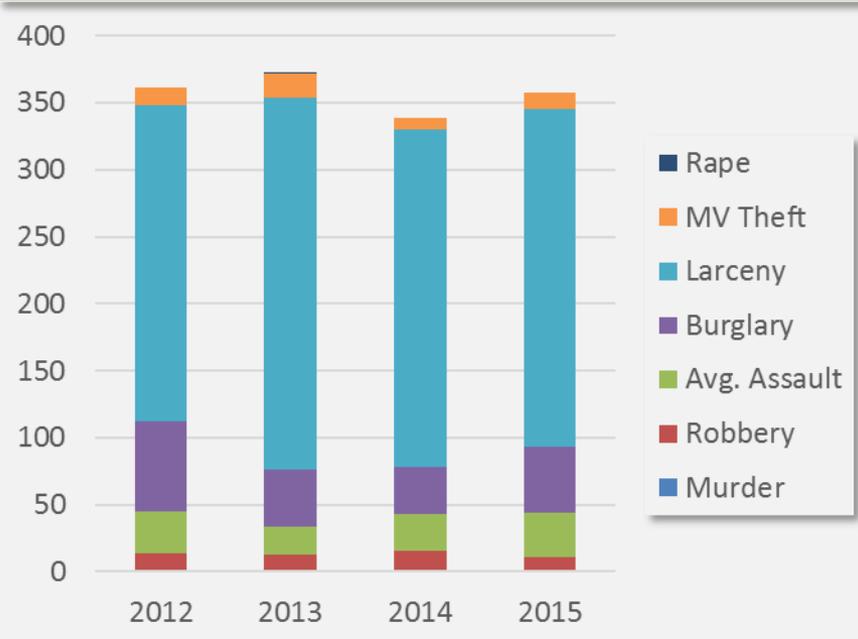
**GOAL (CALENDAR YEAR):** Reduce Auto Crashes by 2%  
**CURRENT:** Reduced 3.79% - 913 in 2015 compared to 949 in 2014.  
**STATUS:** ● Meets Goal

**GOAL (CALENDAR YEAR):** Intelligence-led policing  
**STATUS:** Current\*  
*\*Collecting & analyzing data to establish goal in 2016.*

## Auto Crashes/Accidents Comparison 2014 vs 2015



## UCR Part 1 Crimes Comparison





## Fire Department – Overview



### MISSION STATEMENT

The City of Long Beach Fire Department is committed to protecting property owner's investments and promoting public health, safety and welfare to enhance the quality of life in our City.

### DESCRIPTION OF SERVICES

The City of Long Beach Fire Department has been in operation since 1910. It is comprised of 150 Volunteer Firefighters, a 20 Member Career Uniformed Force, and 8 paramedics.

- The department protects approximately 43,000 people residing in the City of Long Beach and the Atlantic Beach and East Atlantic Beach Fire Districts. Each year the department responds to approximately 5,000 EMS, fire, and other emergency calls. Long Beach provides Fire and EMS protection by contract to the Atlantic Beach and East Atlantic Beach Fire Districts.

# Fire Dept. - Performance Measures



**GOAL (FISCAL YEAR):** Improve EMS Calls average response time by 1 min, from 5.53 min to 4.53 min.

**CURRENT:** 4.84 mins as of December 2015

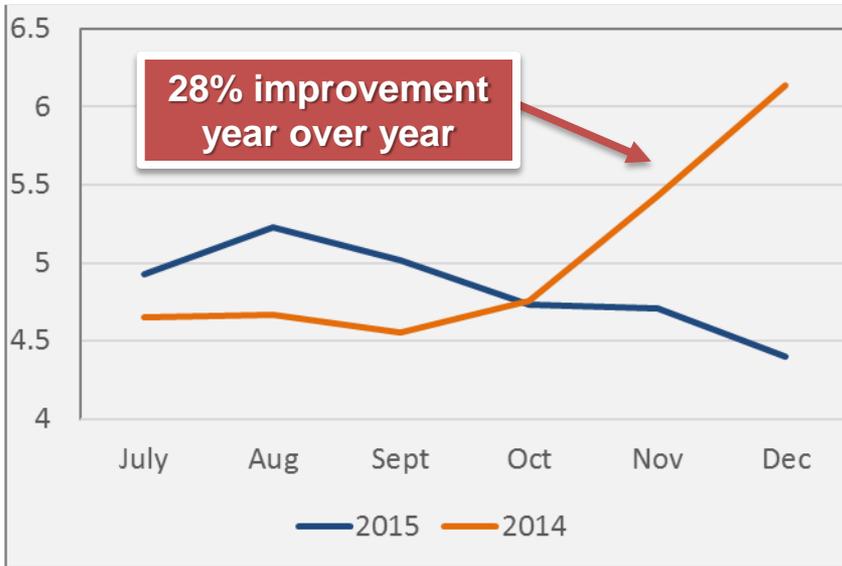
**STATUS:** ● Approaching Goal (4.53 min)

**GOAL (FISCAL YEAR):** Respond to 95% of all Fire & EMS calls within NFPA Standards

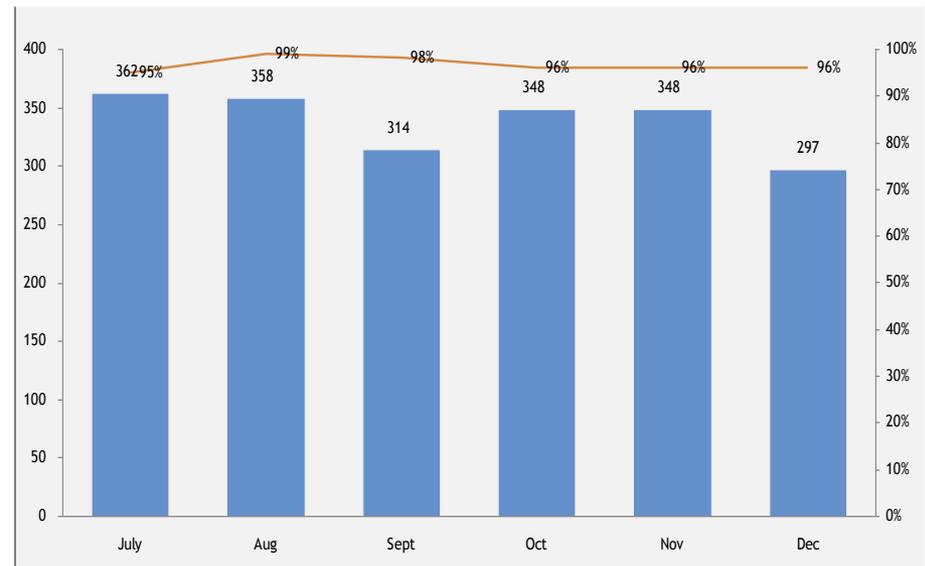
**CURRENT:** 96% as of December 2015

**STATUS:** ● Meets Goal

EMS Calls Avg Response Time 2015 vs 2014



Percentage of Calls within NFPA Standards



**Note:** NFPA Standards EMS = 8min ; Fire = 9mins



# LB Response App

***Fastest & Easiest Way to Get Things Done!***

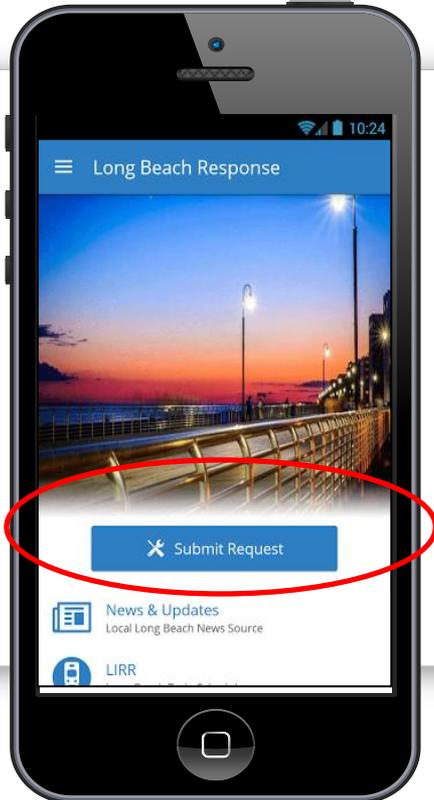
LB Stat Program utilizes the LB Response App to track and monitor various requests.

 Download the **Long Beach Response App**   
for free at the Apple Store or Google Play!



- ✓ Find all of the City's information, including upcoming events, local attractions & eateries, and train & bus schedules.
- ✓ Interact with City Officials.

**Just search Long Beach Response App.**





## Stay Tuned!

Additional Departments are  
being phased into the  
LB Stat Program in FY 2016-17

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516-431-1000



Long Beach Response App  
Available on the App Store