



Memorandum

TO: NEIGHBORHOOD SERVICES
AND EDUCATION COMMITTEE

FROM: Albert Balagso
Jane Light
Joseph Horwedel

SUBJECT: QUARTERLY PERFORMANCE
MEASURE REPORT

DATE: April 18, 2008

Approved

Date

4/28/08

PURPOSE

To provide to the Neighborhood Services & Education Committee the Neighborhood Services CSA Quarterly Performance Measure Report results and analysis for the third quarter of 2007-2008.

OUTCOME

Acceptance of the Neighborhood Services CSA's performance measure report with the opportunity to address any questions or concerns.

BACKGROUND

The performance measures identified for quarterly reporting were selected by the Neighborhood Services & Education Committee as accepted at the June 2007 Committee session. Accordingly, some measures are new or revised from those previously included in the budget document.

ANALYSIS

Attached are the performance measure results for the third quarter of 2007-2008 by department. Below is additional information on key performance measure results that were identified as warranting further discussion. These measures have a check mark on the attached charts to indicate they are discussed in this memo.

Parks, Recreation and Neighborhood Services (PRNS)

Quarterly #3 – % of graffiti hotline requests completed within 48 hours

In response to the substantial increase in the number of tags identified in the annual graffiti survey, staff made a concerted outreach effort during the third quarter to encourage residents to call in tags to the graffiti hotline. This effort was very successful as the number of work orders called into the graffiti hotline increased by 154%. The downside, however, was that the ability to achieve the 24/48 response time was negatively impacted as staff resources remained constant during this same time period. Staff is currently working with the County Probation Department as well as the County Department of Corrections to utilize alternative work program participants and juvenile offenders to help address the

County Department of Corrections to utilize alternative work program participants and juvenile offenders to help address the heavier volume of calls that are being received. It is anticipated that agreements with these partners will be in place shortly and the response time will improve in subsequent reporting periods.

Quarterly #4b – # of incidents on Safe School Campus sites responded to

The number of incidents being responded to on Safe School Campus Initiative (SSCI) sites continues to increase. The total number of incidents for 2006-2007 was 592, whereas year-to-date, the number of incidents is already 561 with still one quarter more to go. SSCI staff continues to respond within the 30 minute goal 100% of the time. It has been noted that when new administrators are assigned to a school, they are not necessarily aware of the services and incidents are not being reported. Once they are informed of the SSCI services, they begin to call and the frequency of reported incidents increase.

Annual #4 – % of BEST youth program participants experiencing a change for the better due to youth service programs

At a prior NSE meeting, the question was asked as to why for the measure “% of BEST youth program participants experiencing a change for the better due to youth service programs” the target for 2007-2008 was 65% when the prior year estimate was 79%. The target was held at a lower level based on an evaluator recommendation to the program manager. The overall target nationwide is 60% and although the 2005-06 (76%) and the 2006-2007 (79%) results are much better than this nationwide target the 2007-2008 target was held at 65%. Staff has reevaluated the target levels for next year and raised it to 75%.

Library Department

Quarterly #3 – # of visits to the library website

With one quarter left to go, the year-to-date number of visits to the library website totals 4,918,017, over 9% higher than the overall 2007-2008 target of 4,500,000. This dramatic increase is due to implementation of new software that more accurately records website visits. The 2008-09 target will be revised accordingly.

Planning, Building, and Code Enforcement (PBCE)

Quarterly #2 – % of time inspection/assessment for code cases occurs within targeted timeframes – Health/safety cases: Emergency (24 hours) / Priority (72 hours); Non-health /safety cases (60 days)

In 2007-2008, City Council approved the addition of 2.0 FTE Code Enforcement Inspectors. These additional positions have allowed the Division to implement 100% field inspection services to address *Routine Complaints*. These complaints typically involve non-health and safety conditions such as lawn parking, inoperable vehicles in the front yard, overgrown weeds, excessive signage at commercial businesses and other similar conditions that negatively impact of our neighborhoods and business districts. Prior to 2007-2008, as a result of the General Fund deficit reductions, Code Enforcement mailed a warning letter to property owners with the intent of performing a field inspection within 60

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days. The additional inspection resources have enabled Code Enforcement to reduce the inspection/assessment response time from 60 days to 10 days, a significant improvement.

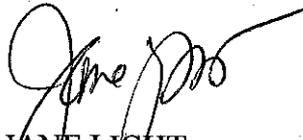
Quarterly #3 - % of violations reported by the Blight Busters closed within 30 days

The 2007-2008 year-to-date Actual of 85% is 10% higher than the 75% target. This was a new performance measure for 2007-2008 and there was no prior history to determine a target.

Representatives of each department will be available at the May 8, 2008 NSE Committee meeting to answer any additional questions.



ALBERT BALAGSO
Director of Parks, Recreation
and Neighborhood Services



JANE LIGHT
Director, Library
Department



JOSEPH HORWEDEL
Director, Planning,
Building and Code Enforcement

For questions, please contact:

Library – Chuck Griffen, Administrative Officer – 808-2152

Parks, Recreation & Neighborhood Services – Ron Hunter, Administrative Officer – 535-3573

Planning, Building & Code Enforcement – Kathryn Rolland, Administrative Officer – 535-7869

Attachments



**Performance Report
Neighborhood Services & Education Committee
Parks, Recreation and Neighborhood Services Department**

Reporting Period: January 1, 2008 – March 31, 2008

Prior Annual Actuals		2006-2007 Quarterly Actuals				2007-2008 Performance						
2005-2006 Actual	2006-2007 Actual	2006-2007 (Jul-Sept)	2006-2007 (Oct-Dec)	2006-2007 (Jan-Mar)	2006-2007 (Apr-Jun)	2007-2008 (Jul-Sept)	2007-2008 (Oct-Dec)	2007-2008 (Jan-Mar)	2007-2008 (Apr-Jun)	2007-2008 YTD	2007-2008 Target	✓ Discuss

Quarterly

Goal: Preserve healthy neighborhoods

1. % of volunteers rating litter hot spots as a 1 (no litter) or 2 (slightly littered) based on the Keep America Beautiful Index	82%	82%	77%	93%	73%	83%	80%	80%	77%		79%	80%	
2. % of customers rating City efforts at removing graffiti as good or better	95%	91%	87%	97%	90%	85%	93%	97%	93%		94%	90%	
3. % of graffiti hotline requests completed within 48 hours	98%	95%	99%	97%	90%	96%	96%	91%	76%		88%	95%	✓

Goal: Maintain status as safest big city in America

4. % of incidents on Safe School Campus sites responded to within 30 minutes	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	
- # of incidents on Safe School Campus sites responded to	473	592	77	163	194	158	133	189	239		561	500	✓

Prior Annual Actuals		2006-2007 Quarterly Actuals				2007-2008 Performance						
2005-2006 Actual	2006-2007 Actual	2006-2007 (Jul-Sept)	2006-2007 (Oct-Dec)	2006-2007 (Jan-Mar)	2006-2007 (Apr-Jun)	2007-2008 (Jul-Sept)	2007-2008 (Oct-Dec)	2007-2008 (Jan-Mar)	2007-2008 (Apr-Jun)	2007-2008 YTD	2007-2008 Target	Discuss

Annual

Goal: Infrastructure maintenance and investment

1. % of neighborhood park facilities with a staff condition rating of 4.0 or greater (on a 5-point scale with 5 being excellent)	16%	16%	ANNUAL	16%									
- # of neighborhood park facilities (restrooms) maintained	49	50	ANNUAL	52									
- # of neighborhood park acres	1,002	1,023	ANNUAL	1,052									

Goal: Maintain status as safest big city in America

2. % of Safe Schools Campus Initiative school clients rating City efforts at keeping schools safe good or better	90%	93%	ANNUAL	90%									
- # of Safe Schools Campus Initiative school sites	73	73	ANNUAL	73									
3. % of gang intervention and prevention program participants that report a change in life behavior	64%	65%	ANNUAL	65%									
- # of participants in gang intervention and prevention programs	172	325	ANNUAL	360									

Prior Annual Actuals		2006-2007 Quarterly Actuals				2007-2008 Performance						
2005-2006 Actual	2006-2007 Actual	2006-2007 (Jul-Sept)	2006-2007 (Oct-Dec)	2006-2007 (Jan-Mar)	2006-2007 (Apr-Jun)	2007-2008 (Jul-Sept)	2007-2008 (Oct-Dec)	2007-2008 (Jan-Mar)	2007-2008 (Apr-Jun)	2007-2008 YTD	2007-2008 Target	✓ Discuss

Annual (Cont'd.)

Goal: Maintain status as safest big city in America (Cont'd.)

4. % of BEST youth program participants experiencing a change for the better due to youth service programs *	76%	79%	ANNUAL	65%	✓								
- # of BEST youth service program participants	4,204	4,534	ANNUAL	4,500									

* Switched #4 PM to the goal "Maintain status as safest big city in America" from "Provide access to lifelong learning" because the BEST program supports youth involved in gang activities

Goal: Provide opportunities to enjoy life

5. % of program participants who report that City programs play an active role in keeping body and/or mind active for seniors and persons with disabilities	92%	94%	ANNUAL	85%									
- # of participants in programs for senior or persons with disabilities +	734,893	777,811	ANNUAL	780,000									
6. % of recreation program participants who are repeat or returning customers	70%	62%	ANNUAL	58%									

+ Based on duplicated participants

Goal: Preserve healthy neighborhoods

7. % of park sites with active volunteer groups	96%	96%	ANNUAL	96%									
- # of park sites adopted with active volunteer groups	164	164	ANNUAL	165									

Goal: Provide full funding for parks maintenance

8. Maintenance cost per developed neighborhood park acre maintained ++	\$12,304	\$12,797	ANNUAL	\$12,500									
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++ NEW Measure: Neighborhood Parks is a subset of the per acre cost reported in the Operating Budget. This includes Capital spending on Neighborhood Park maintenance.

Prior Annual Actuals		2006-2007 Quarterly Actuals				2007-2008 Performance						
2005-2006 Actual	2006-2007 Actual	2006-2007 (Jul-Sept)	2006-2007 (Oct-Dec)	2006-2007 (Jan-Mar)	2006-2007 (Apr-Jun)	2007-2008 (Jul-Sept)	2007-2008 (Oct-Dec)	2007-2008 (Jan-Mar)	2007-2008 (Apr-Jun)	2007-2008 YTD	2007-2008 Target	2007-2008 Discuss

Biennial

Goal: Provide opportunities to enjoy life

1. % of residents reporting they visited a regional park more than three times in the past year. ^	NEW	NEW	BIENNIAL	43%	N/A									
2. % of residents rating the appearance of neighborhood parks as good or better.	68%	68%	BIENNIAL	70%	68%									

^ Will be included in the 2007 Community Survey.



**Performance Report
Neighborhood Services & Education Committee
Library Department**

Reporting Period: January 1, 2008 March 31, 2008

Prior Annual Actuals		2006-2007 Quarterly Actuals				2007-2008 Performance						
2005-2006 Actual	2006-2007 Actual	2006-2007 (Jul-Sept)	2006-2007 (Oct-Dec)	2006-2007 (Jan-Mar)	2006-2007 (Apr-Jun)	2007-2008 (Jul-Sept)	2007-2008 (Oct-Dec)	2007-2008 (Jan-Mar)	2007-2008 (Apr-Jun)	2007-2008 YTD	2007-2008 Target	Discuss

Quarterly

Goal: Provide access to lifelong learning

1. # of visitors to main and branch libraries (by day of the week)	7,216,944	7,639,614	1,842,309	1,927,078	1,945,271	1,924,956	1,767,178*	1,918,853*	1,990,232*		5,676,263	NEW	
2. # of items circulated	14,453,206	14,060,019	3,509,835	3,443,804	3,551,525	3,554,855	3,552,730*	3,421,258*	3,742,723*		10,716,711	14,200,000	
3. # of visits to the library website	4,737,270	5,768,536	1,280,049	1,232,086	1,611,474	1,644,927	1,904,057	1,439,592	1,574,368		4,918,017	4,500,000	✓

**See attached for detail by branch*

Annual

Goal: Provide access to lifelong learning

1. % of residents with a library card used within the last year	34%	33%	ANNUAL	35%									
2. Cost per capita to provide access to information, library materials and digital resources	\$24.60	\$28.28	ANNUAL	\$26.50									
3. % of literacy program participants in Family Learning Centers who report improvement in their reading, writing or speech skills (<i>changed 2007-08</i>)	86%	77%	ANNUAL	70%									
- # of attendees at literacy programs in Family Learning Centers - Children - Youth - Adult	NEW	NEW	ANNUAL	NEW									

Prior Annual Actuals		2006-2007 Quarterly Actuals				2007-2008 Performance						
2005-2006 Actual	2006-2007 Actual	2006-2007 (Jul-Sept)	2006-2007 (Oct-Dec)	2006-2007 (Jan-Mar)	2006-2007 (Apr-Jun)	2007-2008 (Jul-Sept)	2007-2008 (Oct-Dec)	2007-2008 (Jan-Mar)	2007-2008 (Apr-Jun)	2007-2008 YTD	2007-2008 Target	Discuss

Annual (Cont'd.)

Goal: Provide access to lifelong learning (Cont'd.)

4. % of parents and caregivers who report that they read more to their children following participation in a library program or activity	89%	92%	ANNUAL		80%								
5. % of customers rating staff assistance good or excellent for courtesy, helpfulness, and promptness	77%	83%	ANNUAL	80%									
	77%	82%										75%	
	79%	82%										70%	
6. % of students entering kindergarten from Smart Start San José programs with the foundation needed for academic and social success	72%	85%	ANNUAL		80%								
- # of Smart Start San José program participants	172	325	ANNUAL		360								

**Average Number of Visitors per Branch by Day of Week
1st -- 3rd Quarters 2007-2008 -- July - March**

Branch		Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Almaden	Q1		1,053	1,348	1,210	1,178	1,214	1,198
	Q2		881	1,333	1,066	958	1,114	1,321
	Q3		914	1,348	1,104	1,020	1,183	1,428
Alviso	Q1		280	343	360	304	318	326
	Q2		241	368	317	255	251	334
	Q3		282	368	429	300	307	364
Berryessa	Q1	692	1,089	1,590	1,384	1,255	1,181	1,521
	Q2	766	1,209	1,556	1,485	1,554	1,292	1,621
	Q3	734	1,425	1,707	1,540	1,361	1,310	1,718
Biblioteca	Q1		447	671	612	509	492	373
	Q2		442	632	541	474	439	472
	Q3		510	712	644	493	503	513
Calabazas (gate malfunction 1st Quarter)	Q1		430	740	501	490	513	661
	Q2		506	780	697	603	621	1,030
	Q3		618	831	771	611	768	1,202
Cambrian	Q1		985	1,394	1,358	1,062	1,138	1,153
	Q2		906	1,308	1,213	1,051	1,055	1,345
	Q3		984	1,384	1,334	1,119	1,224	1,414
East Branch (closed 11/07)	Q1		298	444	357	285	310	307
	Q2		278	339	343	298	326	358
Edenvale (opened 11/07)	Q1							
	Q2	867	1,205	1,439	1,359	1,153	921	1,438
	Q3	752	1,216	1,629	1,379	1,083	1,084	1,386
Educational Park	Q1		615	946	990	887	892	654
	Q2		882	1,124	1,018	926	883	932
	Q3		1,006	1,082	1,002	908	916	798
Evergreen	Q1		1,047	1,562	1,413	1,257	1,373	1,324
	Q2		1,150	1,354	1,320	1,199	1,278	1,259
	Q3		1,039	1,403	1,473	1,285	1,283	1,547
Hillview	Q1		737	981	897	813	739	637
	Q2		741	984	883	977	772	771
	Q3		810	1,049	995	906	767	822

**Average Number of Visitors per Branch by Day of Week
1st -- 3rd Quarters 2007-2008 -- July - March**

Branch		Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
King Library	Q1	3,105	9,034	8,709	8,658	8,192	4,872	4,044
	Q2	5,504	13,916	12,486	12,027	10,656	5,598	4,722
	Q3	3,659	10,607	11,222	10,234	9,548	6,203	4,568
Roberto Cruz Alum Rock	Q1	592	1,060	1,627	1,801	1,340	1,383	1,153
	Q2	691	1,091	1,536	1,413	1,377	1,164	1,324
	Q3	676	1,204	1,580	1,798	1,410	1,361	1,449
Rosegarden	Q1	426	736	941	994	849	800	701
	Q2	366	776	987	951	858	792	827
	Q3	397	885	982	1,062	847	847	780
Santa Teresa (closed 10/07)	Q1	585	982	1,119	1,172	921	923	905
	Q2		679	1,192	960	789	1,151	1,024
Seventrees	Q1		730	1,012	903	705	707	612
	Q2		581	817	758	673	602	610
	Q3		618	752	765	659	539	710
Tully (gate malfunction 1st quarter)	Q1	500	787	1,087	1,101	980	891	1,198
	Q2	855	1,063	1,558	1,411	1,295	1,146	1,836
	Q3	921	1,261	1,695	1,687	1,467	1,275	1,981
Vineland	Q1	612	770	1,135	1,149	786	794	1,067
	Q2	751	869	1,068	996	845	925	1,095
	Q3	828	842	1,066	1,102	920	1,005	1,278
West Valley	Q1	622	860	1,273	1,183	905	953	1,098
	Q2	598	811	1,087	1,213	837	955	1,143
	Q3	653	816	1,140	1,161	868	943	1,242
Total excluding King	Q1	4,028	12,905	18,213	17,384	14,526	14,621	14,887
	Q2	4,894	14,312	19,459	17,943	16,122	15,686	18,741
	Q3	4,961	13,423	17,644	17,244	14,349	14,400	17,834
Total including King	Q1	7,134	21,939	26,923	26,043	22,718	19,493	18,931
	Q2	10,398	28,228	31,946	29,970	26,777	21,284	23,464
	Q3	8,621	24,030	28,866	27,478	23,897	20,603	22,401

**Number of Items Circulated by Branch
2007-2008**

Branch	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Almaden	224,657	220,225	243,066		687,948
Alviso	65,206	58,536	69,800		193,542
Berryessa	278,395	261,617	289,483		829,495
Biblioteca	45,798	44,056	50,711		140,565
Calabazas	217,710	206,907	225,211		649,828
Cambrian	278,768	266,297	287,895		832,960
East Branch	52,731	27,106			79,837
Edenvale		181,846	302,312		484,158
Educational Park	120,454	114,463	128,484		363,401
Evergreen	349,113	343,700	371,170		1,063,983
Hillview	108,351	106,972	114,353		329,676
King Library	459,698	507,152	508,998		1,475,848
Roberto Cruz Alum Rock	146,668	136,410	152,334		435,412
Rosegarden	140,283	125,909	140,248		406,440
Santa Teresa	254,536	34,512			289,048
Seventrees	105,455	90,014	88,116		283,585
Tully	228,377	227,126	265,549		721,052
Vineland	234,974	235,297	253,079		723,350
West Valley	226,301	213,602	230,901		670,804
Link +	15,255	19,511	21,013		55,779
Total	3,552,730	3,421,258	3,742,723	0	10,716,711

Link+ is a cooperative borrowing program among California libraries (both academic and public). It enables library users to request materials that are not available at the King Library or San José Public Library (SJPL) Branches.

**Average Circulation per Branch by Day of Week
1st - 3rd Quarters 2007-2008 -- July - March**

Branch		Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Almaden	Q1		1,743	2,649	2,234	1,856	1,965	2,469
	Q2		1,801	2,399	1,968	2,172	2,122	3,155
	Q3		1,724	2,850	2,225	1,822	2,280	3,428
Alviso	Q1		517	743	623	410	483	747
	Q2		463	655	738	475	468	834
	Q3		476	764	801	492	520	972
Berryessa	Q1	1,550	2,047	2,820	2,394	1,922	2,103	3,635
	Q2	1,933	1,903	2,375	2,227	2,351	1,995	4,248
	Q3	1,969	1,771	2,848	2,703	2,012	2,083	4,502
Biblioteca	Q1		477	686	570	358	454	402
	Q2		449	639	553	540	397	628
	Q3		502	825	572	401	483	676
Calabazas	Q1		1,707	2,620	1,670	1,398	1,753	2,935
	Q2		1,613	2,123	1,748	1,800	1,648	3,460
	Q3		1,588	2,429	2,056	1,396	1,628	3,876
Cambrian	Q1		2,362	3,394	2,977	2,279	2,581	2,779
	Q2		2,326	2,992	2,754	2,834	2,471	3,485
	Q3		2,299	3,355	3,077	2,426	2,481	3,810
East Branch (closed 11/07)	Q1		526	722	560	438	472	564
	Q2		462	629	525	502	432	641
Edenvale (opened 11/07)	Q1		0	0	0	0	0	0
	Q2	2,003	2,374	3,145	2,898	2,200	2,260	4,297
	Q3	1,937	2,463	3,453	3,023	2,197	2,484	3,702
Educational Park	Q1		1,057	1,614	1,122	984	1,006	1,550
	Q2		1,067	1,297	1,092	1,222	979	1,978
	Q3		1,075	1,486	1,371	996	999	2,148
Evergreen	Q1		3,119	4,317	3,577	2,729	2,978	4,166
	Q2		2,854	3,941	3,442	3,695	2,884	5,229
	Q3		2,788	4,288	4,137	2,911	3,057	5,454
Hillview	Q1		1,000	1,548	1,249	944	937	1,117
	Q2		946	1,303	1,123	1,155	978	1,664
	Q3		1,096	1,384	1,386	988	1,007	1,688

**Average Circulation per Branch by Day of Week
1st - 3rd Quarters 2007-2008 -- July - March**

Branch		Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
King Library	Q1	3,135	4,018	3,717	3,330	2,997	2,799	4,549
	Q2	3,947	4,376	3,968	3,823	4,062	3,026	5,258
	Q3	3,568	3,909	3,939	3,844	3,416	2,837	5,513
Roberto Cruz Alum Rock	Q1	797	1,158	1,750	1,429	1,114	1,191	1,492
	Q2	994	1,068	1,492	1,263	1,410	1,090	1,864
	Q3	1,038	1,235	1,729	1,579	1,260	1,190	2,051
Rosegarden	Q1	693	1,035	1,568	1,436	1,173	1,176	1,376
	Q2	750	1,011	1,329	1,265	1,401	1,088	1,637
	Q3	868	977	1,523	1,426	1,116	1,205	1,915
Santa Teresa (closed 10/07)	Q1	1,247	2,075	3,031	2,382	1,937	1,980	2,383
	Q2		2,508	1,765	1,152	5,397	1,695	2,362
Seventrees	Q1		1,141	1,508	1,086	914	861	1,097
	Q2		947	1,121	1,063	1,101	809	1,200
	Q3		849	1,203	1,032	765	700	1,215
Tully	Q1	1,325	1,921	2,697	2,187	1,879	1,811	2,529
	Q2	1,694	1,913	2,554	2,335	2,605	1,911	3,073
	Q3	1,898	2,046	3,193	2,871	2,183	2,258	3,517
Vineland	Q1	1,375	1,651	2,360	1,924	1,611	1,870	2,325
	Q2	1,868	1,693	2,117	1,945	2,244	1,920	2,996
	Q3	1,974	1,604	2,340	2,273	1,802	1,999	3,235
West Valley	Q1	1,058	1,595	2,513	2,144	1,550	1,785	2,593
	Q2	1,346	1,398	2,135	2,174	1,940	1,803	2,952
	Q3	1,422	1,566	2,287	2,307	1,541	1,776	3,329
Total excluding King	Q1	8,045	25,131	36,538	29,563	23,494	25,405	34,159
	Q2	10,587	26,795	34,012	30,264	35,044	26,949	45,702
	Q3	11,106	25,201	37,465	33,925	25,218	27,014	46,615
Total including King	Q1	11,180	29,149	40,255	32,893	26,491	28,203	38,708
	Q2	14,534	31,171	37,980	34,087	39,106	29,975	50,960
	Q3	14,673	29,110	41,404	37,768	28,634	29,851	52,128



**Performance Report
Neighborhood Services & Education Committee
Planning, Building, and Code Enforcement Department**

Reporting Period: January 1, 2008 – March 31, 2008

	Prior Annual Actuals		2006-2007 Quarterly Actuals				2007-2008 Performance					
	2005-2006 Actual	2006-2007 Actual	2006-2007 (Jul-Sept)	2006-2007 (Oct-Dec)	2006-2007 (Jan-Mar)	2006-2007 (Apr-Jun)	2007-2008 (Jul-Sept)	2007-2008 (Oct-Dec)	2007-2008 (Jan-Mar)	2007-2008 (Apr-Jun)	2007-2008 YTD	2007-2008 Target

Quarterly

Goal: Preserving healthy neighborhoods

1. % of violations resolved through voluntary compliance, based on the complexity of case type	86%	89%	90%	80%	92%	93%	93%	94%	92%		94%	85%	
2. % of time inspection/assessment for code cases occurs within targeted timeframes													
<u>Health/safety cases</u>													
- Emergency (within 24 hours)	93%	98%	100%	97%	97%	98%	100%	100%	100%		100%	95%	✓
- Priority (within 72 hours)	42%	41%	35%	40%	42%	48%	57%	71%	80%		69%	50%	
<u>Non-health/safety cases</u>													
- Routine (within 60 days)	64%	66%	63%	66%	70%	66%	66%	100%	N/A		77%	75%	
- Routine (w/in 10 days)	NEW	73%		73%	NEW								
3. % of violations reported by the Blight Busters closed within 30 days	NEW	NEW	NEW	NEW	NEW	NEW	84%	72%	98%		85%	75%	✓
- # of violations reported by the Blight Busters	NEW	NEW	NEW	NEW	NEW	NEW	85	33	35		153	-*	
- # of Blight Buster volunteers	NEW	NEW	NEW	NEW	NEW	NEW	62	85	85		232	-*	
4. Staff hours devoted to outreach/education/prevention	5,200	5,400	1,350	1,350	1,350	1,350	780	780	780		2,340	5,400	

*Blight Busters is a volunteer program. These measures do not have targets.

Annual

Goal: Preserving healthy neighborhoods

1. % of residents who indicate that the physical condition of the neighborhood is about the same or better condition compared to previous year (annual Code Enforcement Survey)	83%	85%	ANNUAL	ANNUAL	ANNUAL	ANNUAL	ANNUAL	83%	ANNUAL	ANNUAL	83%	85%	
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