



OPI²

Office of
Performance
Improvement
and Innovation

**FY20 Budget Hearing
May 28, 2019**

The Job

**THE WORK IN GOVERNMENT THAT
DRIVES COMMUNITY OUTCOMES**

BREAKTHROUGH INNOVATION

CONTINUOUS IMPROVEMENT

**HOW TO BE THE
BEST IN THE WORLD**

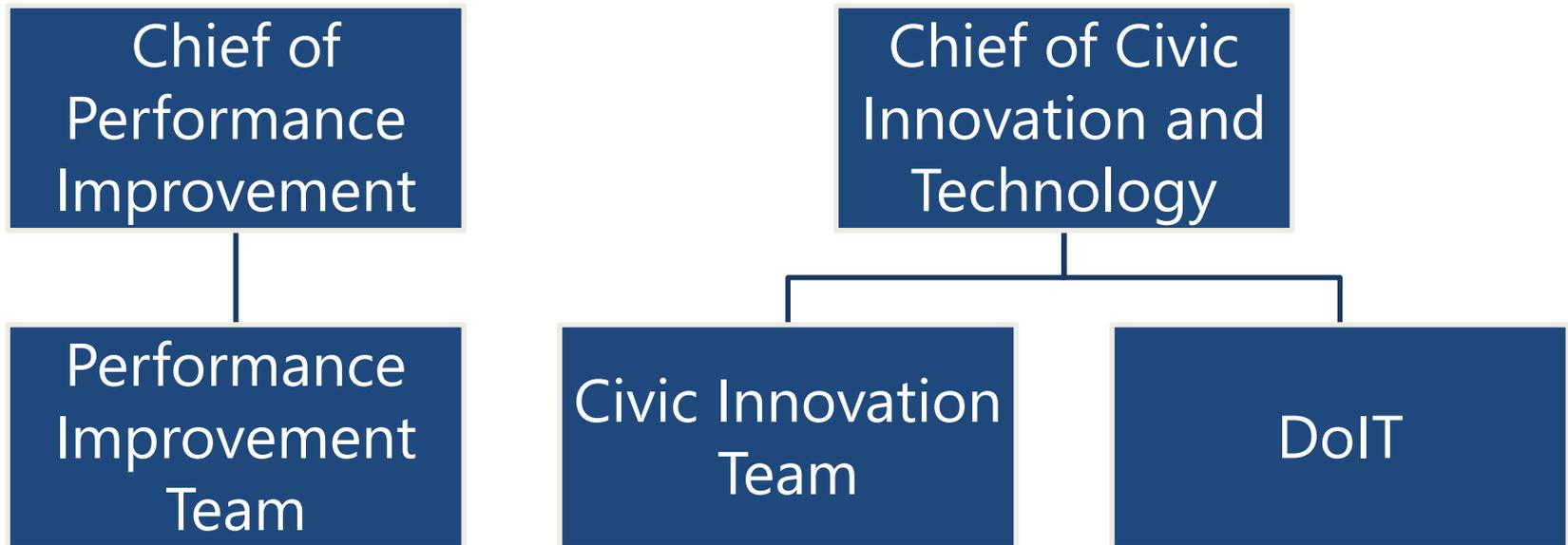
DAILY WORK

**WHAT THEY
DO EVERY DAY**



OFFICE OF
PERFORMANCE
IMPROVEMENT
AND INNOVATION

OPI²



Performance Improvement Team

- ❑ Strategic Planning & Performance Management
- ❑ Continuous Improvement
- ❑ Evaluation and Data Analysis
- ❑ Project Management
- ❑ Talent Management



Carmen Moreno-Rivera
Chief
Performance Improvement



Sioban King
Administrative Asst - S3
(Innovation and Improvement coordinator)



Sonita Arnold
Performance Improvement Mgr
(Senior Program Manager – LouieStat)



Austin Chitwood
OPI Performance Coach
(Organizational Effectiveness Consultant)



Kaci Grant
Senior Project Consultant
(Manager, Talent & Organizational Effectiveness)



Roberto Garcia
Senior OPI Performance Coach
(Project Management and Process Consultant)



Rebecca Hollenbach
Senior OPI Performance Coach
(Program and Evaluation Consultant)



Ken Luther
Performance Improvement Mgr
(Senior Performance Improvement Consultant – Strategy)

Current Major Projects



Organizational Design

- Parks & Recreation

Efficiency & Effectiveness

- Procurement
- Public Works

Public Safety

- SafeStat
- DVPCC

System Improvement

- Minority Contracting
- SummerWorks

Awards & Partnerships

**WHAT
WORKS
CITIES**
GOLD 2019



GOVERNING
THE STATES AND LOCALITIES

The *Equipt to Innovate* Class of 2018
Top Performer: Louisville, Kentucky



Site Visits from Other Cities

- Miami, FL
- Centennial, CO
- Greensboro, NC
- Helsinki, Finland
- Seattle, WA
- San Diego, CA
- Chattanooga, TN
- Lake County, IL
- Peoria, IL (June 2019)
- Syracuse, NY (July 2019)

Civic Innovation Team



Grace Simrall
Chief of Civic Innovation and Technology



Michael Schnuerle
Database Admin II
(Data Officer)



Ricky Santiago
Innovation Fellow
(Digital Inclusion Program Lead)



Sioban King
Administrative Asst - S3
(Innovation and Improvement Coordinator)



DoIT



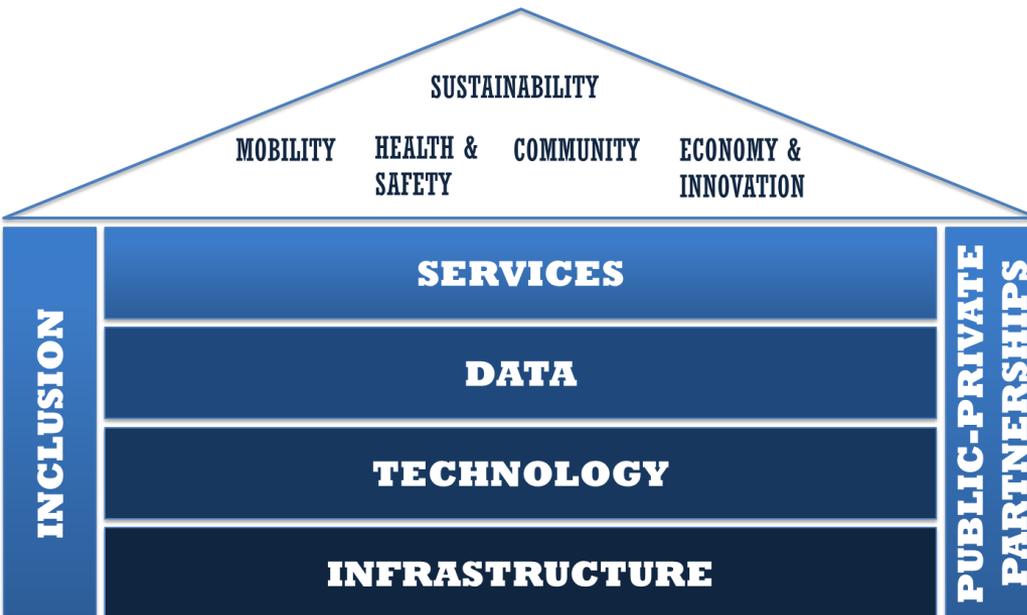
Mary Hampton
Senior Org Performance Analyst
(Data Scientist)

- Smart City**
- Social Innovation**
- Digital Inclusion**
- Open Data**
- Data Governance**
- Innovation Advisory Council**
- Community Engagement**

Smart City

Smart
Cities
Council

2018 Smart Cities Council Readiness
Challenge Grant winner



Current Smart City Projects



OPEN DATA
data.louisvilleky.gov

Sustainability & Health

- AirLouisville
- Green 4 Good
- Great Heart
- Humana Louisville Health Advisory Board



Community & Citizenship

- LouieLab
- SpeedUp
- Public WiFi
- PNC Gigabit Experience Center at LCCC
- IFTTT Smart Louisville

Mobility & Transportation

- Waze
- Autonomous Vehicles Playbook
- Intelligent Traffic Systems
- Bus Rapid Transit: Dixie Hwy
- Go502

Economy & Innovation

- LFIT
- Open Data
- Louisville Downtown Partnership Kiosks
- American Printing House for the Blind Nearby Explorer
- Hackathons

Public Safety

- FirstNet
- Shotspotter
- Smart Russell
- Casper Wireless Smoke Detectors



Innovation Team - Digital Inclusion



Improving Connectivity

Expand access to the internet and broadband

LEARN MORE



Teaching Digital Skills

Train residents in digital skills to increase employment

LEARN MORE



Providing Hardware

Work with partners to provide technology

LEARN MORE

Performance Measures

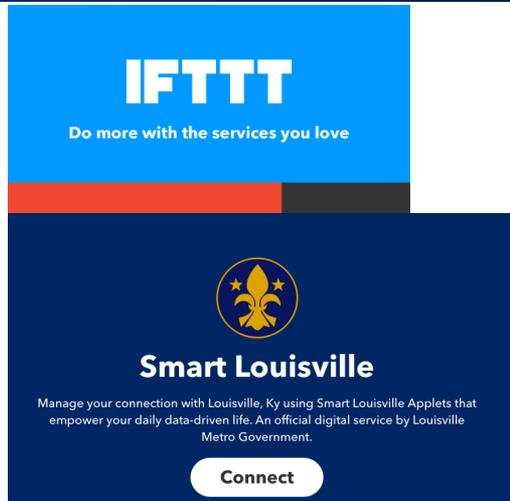
750+ families signed up for low-cost internet plans

200+ residents participated in digital skills training

750+ donated, refurbished laptops and desktops secured of which 300+ distributed to families in need

<https://digitalinclusion.louisvilleky.gov>

Broadly Partnered



EWING MARION KAUFFMAN FOUNDATION



Technology and Entrepreneurship Center at Harvard

Robert Wood Johnson Foundation



Major Awards

GOVERNMENT
EXPERIENCE
AWARDS

2017 Most Innovative City



**WHAT
WORKS
CITIES
GOLD 2019**

Highlights

Smart City – over **\$2M**

- 2018 Bloomberg Philanthropies Mayors Challenge Champion City Grant **\$100K**
- Louisville Fiber Information Technology (LFIT)
Construction underway and leveraged to gain additional grants
 - 2019 US HUD Critical Community Investment (CCI) Grant **\$400K**
 - 2019 KYTC Congestion Mitigation Air Quality (CMAQ) Grant **\$1.5M**

Digital Inclusion – over **\$225K**

Fund fiscally sponsored by the Community Foundation of Louisville

- 2018 First Financial Bank Donation **\$5K**
- 2019 Google Fiber Donation **\$150K**
- 2019 JP Morgan Chase Advancing Cities Grant **\$70K**
- 2019 Americorps VISTA Grant – **4** VISTAs fully funded by Americorps

Total Impact: over \$13.5M

Cash Grants → over \$11.7M

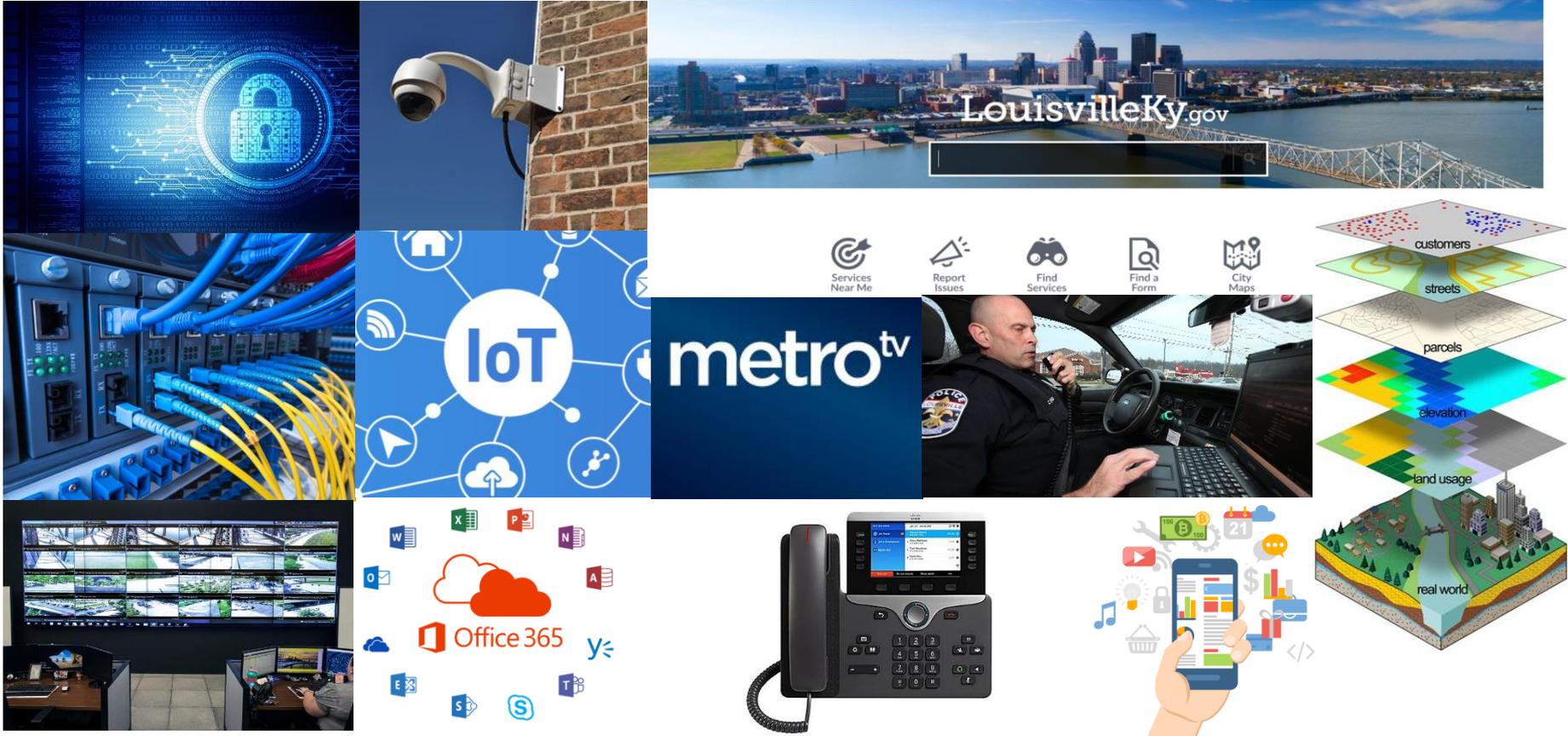
In-Kind Grants → over \$1.8M



Department of Information Technology

2019 Budget Presentation

Essential Functions



Major Initiatives Underway

Work Order Management System



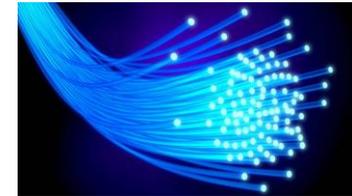
Cyber Security Enhancements



Network Segmentation



LFIT - Fiber Construction



Finding Efficiencies



Awards



Overall City Government Experience Winners:

- 1st Place: City of Louisville, KY
- 2nd Place: City of Los Angeles, CA
- 3rd Place: City of Tuscaloosa, AL
- 4th Place: City of Baton Rouge, LA
- 4th Place: City of San Diego, CA
- 5th Place: City and County of Denver, CO

Congratulations to the 2018 Digital Cities Survey Winners:

500,000 or more population:

- 1st City of Los Angeles, CA
- 2nd City of San Diego, CA
- 3rd City of Louisville, KY
- 4th City and County of Denver, CO
- 5th City of Charlotte, NC
- 6th City of Boston, MA
- 6th City of San Jose, CA
- 7th City of Phoenix, AZ
- 8th City of Albuquerque, NM
- 8th City of Las Vegas, NV
- 9th City of Chicago, IL
- 10th City of Dallas, TX



Customer Rating



Safety Tip

Cybersecurity is everybody's responsibility.

Be sure to reboot your computer every night.

Stop, Look and Think before clicking on links in emails.