

Develop Louisville
Thirty Fifth LouieStat Forum
11/13/2017



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Louisville Metro Key Performance Indicators

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The Joint Meeting begins at 3pm the second Monday of each month.

Old Jail Auditorium - 514 W. Liberty Street



Louisville Metro's Six-Year Strategic Plan
5 Objectives and 21 Goals - "Invest in our People and Neighborhoods"

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Mayor's Goal #16:

Decrease the ratio of abandoned structures to a 10% benchmark ratio within each Metro Council District. The VAP Ratio is the number of code enforcement cases relative to the total number of parcels.

VAP Statistics as of March 2017

Total Structures:	68%	5,058	Total Case Locations:	7,470
Total Lots:	34%	2,506	Total Unpaid Fines:	\$40,733,386

COUNCIL DISTRICT VAP RATIOS

DISTRICT	COUNCIL PERSON	RATIO	VAP STRUCTURES	PARCEL COUNT	OUTSTANDING FINES/FEES
1	JESSICA GREEN	4.58%	581	12,687	\$5,514,861
2	BARBARA SHANKLIN	2.11%	164	7779	\$599,438
3	MARY WOOLRIDGE	3.02%	324	10717	\$3,146,860
4	BARBARA SEXTON SMITH	4.54%	466	10261	\$5,197,756
5	CHERI BRYANT HAMILTON	9.12%	1188	13020	\$11,684,781
6	DAVID JAMES	7.13%	739	10358	\$10,418,044
7	ANGELA LEET	0.27%	29	10913	\$52,378
8	BRANDON COAN	0.24%	27	11454	\$24,243
9	BILL HOLLANDER	0.39%	46	11710	\$125,098
10	PAT MULVIHILL	0.93%	113	12141	\$324,964
11	KEVIN KRAMER	0.10%	10	10445	\$10,111
12	RICK BLACKWELL	1.20%	123	10243	\$332,362
13	VICKI WELCH	0.96%	91	9469	\$216,925
14	CINDI FOWLER	1.66%	187	11252	\$582,066
15	MARIANNE BUTLER	3.00%	361	12029	\$1,464,772
16	SCOTT REED	0.16%	21	12963	\$35,247
17	GLEN STUCKEL	0.17%	17	9762	\$8,278
18	MARILYN PARKER	0.11%	10	8927	\$13,390
19	JULIE DENTON	0.16%	20	12744	\$29,879
20	STUART BENSON	0.25%	30	11847	\$50,455
21	DAN JOHNSON	1.30%	148	11366	\$288,714
22	ROBIN ENGEL	0.33%	39	11884	\$80,747
23	JAMES PEDEN	0.60%	68	11421	\$111,316
24	MADONNA FLOOD	1.60%	168	10468	\$146,243
25	DAVID YATES	0.74%	70	9490	\$257,342
26	BRENT ACKERSON	0.20%	18	8826	\$17,120
			5,058	284,176	\$40,733,386

Boarding and Cleaning Monthly Backlog Develop Louisville

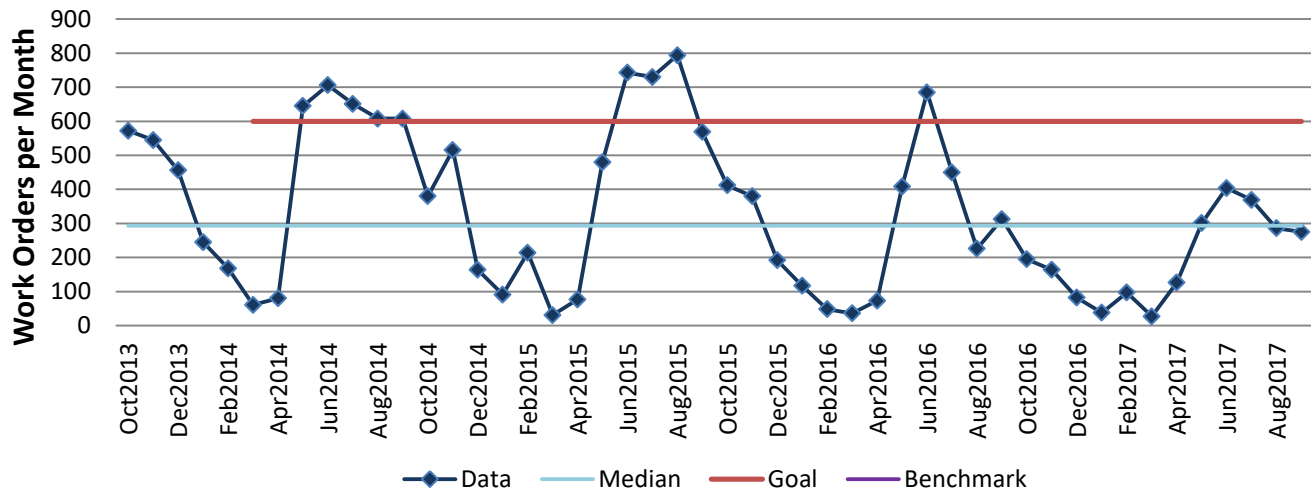


KPI Owner: Darrell Coomer

Process: Property Maintenance

8/14/2017		Source Summary	Continuous Improvement Summary		
Baseline: FY13 Monthly average: 1,066 open		Data Source: Hansen	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions		
Goal: Maintain a backlog of no greater than 600 open boarding, cleaning and cutting work orders in a month.		Goal Source: Dept Strategic Plan	Measurement Method: The number of work orders open at the end of each month.		
Benchmark: TBD		Benchmark Source: N/A	Why Measure: To help quantify the challenge of neighborhood blight.		
			Next Improvement Step: Using Public Works Crews in addition to C&R Vacant Lots Crews working overtime as needed.		
How Are We Doing?					
FY2018 Year-to-Date Goal	FY2018 Year-to-Date Actual		Sep2017 Goal	Sep2017 Actual	
1,800	930		600	275	
Work Orders per Month	Work Orders per Month		Work Orders per Month	Work Orders per Month	

Boarding and Cleaning Monthly Backlog



Root cause analysis is not necessary because there is no gap between the goal and current performance.

Foreclosures Initiated Develop Louisville



KPI Owner: Mary McGuire

Process: VAP Foreclosure

8/14/2017

Source Summary

Continuous Improvement Summary

Baseline: FY16, 94 Foreclosures Initiated
Goal: Initiate 100 VAP Foreclosures in FY17; this relates to Mayor's Goal 16: Resolve Abandoned Properties; it is an Initiative to systematically foreclose on vacant and abandoned properties in targeted areas

Data Source: SharePoint List

Goal Source: IDT and Department Team Goal

Benchmark Source: TBD

Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions

Measurement Method: Count of vacant/abandoned properties on which Metro has initiated a VAP foreclosure

Why Measure: Foreclosure helps return an abandoned property to productive use by changing the owner(s)

Next Improvement Step: Department will work with County Attorney to identify resources to continue relationship with private counsel.

Benchmark: TBD

How Are We Doing?

FY2018 Year-to-Date
Goal

FY2018 Year-to-Date
Actual

33

49



Oct2017 Goal

Oct2017 Actual

8

13



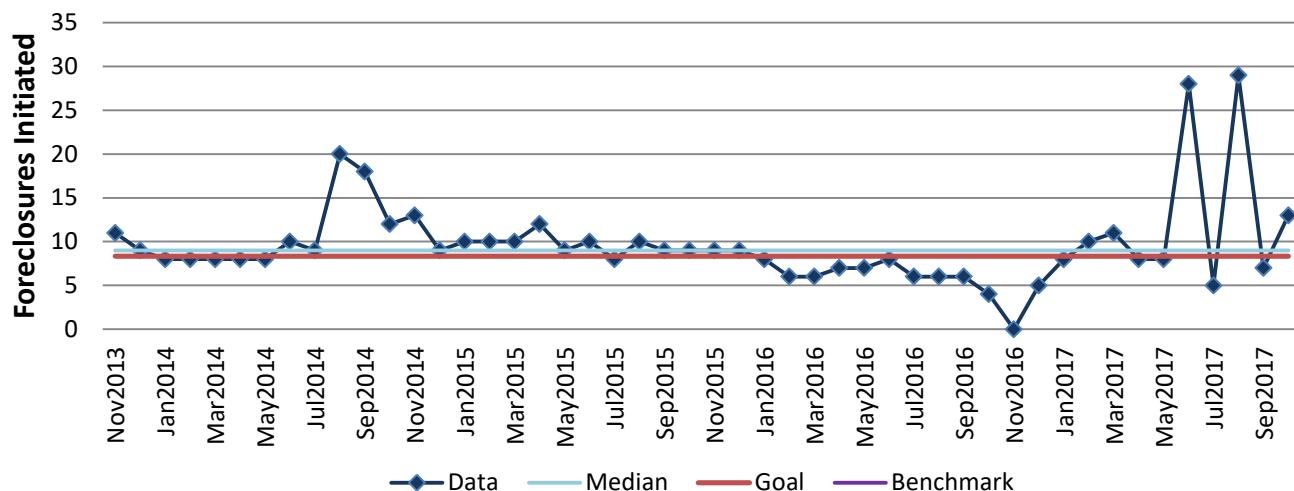
Foreclosures Initiated

Foreclosures Initiated

Foreclosures Initiated

Foreclosures Initiated

Foreclosures Initiated



Root cause analysis is not necessary because there is no gap between the goal and current performance.

Metro Demolitions Develop Louisville

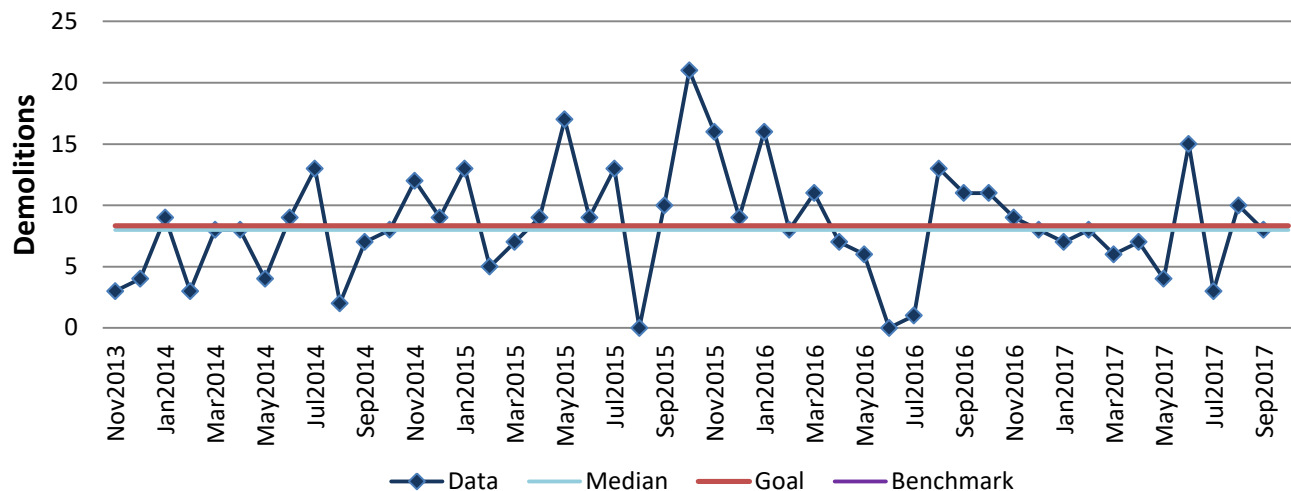


KPI Owner: Sally Jessel and Carrie Fry

Process: Demolition

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: FY16, 107 structures demolished Goal: Demolish 100 structures in FY17; this relates to Mayor's Goal 16: Resolve Abandoned Properties; it is an initiative to demolish blighted properties Benchmark: TBD		Data Source: Hansen Goal Source: IDT and Department Team Goal Benchmark Source: TBD	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions Measurement Method: Count of vacant/abandoned structures demolished monthly by Louisville Metro Why Measure: Demo candidate properties pose a health and safety concern to citizens and depress property values and community vitality Next Improvement Step: Implementation of a property severity ranking to prioritize demolition cases		
How Are We Doing?					
FY2018 Year-to-Date Goal	FY2018 Year-to-Date Actual		Sep2017 Goal	Sep2017 Actual	
25	18		8	8	
Demolitions	Demolitions		Demolitions	Demolitions	

Metro Demolitions



Root cause analysis is not necessary because there is no gap between the goal and current performance.

Net Payment/Collections from Fines, Abatement Costs & Liens Develop Louisville

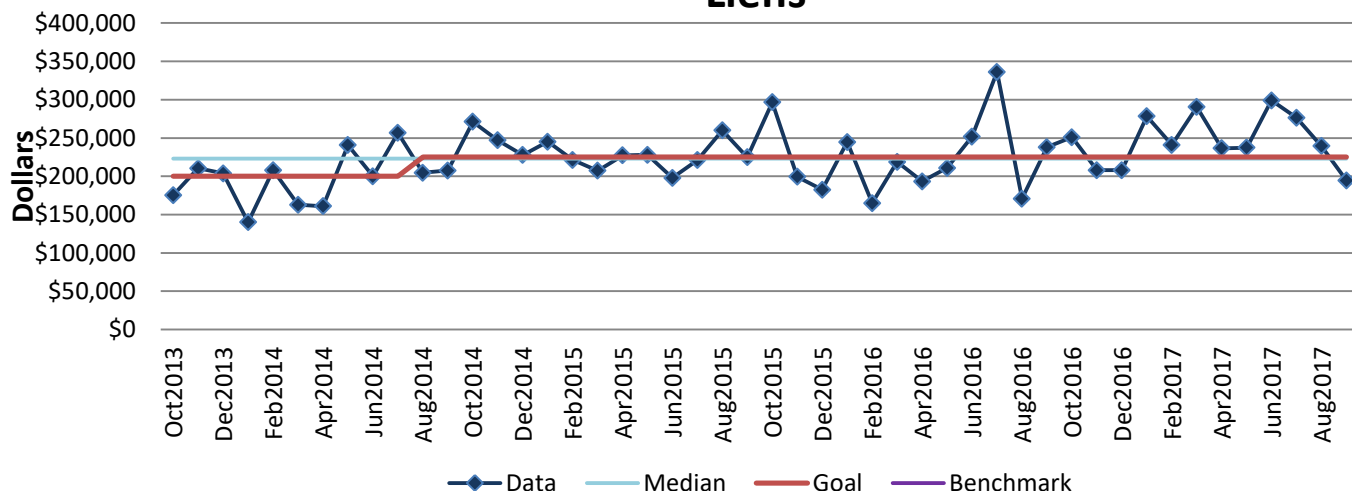


KPI Owner: John Flood

Process: Collections

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: FY2012 - \$536,629 Goal: \$2.7 million per year Benchmark: TBD		Data Source: LeAP Goal Source: Budget for C&R Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Sum of fees collected per month Why Measure: TBD Next Improvement Step: Increase collections		
How Are We Doing?					
FY2018 Year-to-Date Goal	FY2018 Year-to-Date Actual		Sep2017 Goal	Sep2017 Actual	
675,000	710,644		225,000	194,655	
Dollars	Dollars		Dollars	Dollars	

Net Payment/Collections from Fines, Abatement Costs & Liens



Collections are cyclical and dependent on a variety of factors. The monthly goal is slightly behind, but Metro is on track to meet its annual goal.

Properties Acquired by the Landbank Develop Louisville

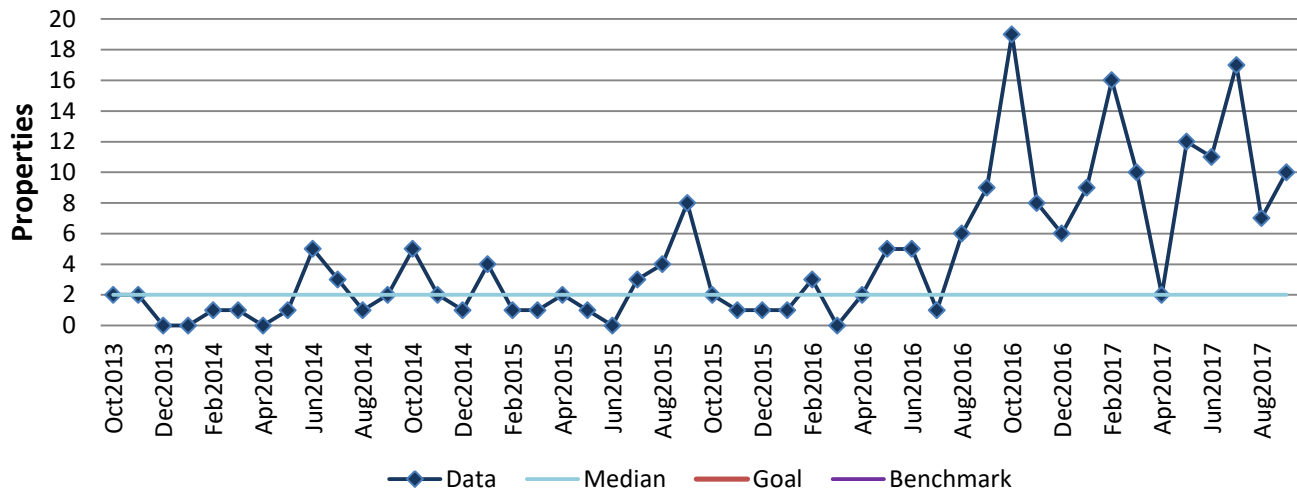


KPI Owner: Latondra Yates

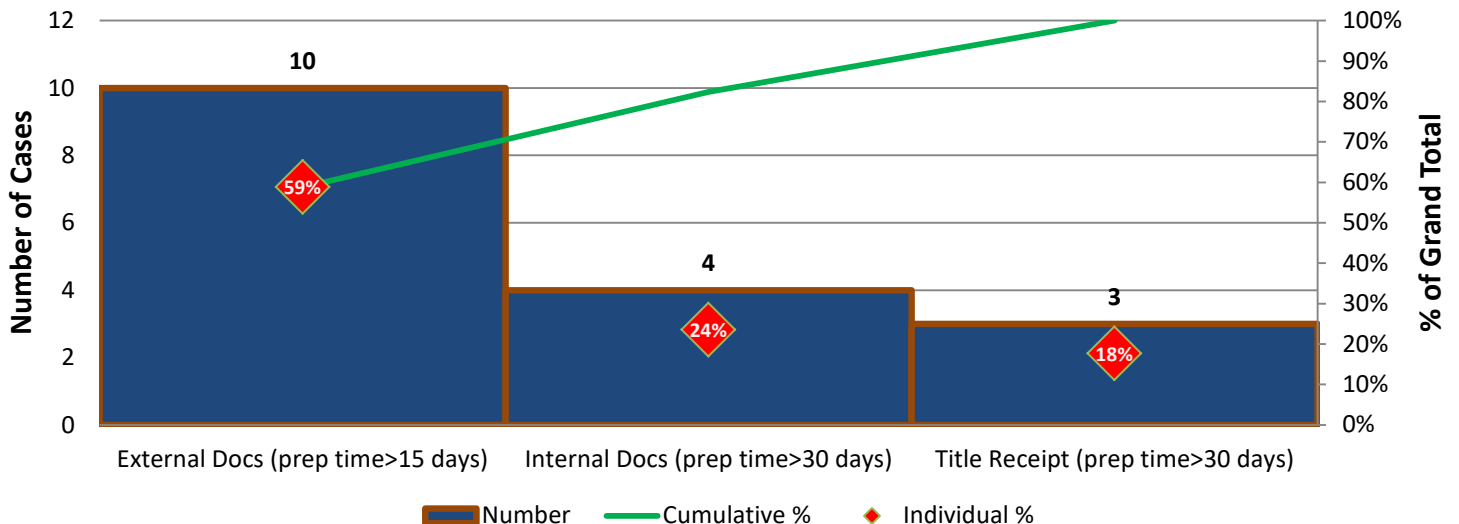
Process: Acquisitions

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: FY2012 - 2 properties Goal: N/A - input measure Benchmark: TBD		Data Source: SharePoint Goal Source: N/A Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Count of properties acquired by the Vacant & Public Property division each month Why Measure: To reduce the ratio of abandoned properties and to return underutilized property to productive use Next Improvement Step: Root cause analysis of slow acquisitions		
How Are We Doing?					
FY2018 Year-to-Date Goal	FY2018 Year-to-Date Actual		Sep2017 Goal	Sep2017 Actual	
TBD	34		TBD	10	
Properties	Properties		Properties	Properties	

Properties Acquired by the Landbank



Oct2016-Sep2017 Pareto Analysis



Properties Disposed by the Landbank Develop Louisville

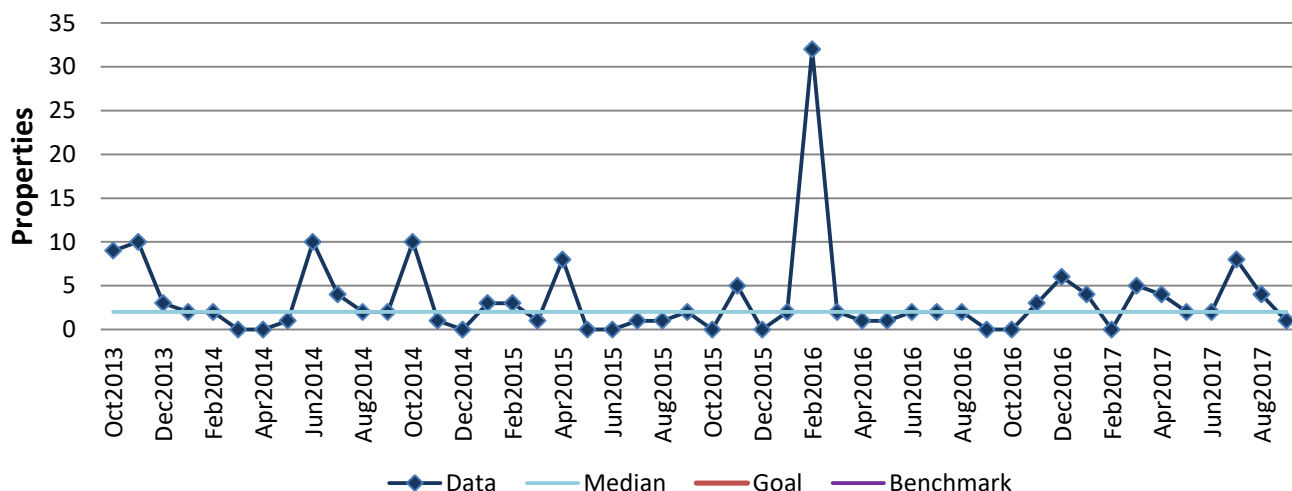


KPI Owner: Latondra Yates & Connie Sutton

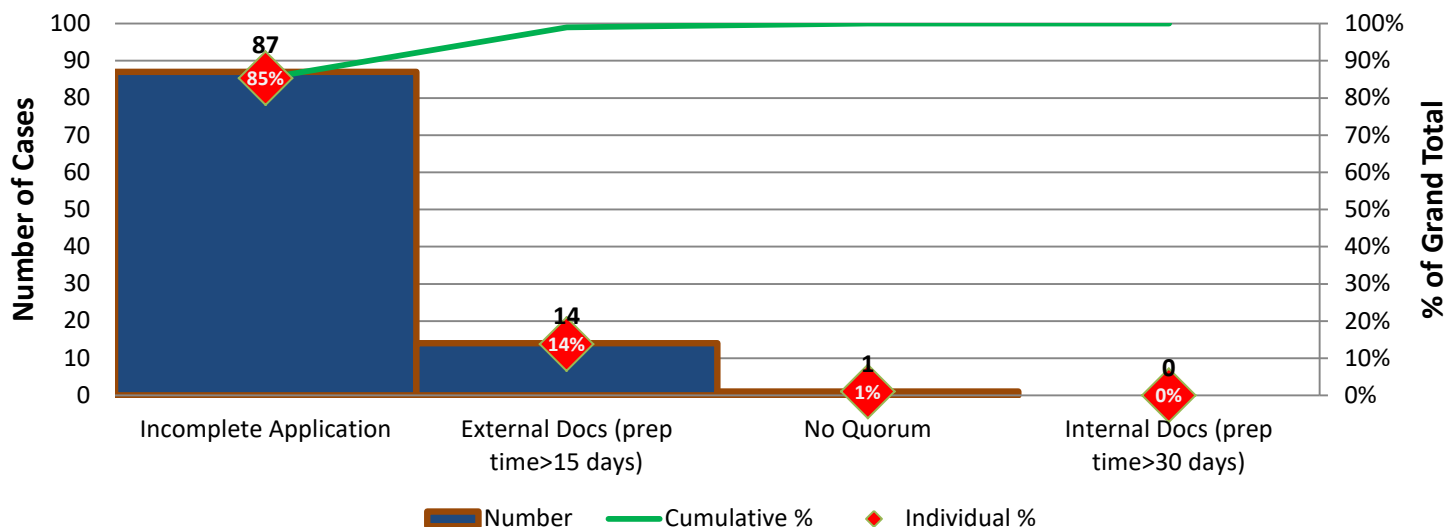
Process: Dispositions

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: FY2012 - 14 properties Goal: TBD Benchmark: TBD		Data Source: SharePoint Goal Source: TBD Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Count of properties disposed by the Vacant & Public Property divisions each month Why Measure: To reduce the inventory of vacant properties and to return underutilized property to productive use Next Improvement Step: Determine goals		
How Are We Doing?					
FY2018 Year-to-Date Goal	FY2018 Year-to-Date Actual		Sep2017 Goal	Sep2017 Actual	
TBD	13		TBD	1	
Properties	Properties		Properties	Properties	

Properties Disposed by the Landbank



Oct2016-Sep2017 Pareto Analysis



Vacant & Abandoned Property Statistics

10/9/2017

HOPPER ITEMS

	Topic	Date
1	URC Inventory Reconciliation Update	December
2	Foreclosure Priority Ranking System	December

**Presentation dates are subject to change.*

LIVE Streaming of the Joint Meeting is available online at:

[VAPStat Joint Meeting Streaming Video](#)

The VAPStat Joint Meeting is administered by the
Office of Vacant & Public Property Administration
Metro Development Center, 444 S. 5th Street, Fifth Floor
Phone: (502)574-4016 Fax: (502)574-4199 Email: vapstat@louisvilleky.gov

