

Develop Louisville
Twenty Seventh LouieStat Forum
4/10/2017





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Louisville Metro Key Performance Indicators

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The Joint Meeting begins at 3p 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	DAVID TANDY	4.54%	466	10261	\$5,197,756
5	CHERI 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	TOM OWEN	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	KELLY DOWNARD	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 T. ACKERSON	0.20%	18	8826	\$17,120
			5,058	284,176	\$40,733,386

Boarding & Cleaning Monthly Backlog Codes & Regulations



KPI Owner: Darrell Coomer

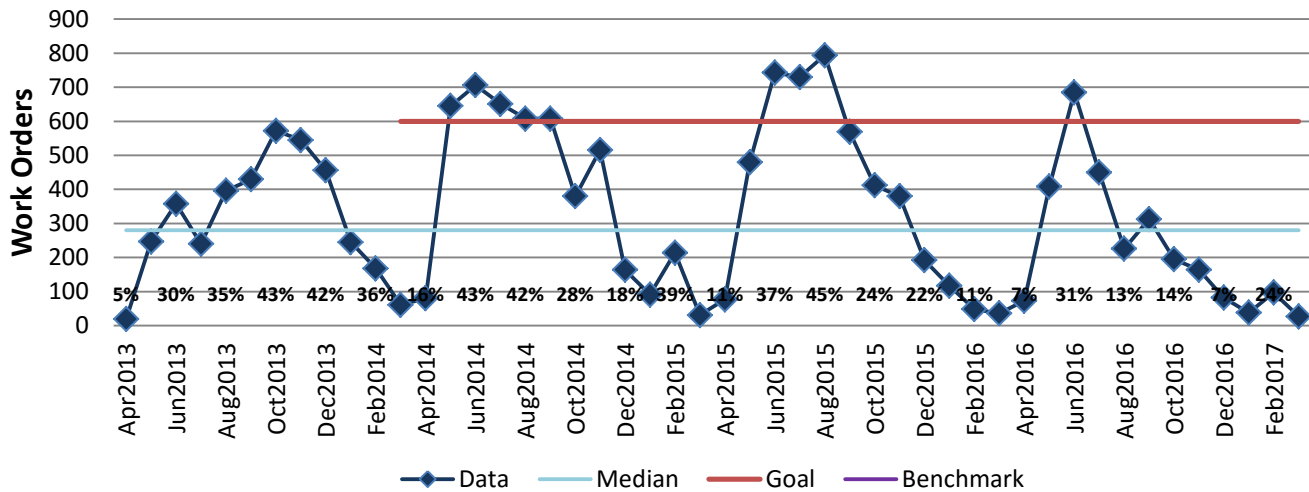
Process: Property Maintenance

4/10/2017		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?					
Apr2016-Mar2017 12 Month Goal	Apr2016-Mar2017 12 Month Average		Mar2017 Goal	Mar2017 Actual	
600	230		600	27	
Work Orders	Work Orders		Work Orders	Work Orders	

Boarding & Cleaning Monthly Backlog



Good



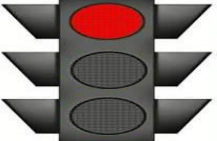
Root cause analysis is not necessary because there is no gap between the goal and current performance.

Foreclosures Initiated Develop Louisville

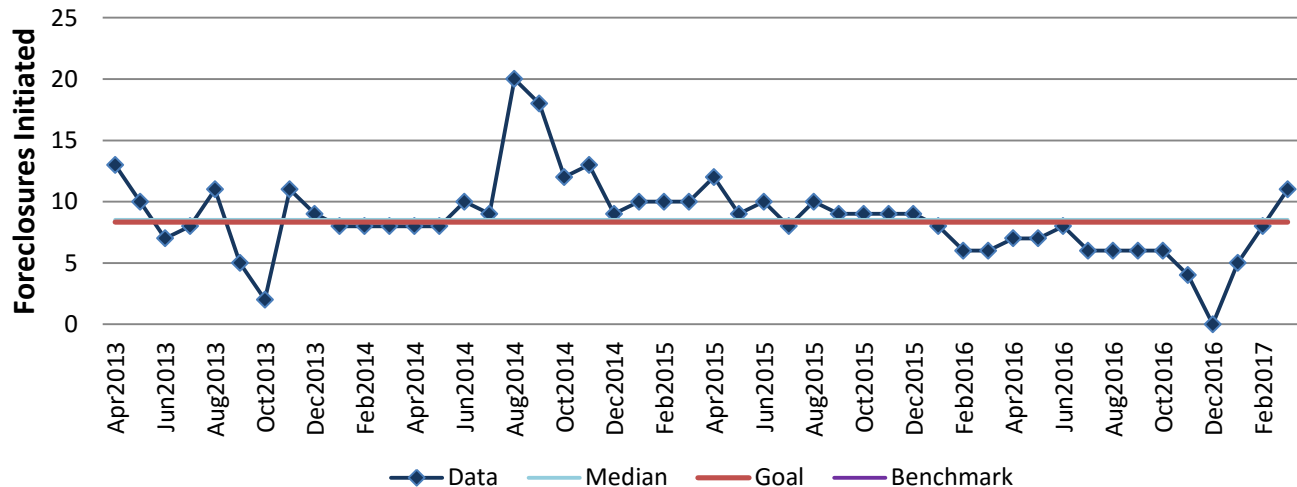


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Process: VAP Foreclosure

4/10/2017		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 Benchmark: TBD		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.		
How Are We Doing?						
Apr2016-Mar2017 12 Month Goal	Apr2016-Mar2017 12 Month Actual			Mar2017 Goal	Mar2017 Actual	
100	74			8	11	
Foreclosures Initiated	Foreclosures Initiated			Foreclosures Initiated	Foreclosures Initiated	

Foreclosures Initiated



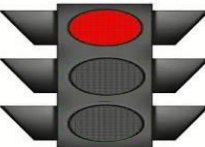
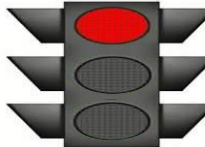
Root cause analysis is not necessary because there is no gap between the goal and current performance.

Metro Demolitions Develop Louisville

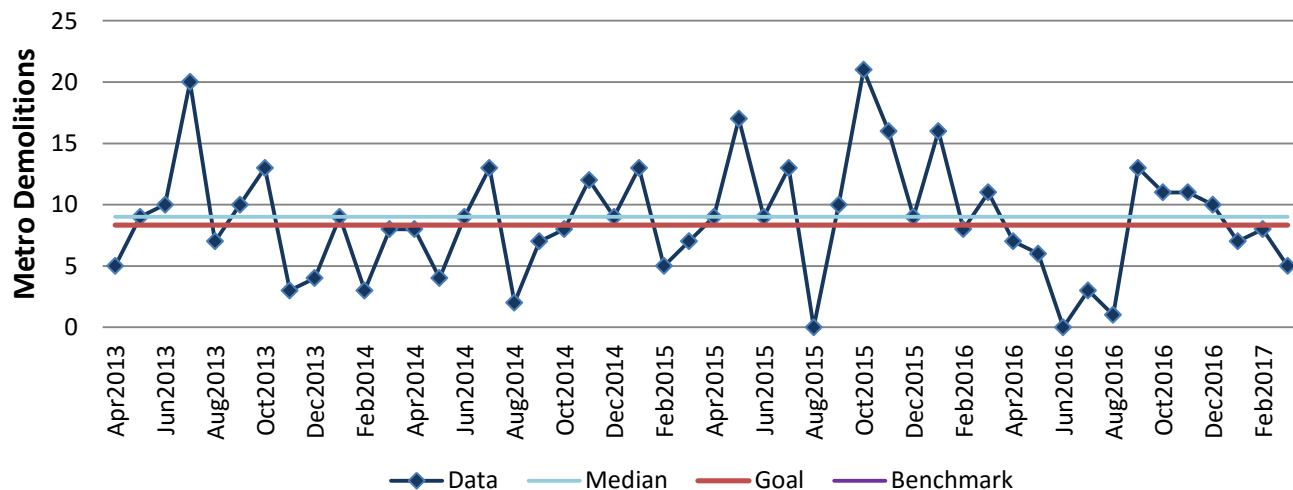
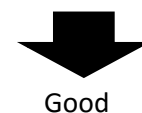


KPI Owner: Sally Jessel and Carrie Fry

Process: Demolition

4/10/2017		Source Summary		Continuous Improvement Summary		
Baseline: FY16, 107 structures demolished		Data Source: Hansen		Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions		
Goal: Demolish 100 structures in FY17; this relates to Mayor's Goal 16: Resolve Abandoned Properties; it is an initiative to demolish blighted properties		Goal Source: IDT and Department Team Goal		Measurement Method: Count of vacant/abandoned structures demolished monthly by Louisville Metro		
Benchmark: TBD		Benchmark Source: TBD		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?						
Apr2016-Mar2017 12 Month Goal	Apr2016-Mar2017 12 Month Actual			Mar2017 Goal	Mar2017 Actual	
100	82			8	5	
Metro Demolitions	Metro Demolitions			Metro Demolitions	Metro 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

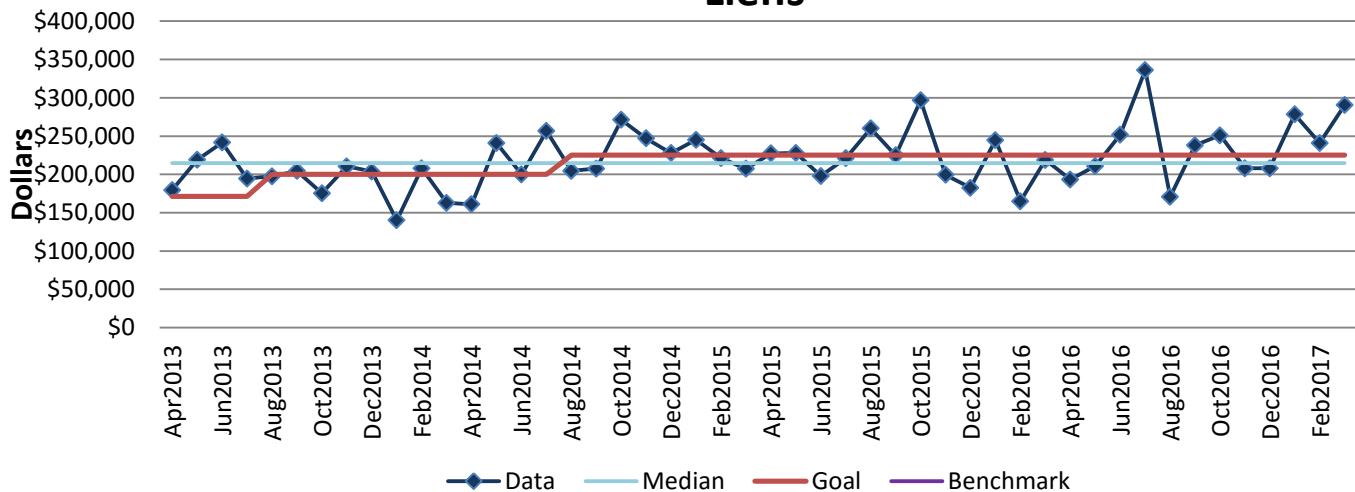
Process: Collections

4/10/2017	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?

Apr2016-Mar2017 12 Month Goal	Apr2016-Mar2017 12 Month Actual		Mar2017 Goal	Mar2017 Actual	
2,700,000	2,877,836		225,000	290,395	
Dollars	Dollars		Dollars	Dollars	

Net Payment/Collections from Fines, Abatement Costs & Liens



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

Properties Acquired by the Landbank Develop Louisville

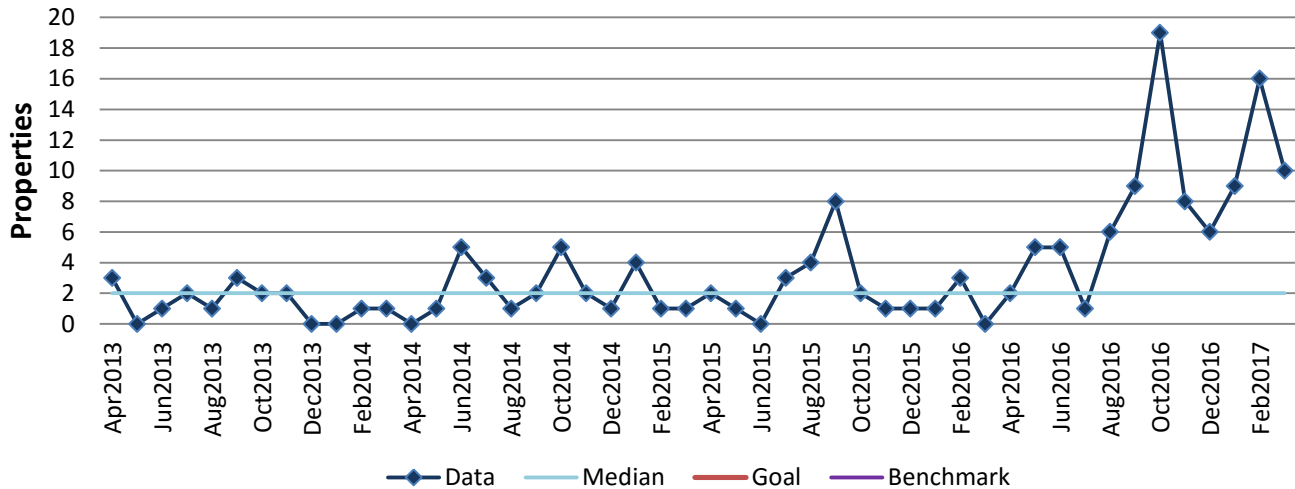


KPI Owner: Latondra Yates

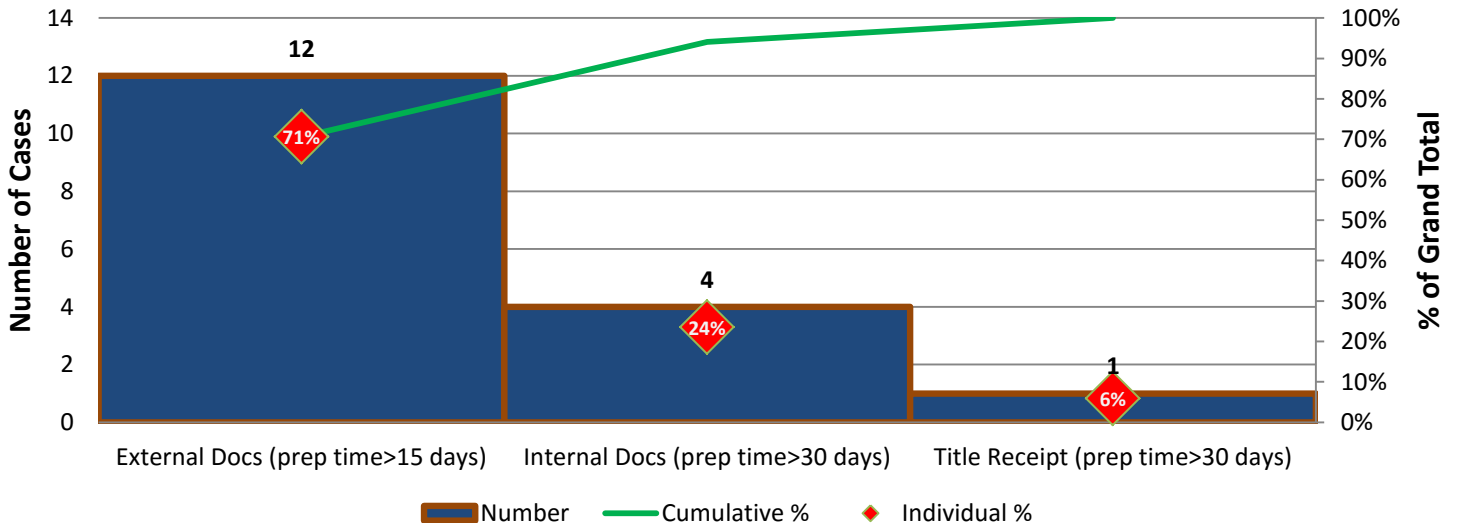
Process: Acquisitions

4/10/2017		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: Pareto Analysis on root causes of slow acquisitions		
How Are We Doing?					
Apr2016-Mar2017 12 Month Goal	Apr2016-Mar2017 12 Month Actual		Mar2017 Goal	Mar2017 Actual	
TBD	96		TBD	10	
Properties	Properties		Properties	Properties	

Properties Acquired by the Landbank



Apr2016-Mar2017 Pareto Analysis



Properties Disposed by the Landbank Develop Louisville

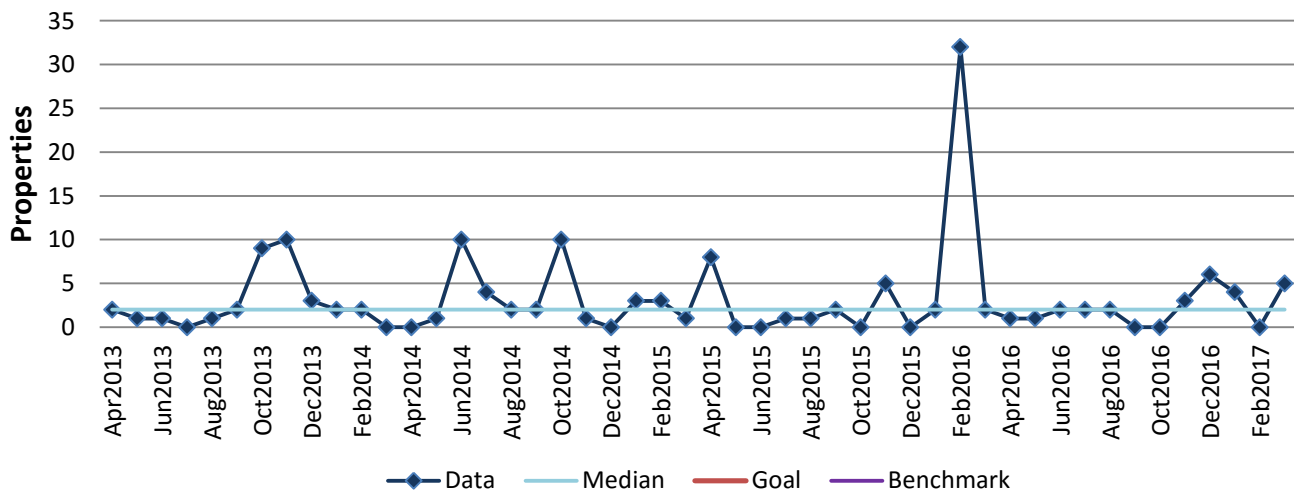


KPI Owner: Latondra Yates & Connie Sutton

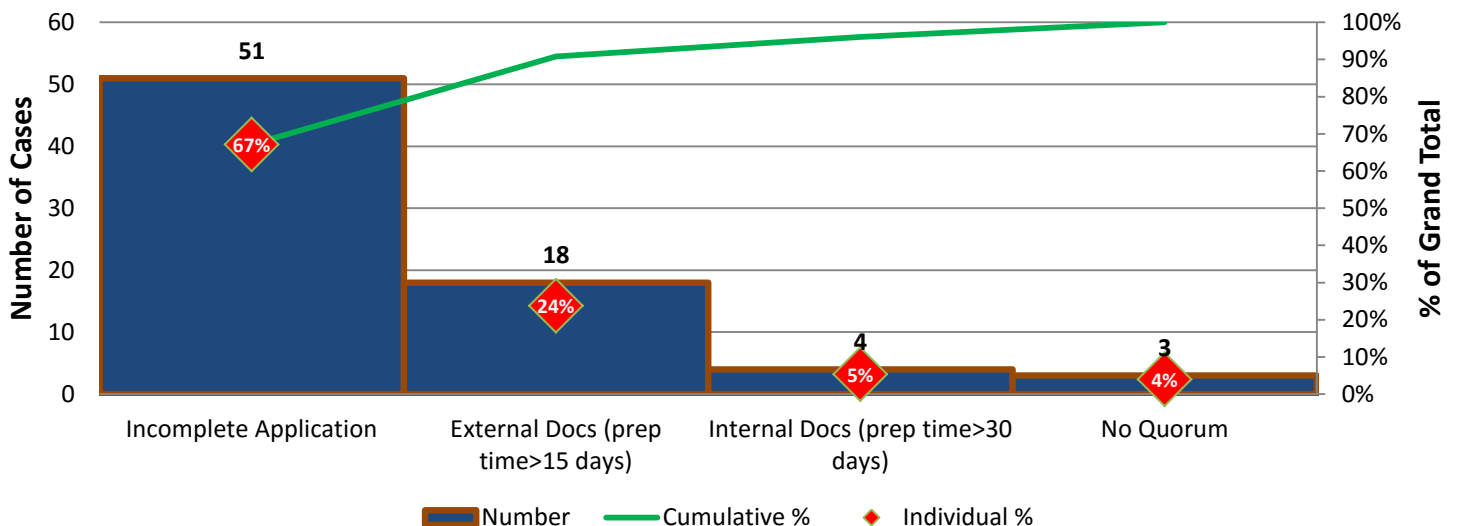
Process: Dispositions

4/10/2017		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: Conduct in depth Pareto Analysis on root causes of fewer dispositions		
How Are We Doing?					
Apr2016-Mar2017 12 Month Goal	Apr2016-Mar2017 12 Month Actual		Mar2017 Goal	Mar2017 Actual	
TBD	26		TBD	5	
Properties	Properties		Properties	Properties	

Properties Disposed by the Landbank



Apr2016-Mar2017 Pareto Analysis



Vacant & Abandoned Property Statistics

4/10/2017

HOPPER ITEMS

	Topic	Date
1	AUP Project Update - Presentation	5/8/2017
2	URC Inventory Reconciliation Update	1/9/2017
3	Landbank - Updated Pricing Policy	2/13/2017
4	Foreclosure Priority Ranking System	3/13/2017

**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

