Develop Louisville
Twenty Second LouieStat Forum
9/12/2016

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Louisville Metro Key Performance Indicators

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FROM VACANT SPACES TO PRODUCTIVE PLACES

VAPStat

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"

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 June 2015

Total Structures:	70%	5,867	Total Case Locations:	8,261
Total Lots:	30%	2,489	Total Unpaid Fines:	$42,696,045

COUNCIL DISTRICT VAP RATIOS

DISTRICT	COUNCIL PERSON	RATIO	VAP STRUCTURES	PARCEL COUNT	OUTSTANDING FINES/FEES
1	JESSICA GREEN	**5%**	674	*13,013*	5,889,414
2	BARBARA SHANKLIN	**2%**	194	7,985	691,140
3	MARY WOOLRIDGE	**3%**	359	10,956	3,316,423
4	DAVID TANDY	**5%**	542	10,662	5,239,604
5	CHERI HAMILTON	**10%**	1312	13,266	12,013,109
6	DAVID JAMES	**8%**	834	10,582	10,367,856
7	ANGELA LEET	**0%**	27	11,309	63,579
8	TOM OWEN	**0%**	40	11,637	102,131
9	BILL HOLLANDER	**0%**	60	12,046	180,997
10	STEVE MAGRE	**1%**	140	12,423	372,018
11	KEVIN KRAMER	**0%**	14	10,792	36,239
12	RICK BLACKWELL	**2%**	162	10,591	390,933
13	VICKI WELCH	**1%**	114	10,237	297,087
14	CINDI FOWLER	**2%**	215	11,702	674,036
15	MARIANNE BUTLER	**4%**	433	12,224	1,640,837
16	KELLY DOWNARD	**0%**	23	*13,180*	42,054
17	GLEN STUCKEL	**0%**	21	10,060	11,746
18	MARILYN PARKER	**0%**	11	9,234	13,478
19	JULIE DENTON	**0%**	28	12,929	35,541
20	STUART BENSON	**0%**	33	11,989	68,918
21	DAN JOHNSON	**1%**	165	12,136	324,603
22	ROBIN ENGEL	**0%**	49	11,953	83,514
23	JAMES PEDEN	**1%**	87	11,667	216,746
24	MADONNA FLOOD	**2%**	204	10,809	247,526
25	DAVID YATES	**1%**	103	9,784	355,860
26	BRENT T. ACKERSON	**0%**	23	9,070	20,657
			5,867		

Boarding & Cleaning Monthly Backlog
Codes & Regulations

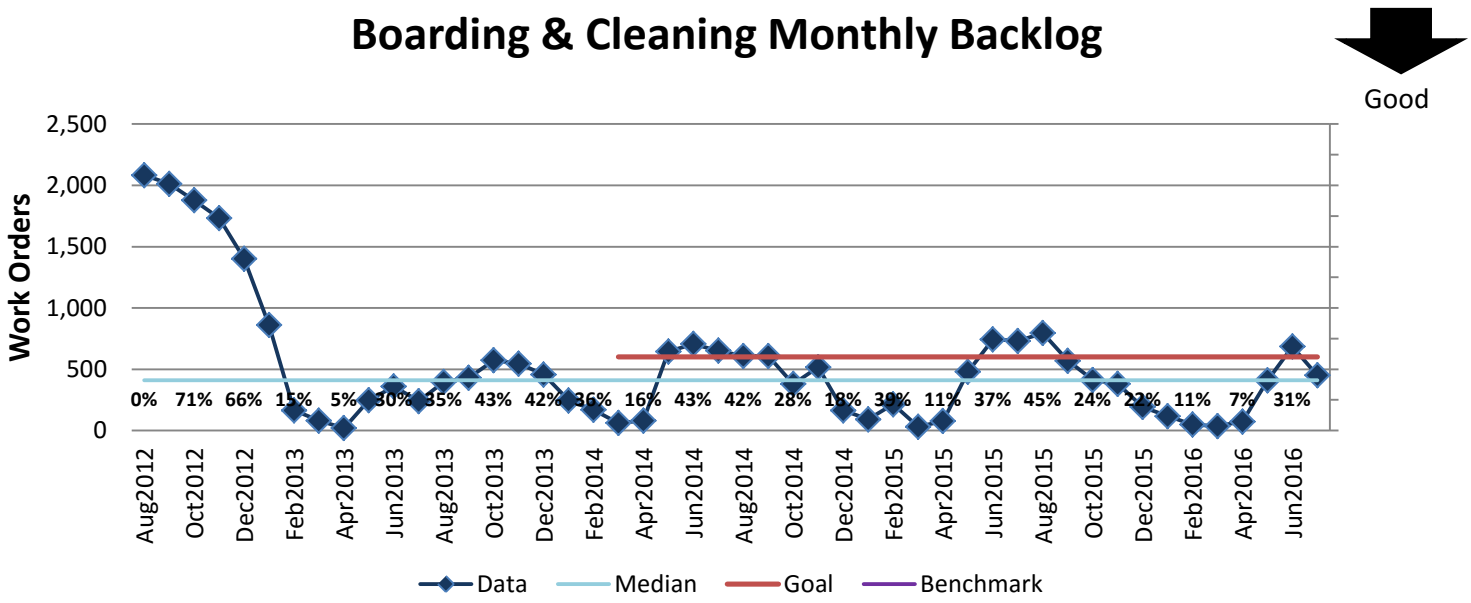
KPI Owner: Darrell Coomer | **Process: Property Maintenance**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY13 Monthly average: 1,066 open Goal: Maintain a backlog of no greater than 600 open boarding, cleaning and cutting work orders in a month. Benchmark: TBD	Data Source: Hansen Goal Source: Dept Strategic Plan Benchmark Source: N/A	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions Measurement Method: The number of work orders open at the end of each month. Why Measure: To help quantify the challenge of neighborhood blight. Next Improvement Step: Using Public Works Crews in addtion to C&R Vacant Lots Crews working overtime as needed.

How Are We Doing?

Aug2015-Jul2016 12 Month Goal	Aug2015-Jul2016 12 Month Actual		Jul2016 Goal	Jul2016 Actual	
7,200	4,164		600	450	
Work Orders	Work Orders		Work Orders	Work Orders	

Boarding & Cleaning Monthly Backlog



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.

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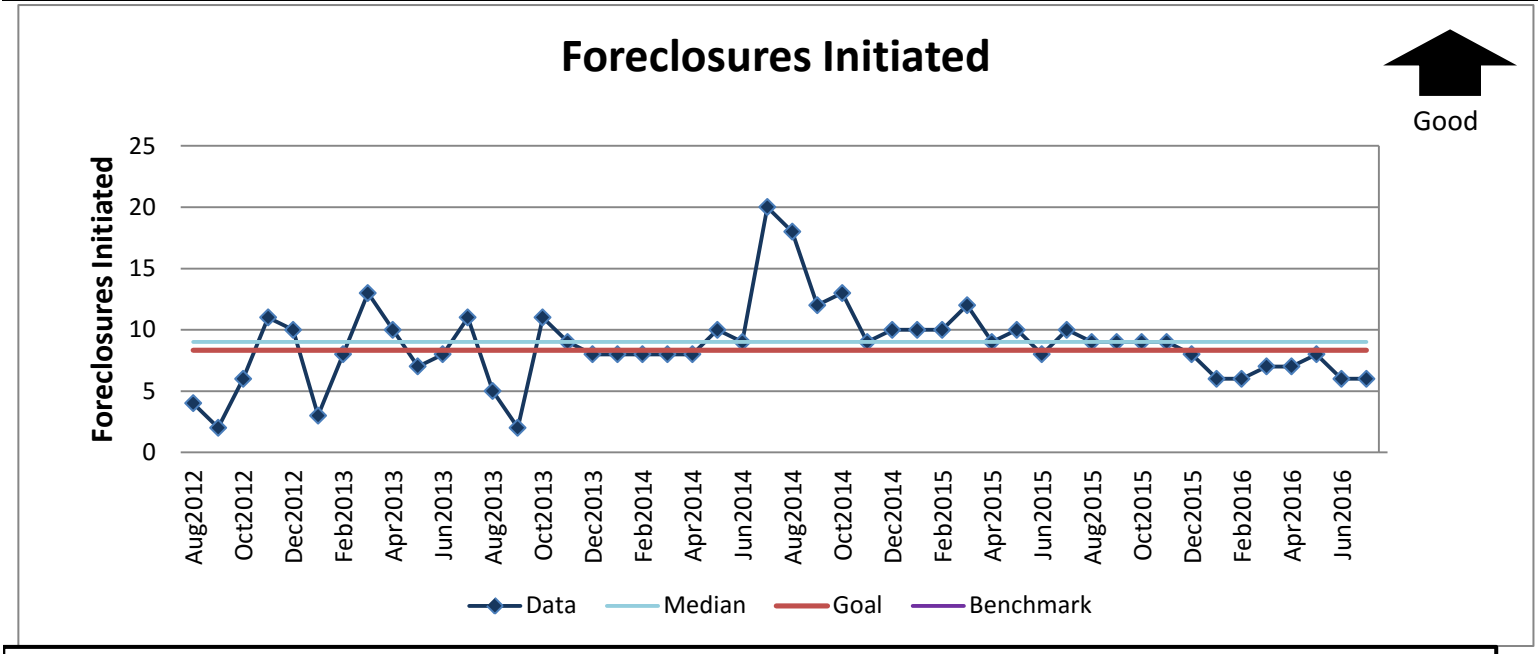
Foreclosures Initiated
Develop Louisville

KPI Owner: Mary McGuire **Process: VAP Foreclosure**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: Initiate 100 VAP Foreclosures in FY14; 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?

Aug2015-Jul2016 12 Month Goal	Aug2015-Jul2016 12 Month Actual		Jul2016 Goal	Jul2016 Actual	
100	90		8	6	
Foreclosures Initiated	Foreclosures Initiated		Foreclosures Initiated	Foreclosures Initiated	



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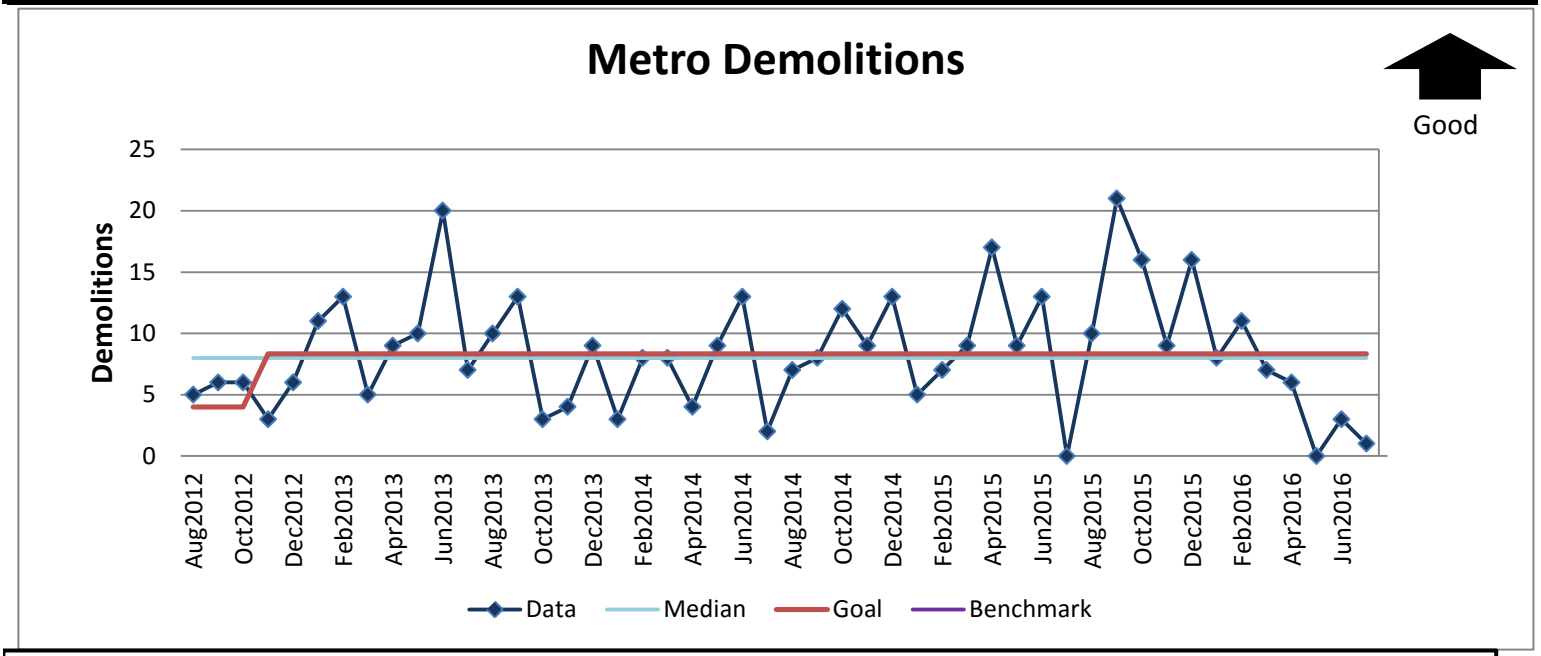
Metro Demolitions
Develop Louisville

KPI Owner: Sally Jessel and Carrie Fry | **Process: Demolition**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD **Goal: Demolish 100 structures in FY14; 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?

Aug2015-Jul2016 12 Month Goal	Aug2015-Jul2016 12 Month Actual		Jul2016 Goal	Jul2016 Actual	
100	108		8	1	
Demolitions	Demolitions		Demolitions	Demolitions	



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

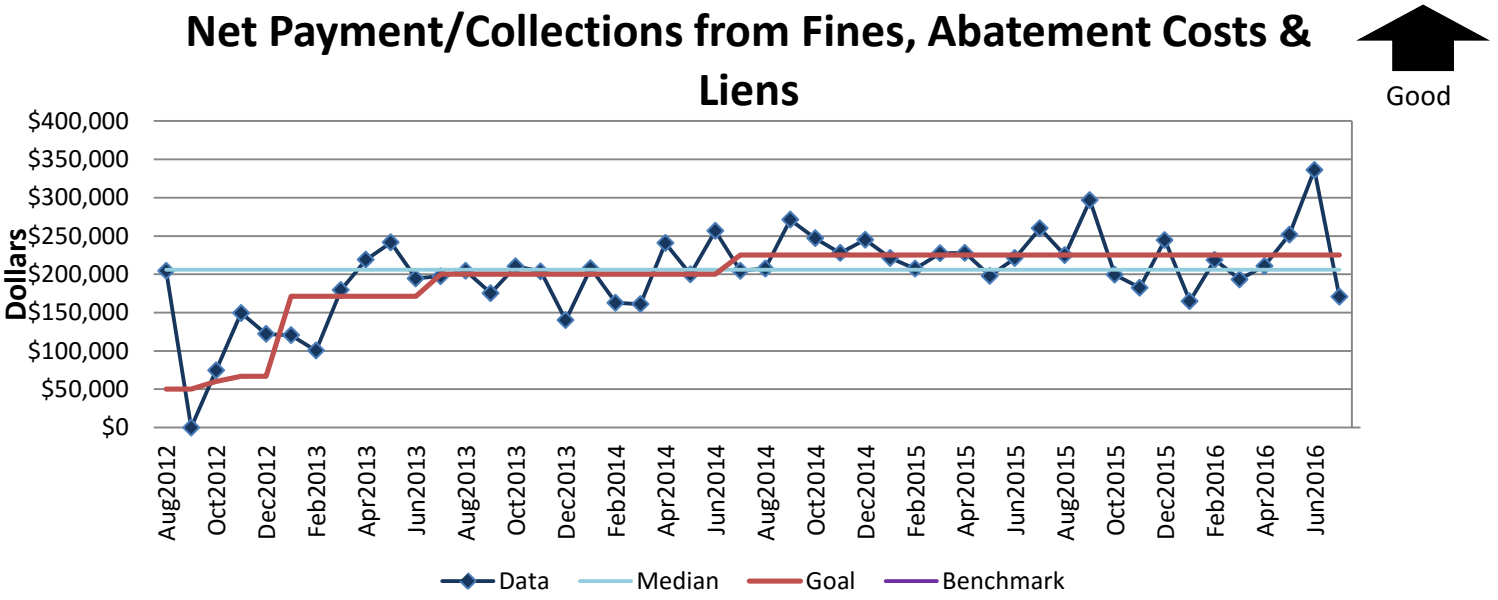
KPI Owner: John Flood | **Process: Collections**

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?

Aug2015-Jul2016 12 Month Goal	Aug2015-Jul2016 12 Month Actual		Jul2016 Goal	Jul2016 Actual	
2,700,000	2,694,895		225,000	170,837	
Dollars	Dollars		Dollars	Dollars	

Net Payment/Collections from Fines, Abatement Costs & Liens



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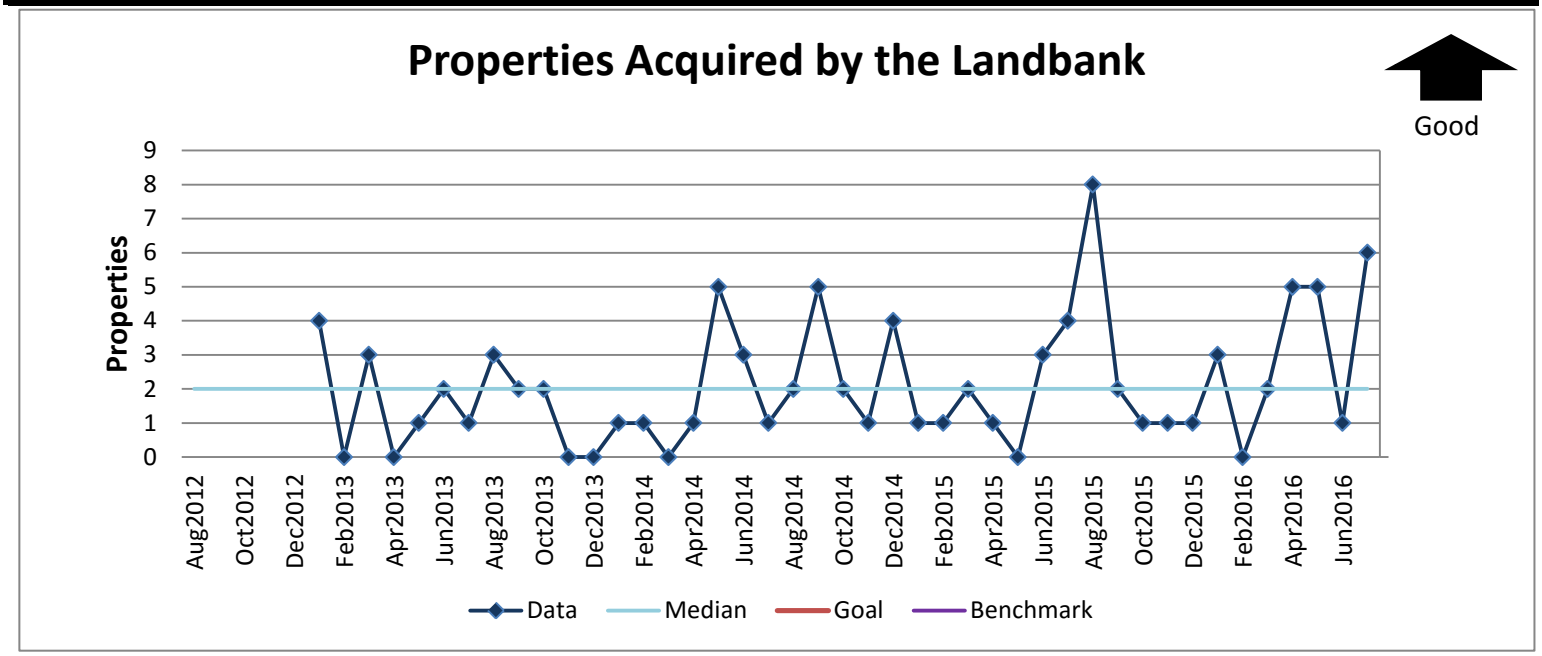
Properties Acquired by the Landbank
Develop Louisville

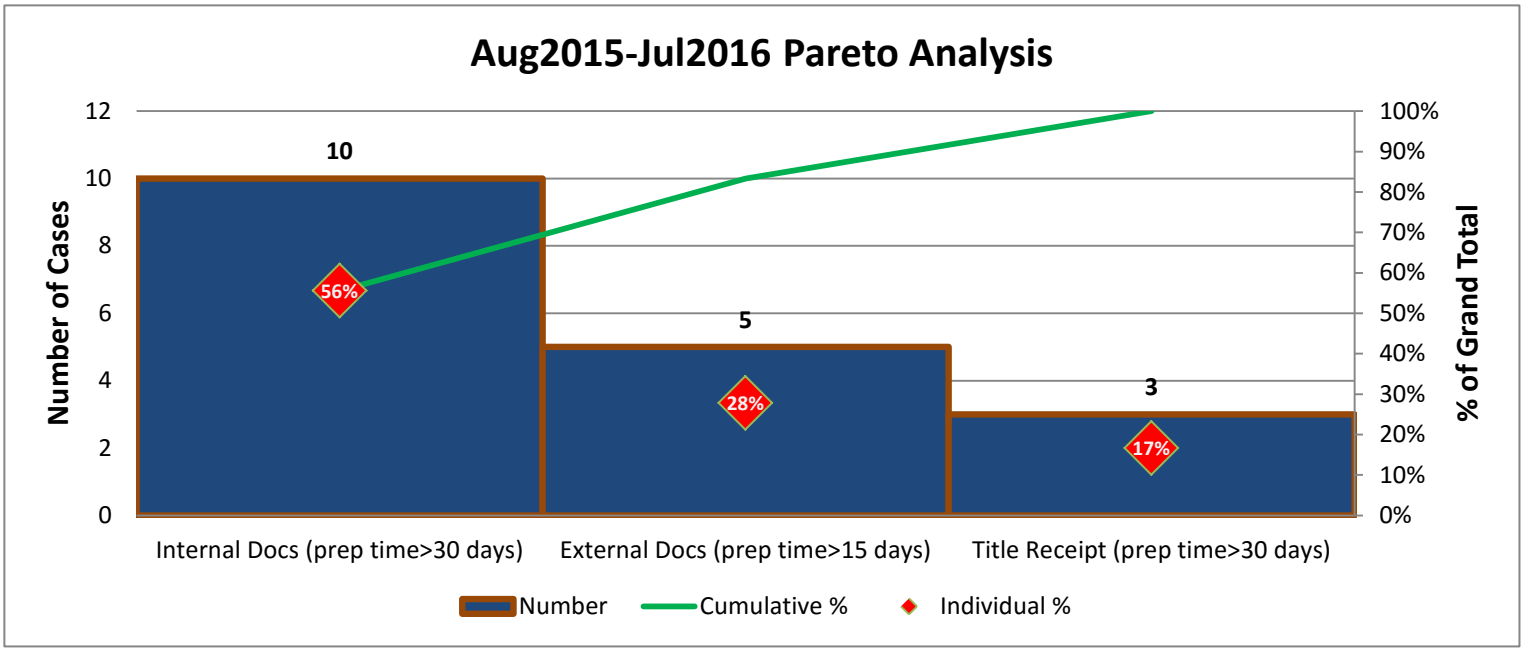
KPI Owner: Latondra Yates | **Process: Acquisitions**

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: Pareto Analysis on root causes of slow acqusitions

How Are We Doing?

Aug2015-Jul2016 12 Month Goal	Aug2015-Jul2016 12 Month Actual		Jul2016 Goal	Jul2016 Actual	
TBD	35		TBD	6	
Properties	Properties		Properties	Properties	





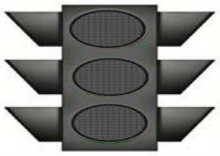
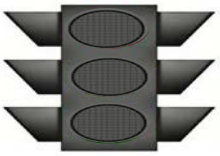
Report Generated: 09/08/2016 | Data Expires: 09/12/2016

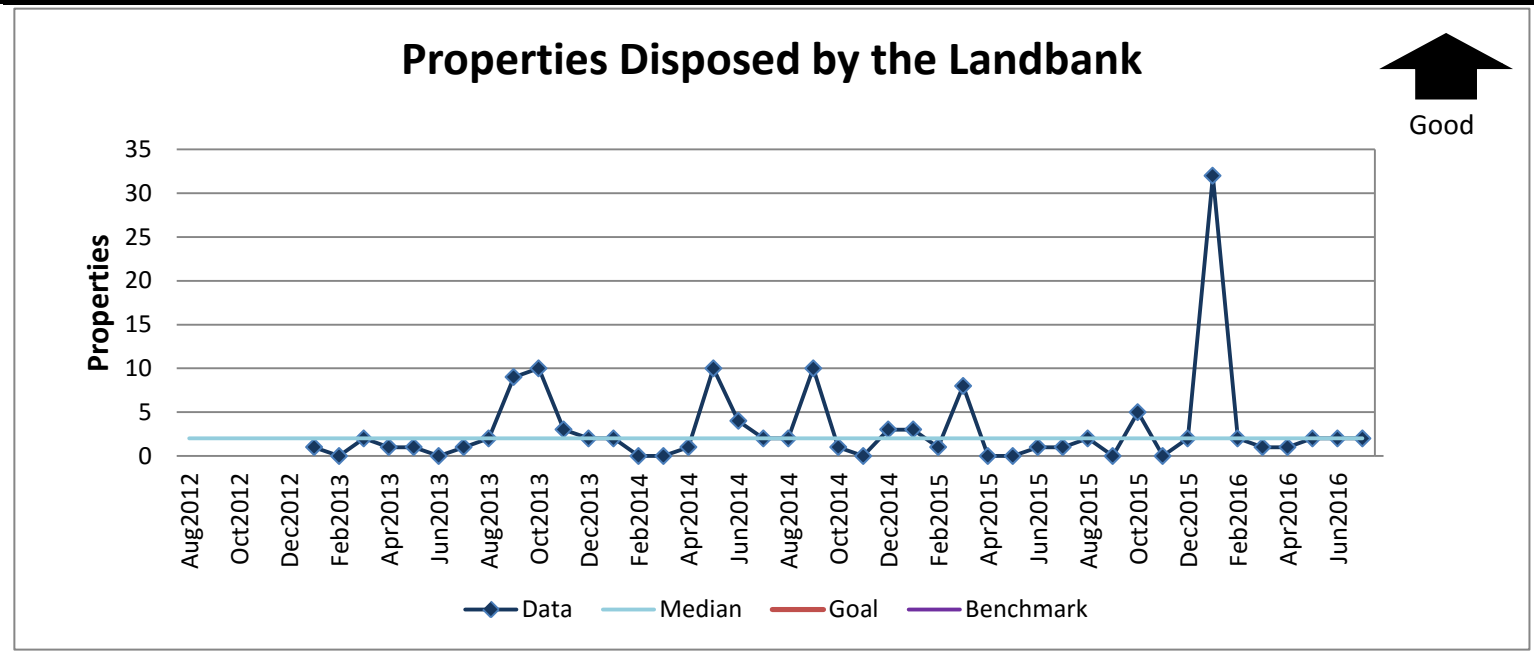
Properties Disposed by the Landbank
Develop Louisville

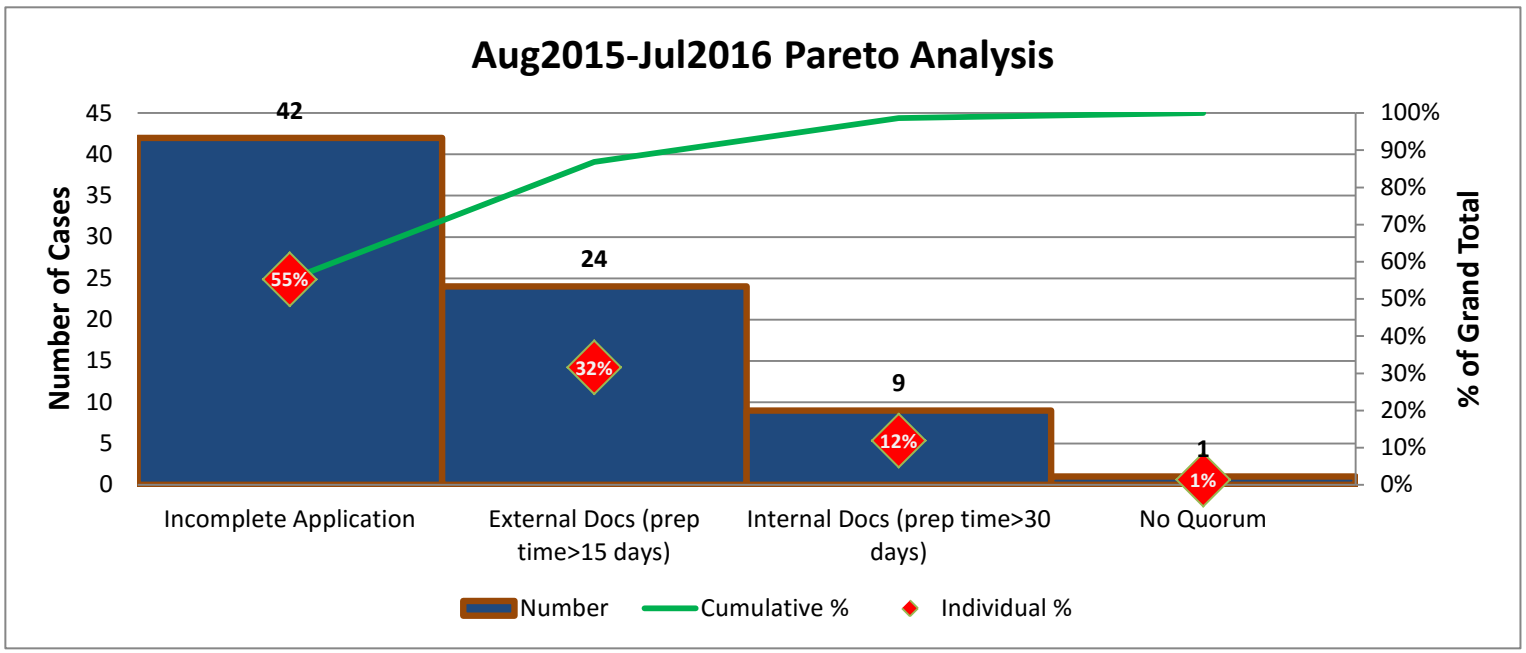
KPI Owner: Latondra Yates & Connie Sutton **Process: Dispositions**

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: Conduct in depth Pareto Analysis on root causes of fewer dispositions

How Are We Doing?

Aug2015-Jul2016 12 Month Goal	Aug2015-Jul2016 12 Month Actual		Jul2016 Goal	Jul2016 Actual	
TBD	51		TBD	2	
Properties	Properties		Properties	Properties	





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Vacant & Abandoned Property Statistics

Forum 9 - August 10, 2015

HOPPER ITEMS

	Topic	Date
1	Donations PipeLine	11/9/2015
2	Lien Waiver Authorizations	11/9/2015
3	Property Maintenance Policies- Mow Teams	11/9/2015
4	Pareto Analysis of Acquisitions	10/12/2015
5	Pareto Analysis of Dispositions	10/12/2015
6	Food Port Update	9/14/2015
7	Overview of Demolition Priority Ranking	9/14/2015
8	Update on Rsquared Initiative	8/10/2015
9	Redlining Louisville Project	TBD
10		

**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