

Elevating Government Performance; Driving Civic Innovation

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PERFORMANCE
IMPROVEMENT
AND INNOVATION

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

BREAKTHROUGH INNOVATION

CONTINUOUS IMPROVEMENT

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

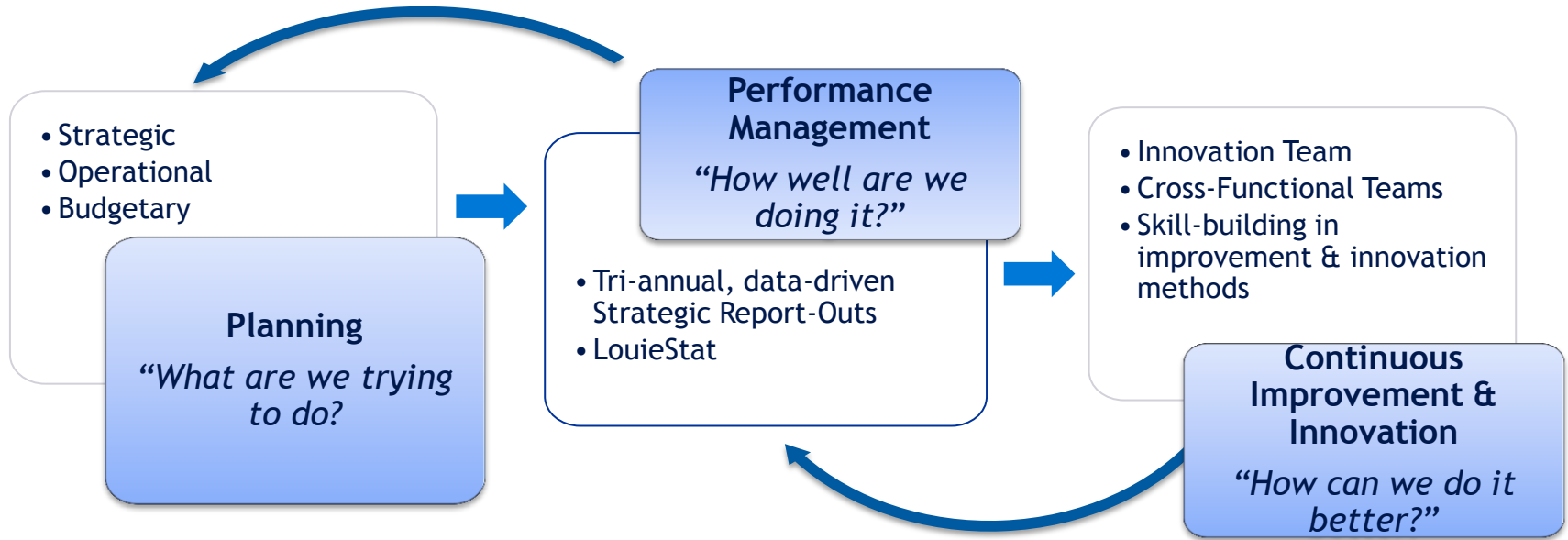
DAILY WORK

**WHAT THEY
DO EVERY DAY**



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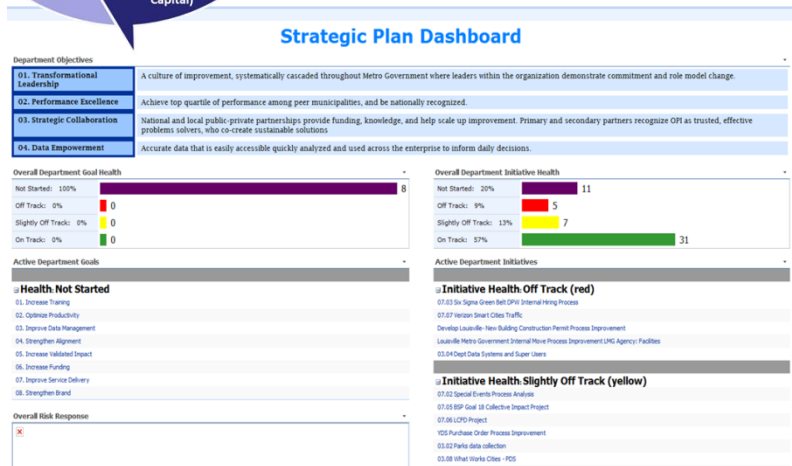
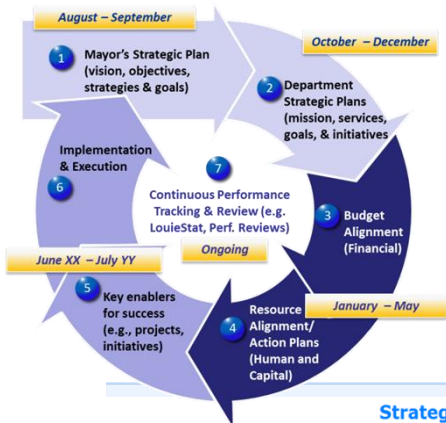
Metro's Performance & Innovation System



How We Work

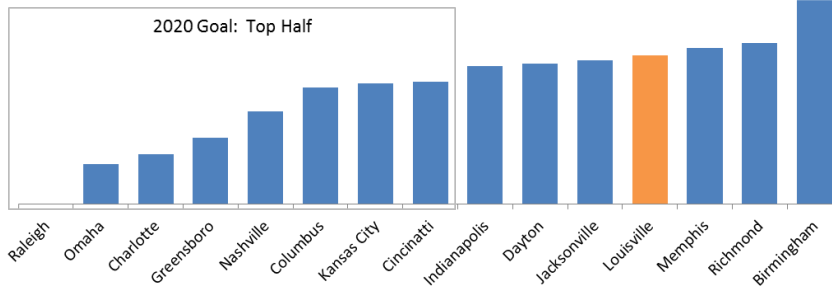


Operationalizing our Strategic Plan



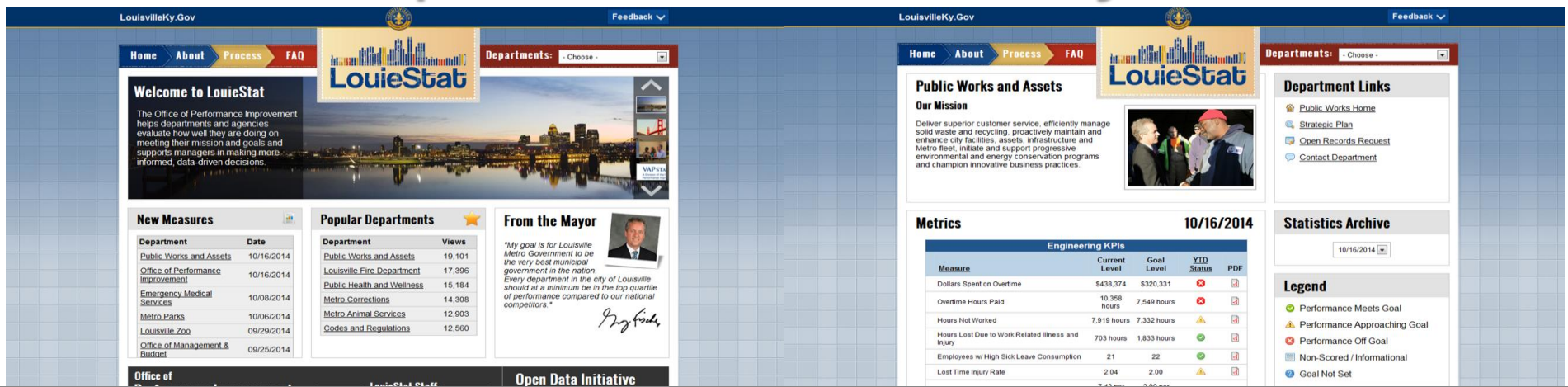
Example - Metro Goal 13 - Increase Louisville's health ranking among 15 peer cities to the top half by 2020

Robert Wood Johnson Foundation - Peer City Ranking - Health Outcomes Composite Score - (2015)

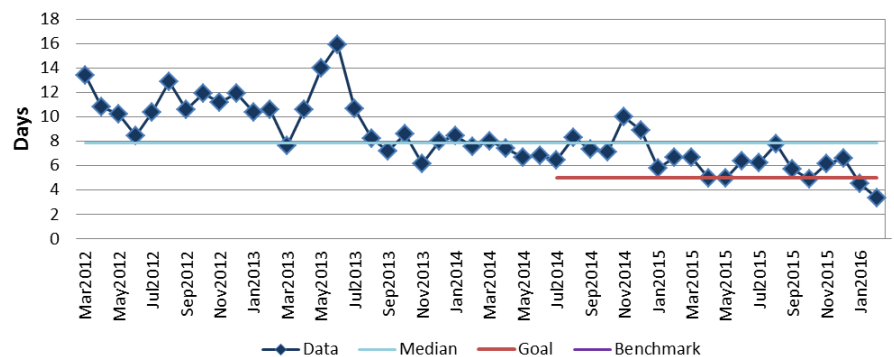


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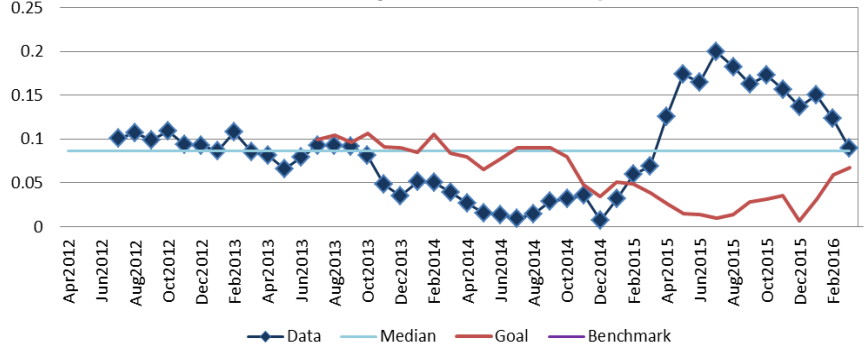
Proven Impact – Consistently Monitored



Property Maintenance Initial Response Time



Environmental Health: % Facilities not Inspected (Food Safety and Protection)



Adoption of Best Practices

Letter 2 (14 days)



NOTICE OF OVERDUE CITATION



Name & address

*** Enclose this entire notice with your payment ***

DELINQUENT VIOLATION NOTICE

Louisville-Jefferson County Metro Government records show that as the owner of the vehicle with the license plate number noted above, you have unpaid parking citation(s).

This list may not be inclusive. Additional citations may have been issued on your vehicle or you may owe for citation(s) on other vehicles. A late fee has been added for non-payment. The registered owner of a vehicle at the time the violation occurred shall be liable for all fines, fees and penalties. Your vehicle is eligible to be immobilized or impounded if you have three (3) or more outstanding citations.

You may pay the citation(s) by any method listed in the Payment Procedure box above.

Please write the citation number on your check or money order. If payment has been made, please contact us with proof of payment in order to update our records.

TICKET NUMBER	ISSUE DATE	LOCATION OF VIOLATION	ISSUE TIME	VIOLATION DESCRIPTION	AMOUNT DUE
1	06/11/15	S 3RD ST	01:03P	FIRE LANE \$	135.00



January 29, 2016



Dear Driver,

Our records show that you have not yet paid a parking fine that you received in Louisville 45 days ago.

The majority of drivers who receive a parking fine in Louisville pay it within 13 days. If you do not pay your fine, your debt will be referred to a third-party collection agency.

You owe: \$50



To pay now, visit www.parkingticketpayment.com/louisville/

Ticket Number: xxxxxxxxx

License Plate: xxxxxxxxx

To pay over the phone, please call 1-855-816-7003. **To pay by mail**, please include (1) this letter and (2) a check or money order made out to "PARC", and mail both to:

On Street PARC
430 South 3rd Street, Suite A
Louisville, KY 40202

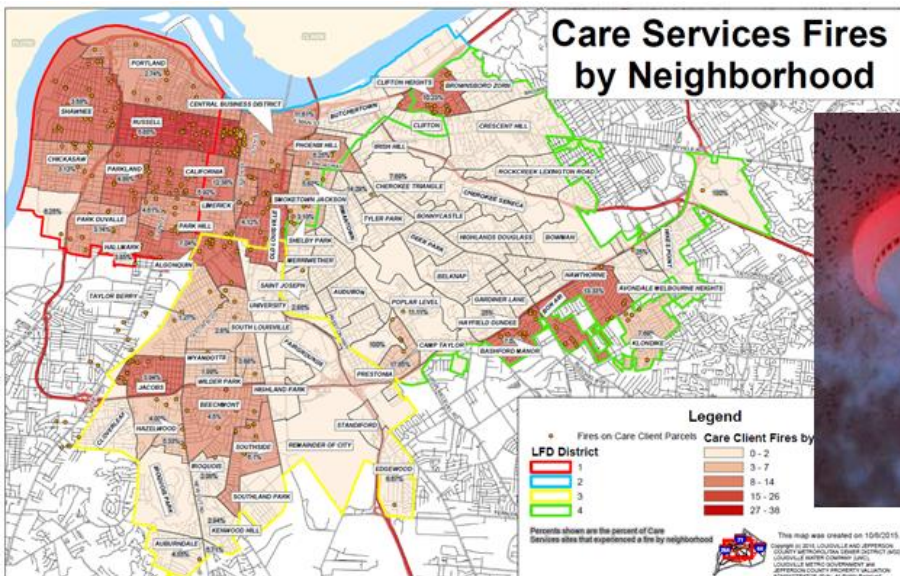
To pay in person, please visit us at our offices located at 430 South 3rd Street, Suite A, Louisville,



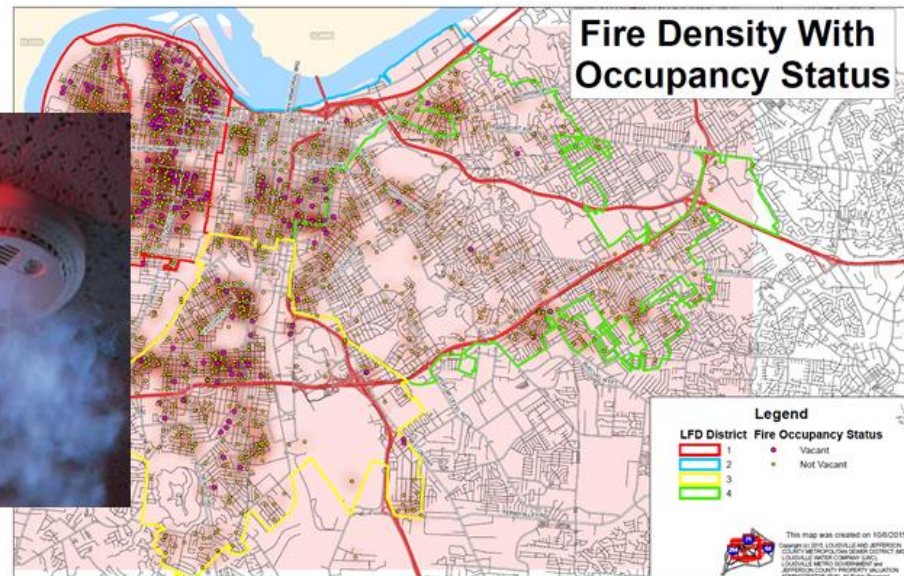
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Improvement & Innovation Intersect

Care Services Fires by Neighborhood



Fire Density With Occupancy Status



396 client addresses had a fire incident; this means nearly 22% of all fire incidents occurred in the home of a Community Services' Client

15% of all fires in the Urban Services District occurred on properties that were vacant or undergoing major renovations; 30% of fires in Fire District 1 were in VAPs



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Leading the Nation & Raising the Bar!

Summit on
Government
Performance
& Innovation **V2**

GOVERNING

June 15-16, 2016 / Louisville, KY



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