

Office of Performance Improvement Office of Civic Innovation and Technology



Ad Hoc Committee on Efficiencies
June 17th, 2019

Office of Performance Improvement

Functions

- Strategic Planning and Enterprise Alignment
- Performance Management
- Training
- Program Planning & Evaluation
- Talent Management

Office of Performance Improvement

Past Projects

Project	What	Contributing Stakeholders	Description	Impact
1	Parking Fines Collection Process	PARC	Developed second letter based on Behavioral Insights to increase number of citations collected between 15 days – 45 days	<ul style="list-style-type: none"> Increased 10% in December 2017 compared to December 2016 Overall increase of 19% in number of citations paid between 15 days – 45 days
2	Landbank Application Processing	Develop Louisville – Vacant & Abandoned Properties	Increase the amount of applications with complete information using Behavioral Insights	<ul style="list-style-type: none"> Decreased incomplete applications from 45% to 8.33%, a 36.67% reduction
3	Service Request Process	LMPD, Public Works, Codes & Regs, 311	Develop process for LMPD officers to request service from other departments – no existing process	<ul style="list-style-type: none"> Created measurable, electronic process for LMPD to request services After implementation, after time for request to be resolved is 4 days
4	Re-Inspection Rate	Codes & Regulations	Reduce the amount of re-inspections due to property owner no-shows	<ul style="list-style-type: none"> Edited inspection letter using Behavioral Insights Decreased no-show rate from 18% to 6% saving 40 hours for (1) full-time inspector
5	Low Income Heating Assistance Program	Resilience & Community Services	Improve efficiency of processing time for better customer service and community benefit	<ul style="list-style-type: none"> Cycle time shortened from a multi-day process to 22 – 25 minutes Distribution of funds increased from 79% to 100% 2,955 more applications processed
6	Central Services	Parks & Recreation	Improve operations using Toyota manufacturing Lean principles and training	<ul style="list-style-type: none"> Standardized process flow for equipment repair facility Average repair time reduced by 15 days

Office of Performance Improvement

Major Projects (In Progress or Upcoming)

- Office of Management & Budget Surplus Property Disposal Process
- Corrections Turnover
- Public Works & Assets Route Optimization
- Parks & Recreation Organizational Change & Operational Efficiency

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The Office of Facilities and Fleet Mangement - Executive Summary

VISION

Facilities - Design, cunstruct and maintain an exceptional and effective work environment

Fleet - To provide safe, efficient, cost effective and environmentally friendly transportation methods to each Metro Dept. to ensure timely delivery of services

MISSION

Provide excellent customer service, while maintaining the architectural integrity of our buildings

To provide a safe, efficient, and dependable fleet, while extending the life of each vehicle

CORE VALUES

HONESTY

INTEGRITY

TRUST

TEAMWORK

RESPONSIVENESS

TRANSPARENCY

STRATEGIC THEMES

MANAGEMENT OF METRO ASSETS

STATUS



GOAL 1.1

Reduce average time to complete Work Orders by 40%

STATUS



GOAL 1.2

Reduce Idling time by 25%

STATUS



GOAL 1.3

Decrease percentage of vehicles not getting Preventive Maintenance Inspections on time by 50%

STATUS



GOAL 1.4

Expand Facilities Dashboard to include cost estimates

CUSTOMER SERVICE

STATUS



GOAL 2.1

Redesign and distribute annual customer service survey by 10/1/2019

EMPLOYEE EFFECTIVENESS AND SATISFACTION

STATUS



GOAL 3.1

Distribute annual employee survey by 10/1/2019

STATUS



GOAL 3.2

Employee training and advancement initiative

SUSTAINABILITY

STATUS



GOAL 4.1

Full implementation of EnergyCap program by 7/1/2020

SAFETY, SECURITY, AND COMPLIANCE

STATUS



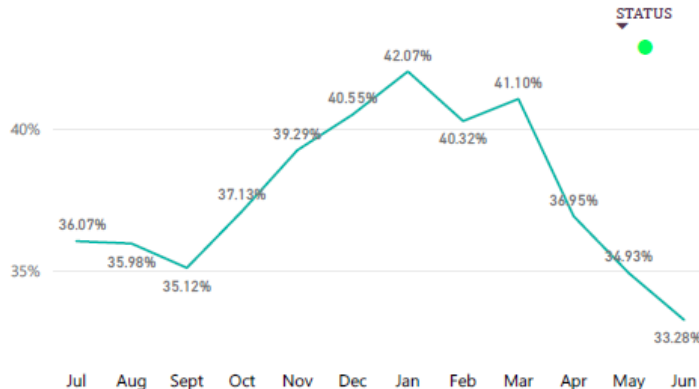
GOAL 5.1

Reduce LTI

LouieStat

MANAGEMENT OF METRO ASSETS GOAL 1.2: REDUCE IDLING TIME

AVERAGE IDLE PERCENTAGE BY MONTH



Baseline: FY19 YTD 18%

Target: Reduce Idling time to less than 10%

Target Source: FFLT

Data Source: Verizon Network Fleet

Benchmark: TBD

Benchmark Source: TBD

Measurement Method: Monthly Idling Report

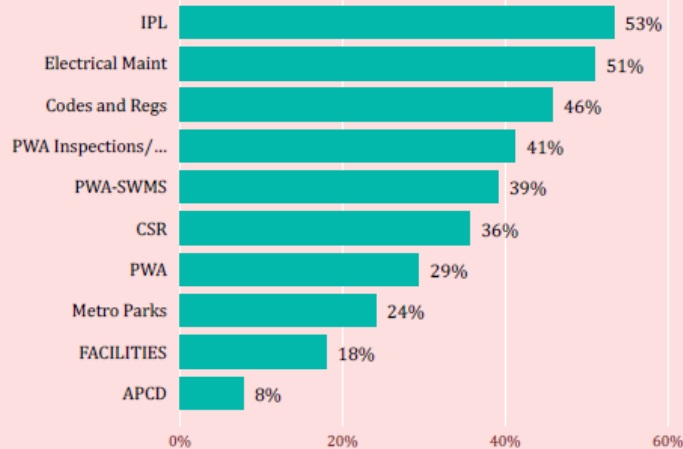
Cathy Duncan

Strategic Initiatives

#	What	Status
1.2. 1	Review Idling Policy	●
1.2. 2	Establish idling guidelines for each vehicle type	●
1.2. 3	Auto import data	●
1.2. 4	Employee Education and Training	●
1.2. 5	Develop PowerBI Dashboard for SharePoint to track idling	●

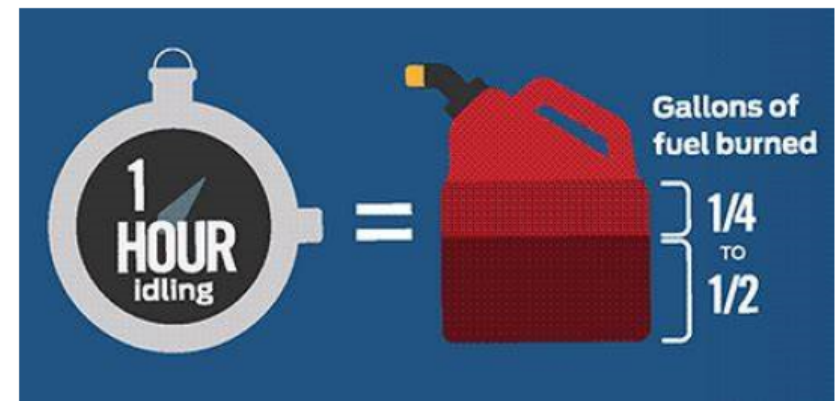
PDCA Reactive Problem-Solving Root Cause Analysis

Vehicle Idle Times by Dept.



Verizon Network Fleet - GPS on 379 Vehicles - 16% of Total Fleet

FY19 YTD - Total Idling Time > 100,000 Hours



Office of Civic Innovation and Technology

Smart City

**Social
Innovation**

**Digital
Inclusion**

Open Data

**Data
Governance**

Dashboards

**Digital
Badges**

**Innovation
Advisory
Council**

**Community
Engagement**

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



Mobility



Digital Inclusion



Improving Connectivity

Expand access to the internet and broadband

LEARN MORE

Performance Measures

750+ families signed up for low-cost internet plans



Teaching Digital Skills

Train residents in digital skills to increase digital literacy

LEARN MORE

200+ residents participated in digital skills training



Providing Hardware

Work with partners to provide technology

LEARN MORE

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

<https://digitalinclusion.louisvilleky.gov>

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**
- Microsoft regional hub for AI, IoT and Data Science opening FY2020

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