

# Driving Performance Excellence & Innovation in the Public Sector



Office of Performance Improvement & Innovation  
FY16 Budget Presentation

# The Office of Performance Improvement & Innovation

## THE MISSION



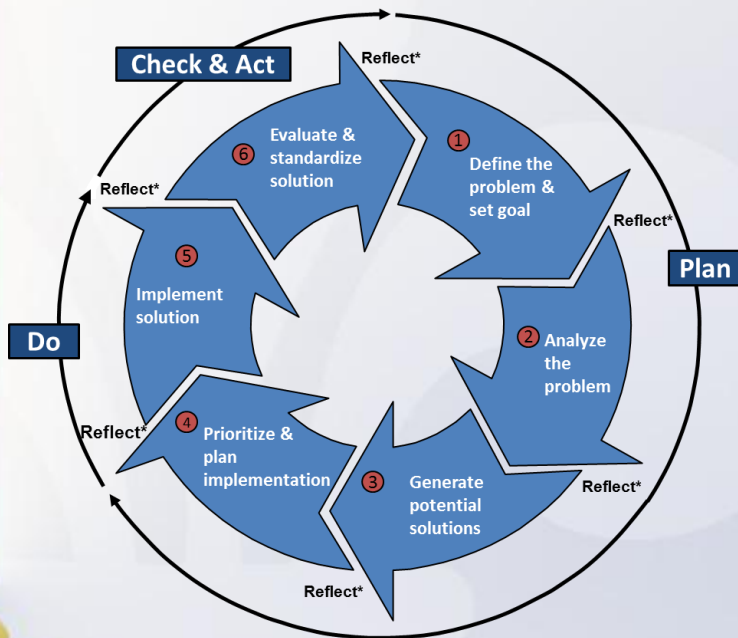
To help Louisville Metro Government become the best managed city government in the country.

## OUR VISION



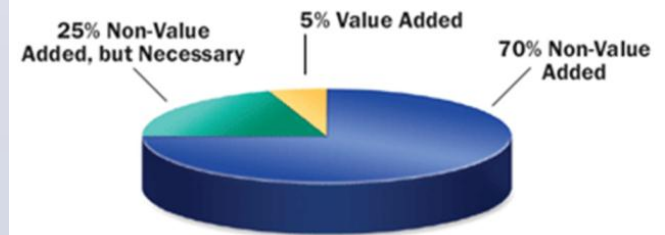
Every Metro employee is an agent of change capable of using data and best practices to create the best city government possible.

# Building Capabilities to Apply World-Class Quality Tools



## Lean = Elimination of Waste in Processes

For typical processes, 95% of the cycle time is non-value added.



Waste is any activity that does not add value to the final product or service for the customer

# Achieving Real Results

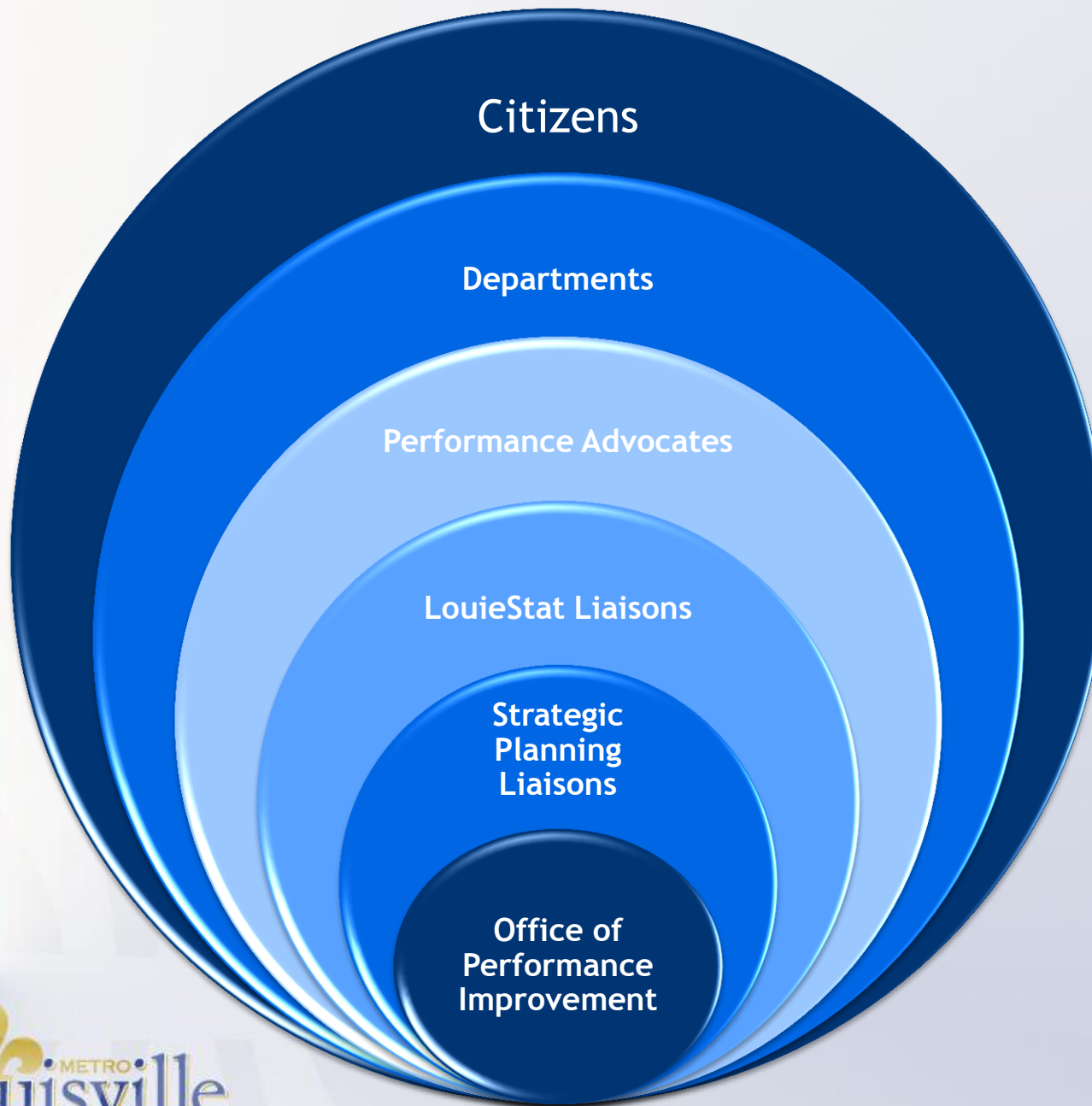
- **Cut processing time by 50% for key citizen services** like rezoning\*
- **Increased by more than 500% the youth positively engaged** at our Community Centers during the summer
- **Directly trained/certified 300+ employees in best-practice improvement methods**
- **Facilitated the training of 250+ employees across 20 departments** through the Enterprise Training Fund; helped the Library offer **free training to all citizens** through Lynda.com
- **Scaling impact through coaching and project management of over 50 improvement & innovation projects**
- **Successfully embedding the systems, processes and capabilities within city government to achieve results like this continually**



# Our Performance & Innovation System



- OPI works with and through existing resources to deliver impact to citizens
- Strategic Planning Liaisons, LouieStat Liaisons, and Performance Advocates are employees within each department being trained to help support and improve each department's work



# Making it Systemic & Transparent



Local Investments for Transformation (LIFT) >

Reports to Citizens >

Request meeting/proclamation/appearance >

Rankings and Recognitions >

Subscribe & Stay Informed >



"My dream for Louisville is to create a clean, green, safe and inclusive city where people love to live and work. This Six Year Strategic Plan is a roadmap for getting us there."

- Mayor Greg Fischer

## WE'RE MAKING PROGRESS: 2015 Update

In 2012 Louisville Metro Government, with input from citizens and community stakeholders, created a Six-Year Strategic Plan outlining the bold new vision for our city. We have made significant progress on each of these goals, even completing some of them. The progress report below reflects our continued work, including the addition of new goals and amendments to existing goals. Both our advancements and adjustments have been made with eye towards continuous improvement. And as we continue our journey, we will strive to learn more about what works, what doesn't work, and how we can best meet the challenges ahead.

[Message from the Mayor](#)

## Contact

Mayor Greg Fischer  
(502) 574-2003

527 W. Jefferson Street  
4th Floor  
Louisville, KY 40202



## The City's Strategic Plan: 5 Objectives and 21 Goals



Deliver Excellent City Services



Goal 1: Improve Multi-Modal Transportation and Community Streetscapes



Goal 2: Enhance EMS Service Delivery in Order to



Solve Systemic Budget Issues



Goal 6: Enact a Structurally Balanced Budget

# Monitoring & Diagnosing Performance



LouisvilleKy.Gov

Feedback ▾

Home About Process FAQ



Departments: - Choose - ▾

## Welcome to LouieStat

The Office of Performance Improvement helps departments and agencies evaluate how well they are doing on meeting their mission and goals and supports managers in making more informed, data-driven decisions.



## New Measures

Department	Date
<a href="#">Public Works and Assets</a>	10/16/2014
<a href="#">Office of Performance Improvement</a>	10/16/2014
<a href="#">Emergency Medical Services</a>	10/08/2014
<a href="#">Metro Parks</a>	10/06/2014
<a href="#">Louisville Zoo</a>	09/29/2014
<a href="#">Office of Management &amp; Budget</a>	09/25/2014

## Popular Departments

Department	Views
<a href="#">Public Works and Assets</a>	19,101
<a href="#">Louisville Fire Department</a>	17,396
<a href="#">Public Health and Wellness</a>	15,184
<a href="#">Metro Corrections</a>	14,308
<a href="#">Metro Animal Services</a>	12,903
<a href="#">Codes and Regulations</a>	12,560

## From the Mayor

"My goal is for Louisville Metro Government to be the very best municipal government in the nation. Every department in the city of Louisville should at a minimum be in the top quartile of performance compared to our national competitors."



Office of  
Performance Improvement

LouieStat Staff

Open Data Initiative

[Data.Louisvilleky.gov](http://Data.Louisvilleky.gov)

Done

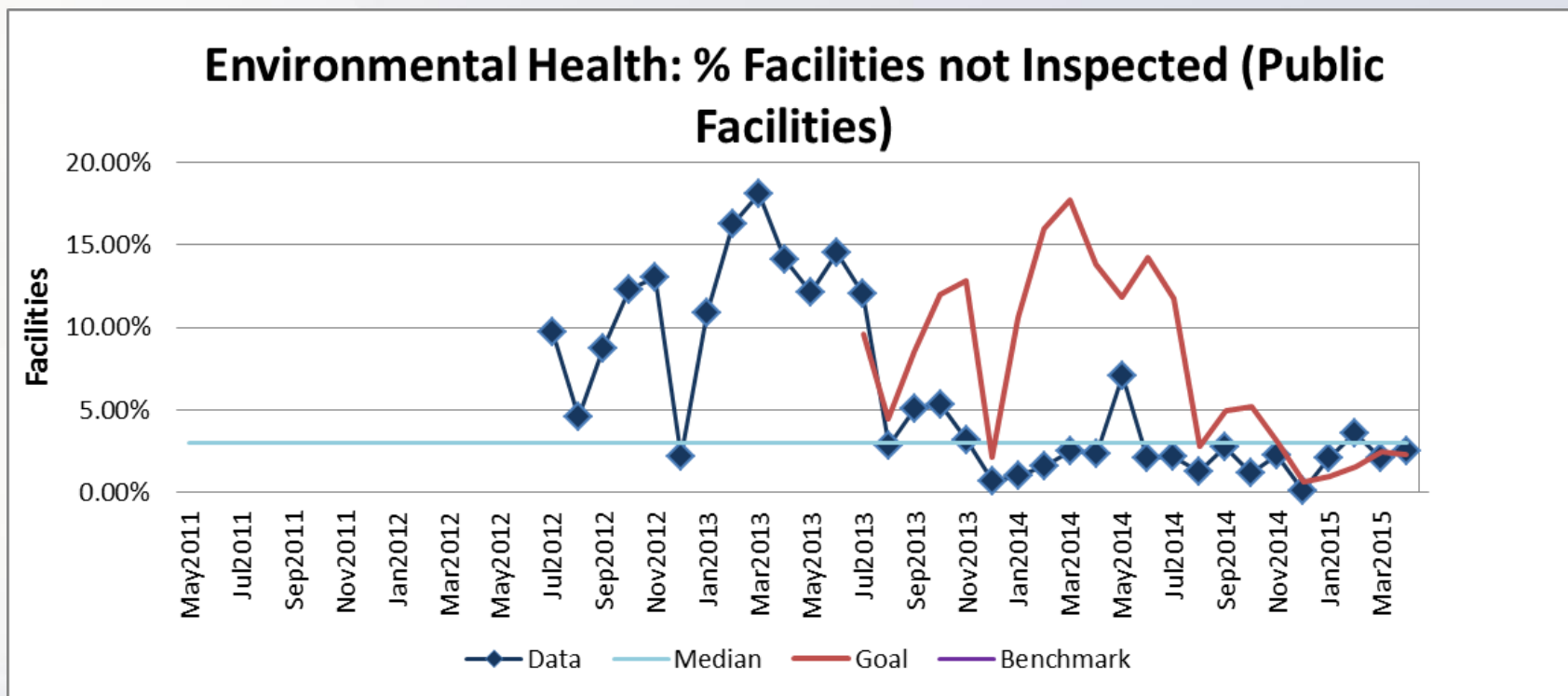
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# Improving Performance



PH&W significantly reduced the percent of facilities not receiving inspections within the federally mandated timeframe; from 10.5% to less than 0.1%



# Accomplishments & Accolades



Over the past 2 years:

- **4 Departments have received national accreditation for the FIRST time**
- *2 Departments have been reaccredited*
- *2 Departments are working towards accreditation*

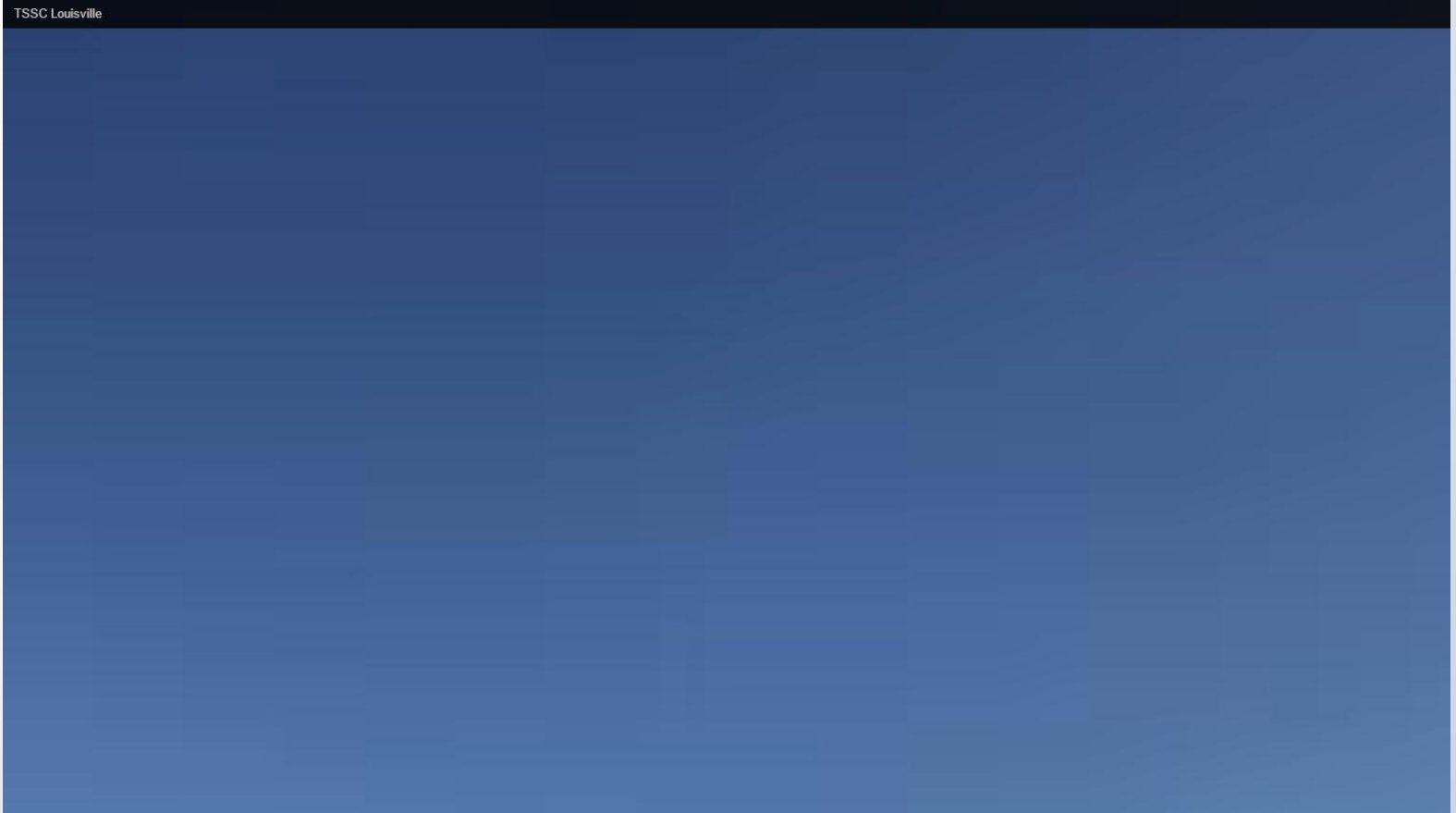
## New National Partnerships -

- Living Cities City Accelerator Inaugural Cohort City
- Results for America Local Moneyball Inaugural Fellowship City
- What Works Cities Initiative Partner City
- **~\$250,000 in Technical Assistance awarded through these programs**

## 2014/2015 Recognition

- Center for Accountability and Performance (CAP) Organizational Leadership Award
- Profile in *Harvard Business Review* - [What Business Can Learn from Government](#)
- Profile in *Government Executive* - [Stats Surge Continues in Cities and States](#)
- Profile in *Government Technology* - [Transforming Louisville: Performance Improvement Initiatives in Public Works and EMS](#)
- Business First - 20 People to Know in Technology & Innovation
- *Government Technology's* Top 25 Doers, Drivers & Dreamers for 2015
- **Designed and hosted (with support from *Governing* magazine) the first national Summit on Government Performance & Innovation (500 participants)**

# Accelerating Progress Through Successful Partnerships



# QUESTIONS?