







Develop Louisville
Twenty Ninth LouieStat Forum
5/10/2017





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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"

####

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	BARBARA SEXTON SMITH	4.54%	466	10261	\$5,197,756
5	CHERI BRYANT 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	BRANDON COAN	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	SCOTT REED	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 ACKERSON	0.20%	18	8826	\$17,120
			5,058	284,176	\$40,733,386

Boarding & Cleaning Monthly Backlog Codes & Regulations



KPI Owner: Darrell Coomer

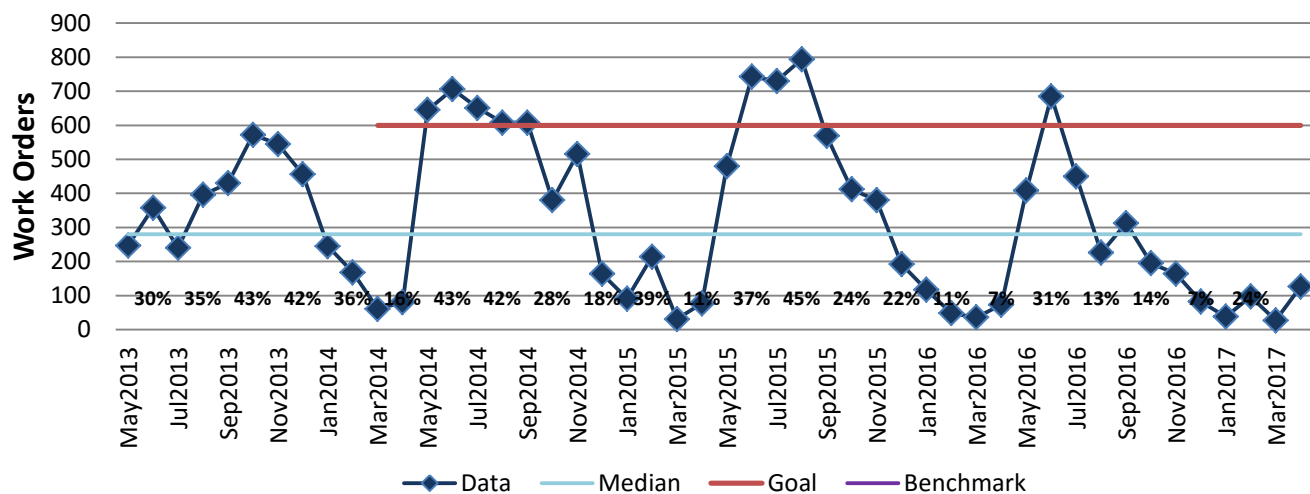
Process: Property Maintenance

5/8/2017	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 addition to C&R Vacant Lots Crews working overtime as needed.

How Are We Doing?

May2016-Apr2017 12 Month Goal	May2016-Apr2017 12 Month Average		Apr2017 Goal	Apr2017 Actual	
600	234		600	126	
Work Orders	Work Orders		Work Orders	Work Orders	

Boarding & Cleaning Monthly Backlog



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

Foreclosures Initiated Develop Louisville

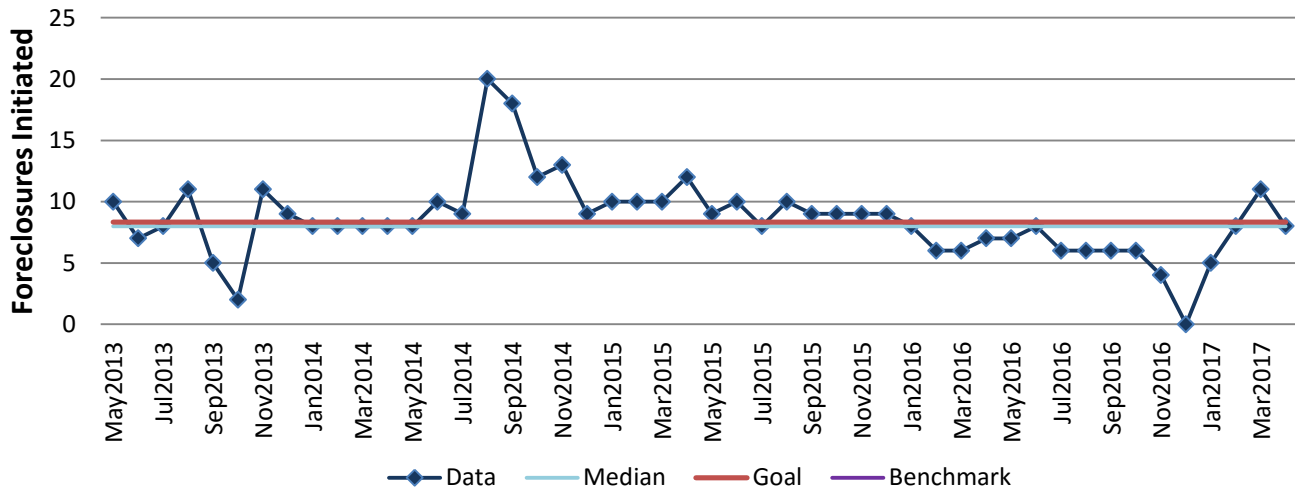


KPI Owner: Mary McGuire

Process: VAP Foreclosure

5/8/2017		Source Summary		Continuous Improvement Summary	
Baseline: FY16, 94 Foreclosures Initiated		Data Source: SharePoint List		Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions	
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		Goal Source: IDT and Department Team Goal		Measurement Method: Count of vacant/abandoned properties on which Metro has initiated a VAP foreclosure	
Benchmark: TBD		Benchmark Source: TBD		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?					
May2016-Apr2017 12 Month Goal	May2016-Apr2017 12 Month Actual		Apr2017 Goal	Apr2017 Actual	
100	75		8	8	
Foreclosures Initiated	Foreclosures Initiated		Foreclosures Initiated	Foreclosures Initiated	

Foreclosures Initiated



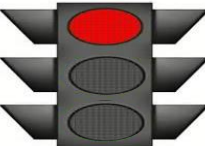
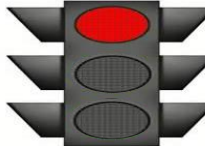
In the first part of FY17, staff was reassigned to work on resolving foreclosure cases rather than initiating the cases. Staff has been moved back to foreclosure initiations and the annual goal is expected to be met by the end of FY17.

Metro Demolitions Develop Louisville

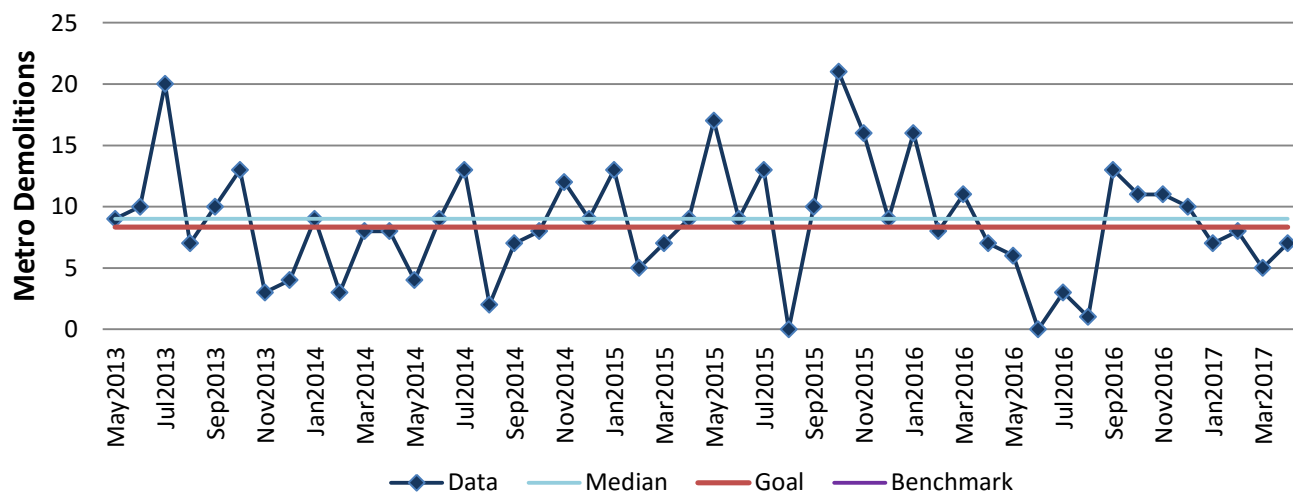
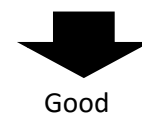


KPI Owner: Sally Jessel and Carrie Fry

Process: Demolition

5/8/2017		Source Summary	Continuous Improvement Summary			
Baseline: FY16, 107 structures demolished Goal: Demolish 100 structures in FY17; 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?						
May2016-Apr2017 12 Month Goal	May2016-Apr2017 12 Month Actual		Apr2017 Goal	Apr2017 Actual		
100	82		8	7		
Metro Demolitions	Metro Demolitions		Metro Demolitions	Metro Demolitions		

Metro Demolitions



The contract for the demolition contractor has been re-bid to more closely align with current Department priorities. The contract is expected to be awarded in May and the annual goal is expected to be met by the end of FY17.

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



KPI Owner: John Flood

Process: Collections

5/8/2017

Source Summary

Continuous Improvement Summary

Baseline: FY2012 - \$536,629

Goal: \$2.7 million per year

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

Benchmark: TBD

How Are We Doing?

May2016-Apr2017
12 Month Goal

May2016-Apr2017
12 Month Actual

2,700,000

2,921,174

Dollars

Dollars



Apr2017 Goal

225,000

Dollars

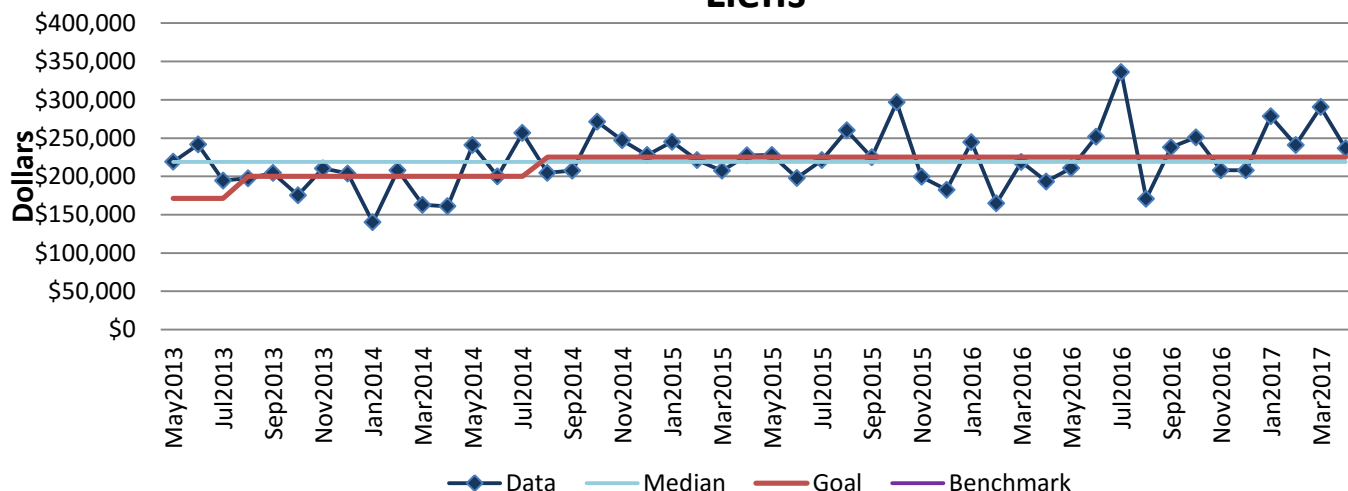
Apr2017 Actual

236,592

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

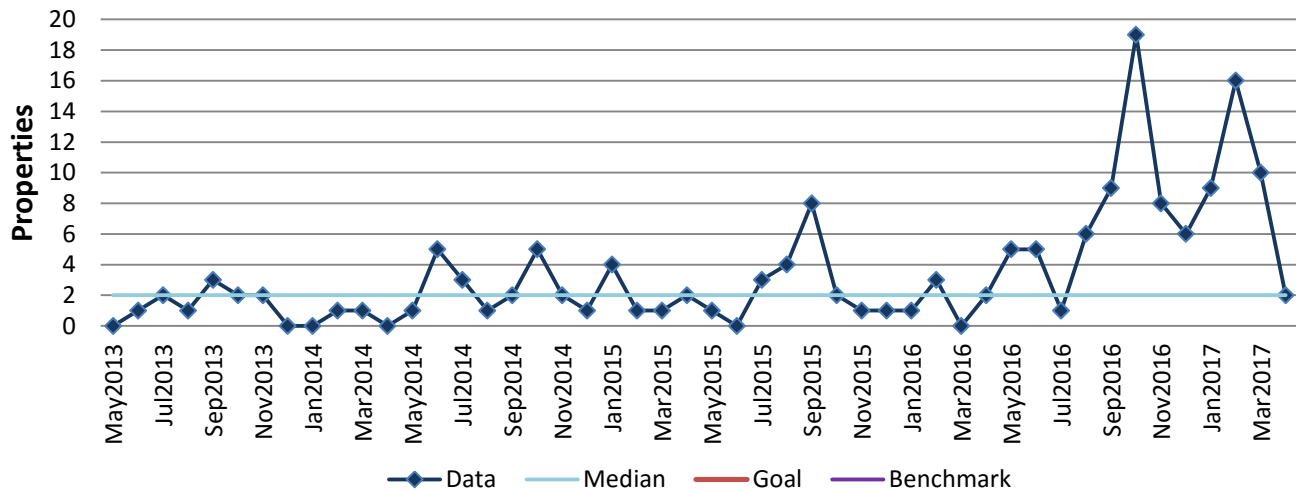


KPI Owner: Latondra Yates

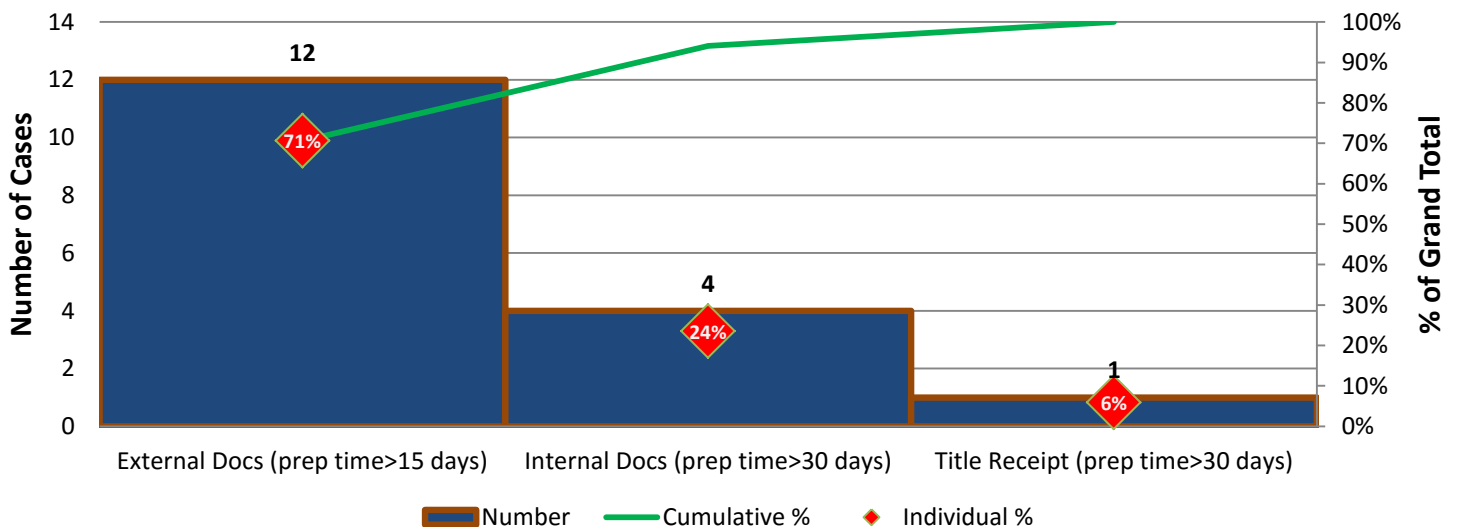
Process: Acquisitions

5/8/2017		Source Summary	Continuous Improvement Summary			
Baseline: FY2012 - 2 properties		Data Source: SharePoint Goal Source: N/A Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem			
Goal: N/A - input measure			Measurement Method: Count of properties acquired by the Vacant & Public Property division each month			
Benchmark: TBD			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?						
May2016-Apr2017 12 Month Goal	May2016-Apr2017 12 Month Actual		Apr2017 Goal	Apr2017 Actual		
TBD	96		TBD	2		
Properties	Properties		Properties	Properties		

Properties Acquired by the Landbank



May2016-Apr2017 Pareto Analysis



Properties Disposed by the Landbank Develop Louisville

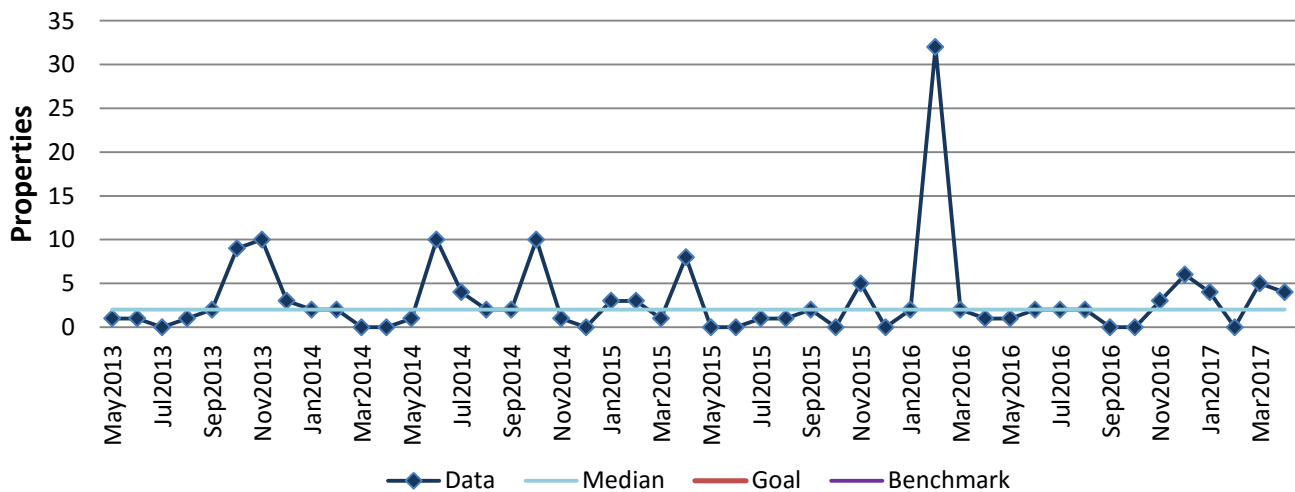


KPI Owner: Latondra Yates & Connie Sutton

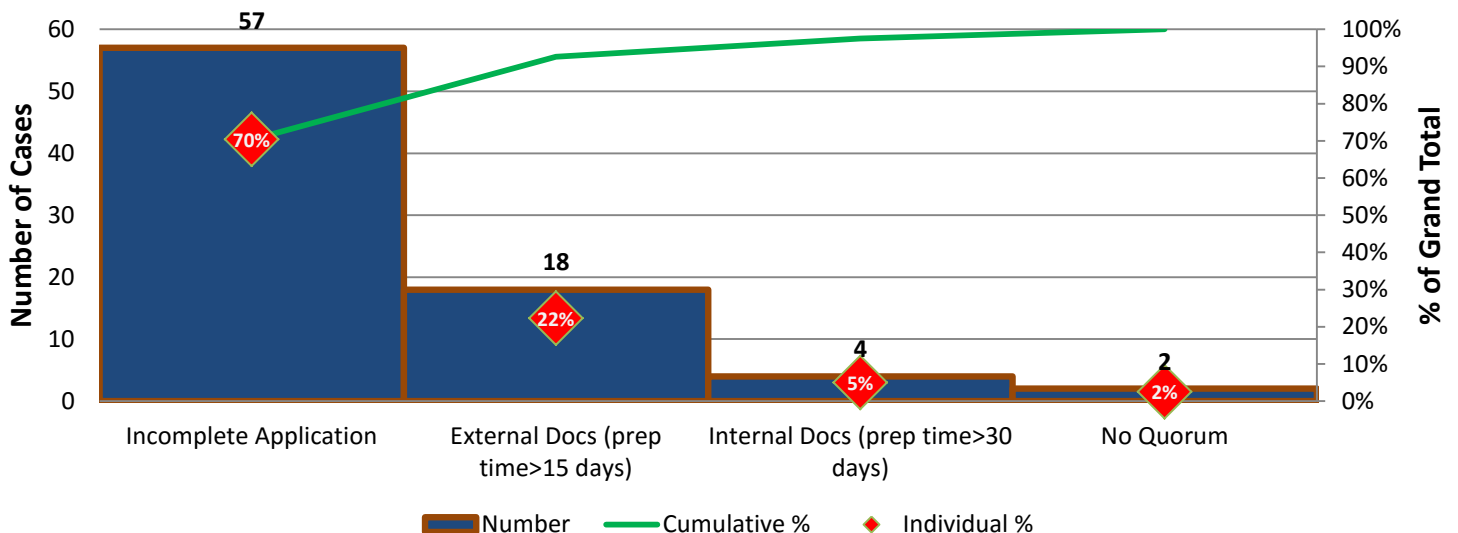
Process: Dispositions

5/8/2017		Source Summary	Continuous Improvement Summary		
Baseline: FY2012 - 14 properties		Data Source: SharePoint	Plan-Do-Check-Act Step 1: Define the problem		
Goal: TBD		Goal Source: TBD	Measurement Method: Count of properties disposed by the Vacant & Public Property divisions each month		
		Benchmark Source: TBD	Why Measure: To reduce the inventory of vacant properties and to return underutilized property to productive use		
Benchmark: TBD			Next Improvement Step: Conduct in depth Pareto Analysis on root causes of fewer dispositions		
How Are We Doing?					
May2016-Apr2017 12 Month Goal	May2016-Apr2017 12 Month Actual		Apr2017 Goal	Apr2017 Actual	
TBD	29		TBD	4	
Properties	Properties		Properties	Properties	

Properties Disposed by the Landbank



May2016-Apr2017 Pareto Analysis



Vacant & Abandoned Property Statistics

4/10/2017

HOPPER ITEMS

	Topic	Date
1	AUP Project Update - Presentation	TBD
2	URC Inventory Reconciliation Update	TBD
3	Landbank - Updated Pricing Policy	TBD
4	Foreclosure Priority Ranking System	TBD

**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

