







Develop Louisville Thirty Third LouieStat Forum 9/11/2017



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Louisville Metro Key Performance Indicators

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The Joint Meeting begins at 3:00 pm 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"

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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

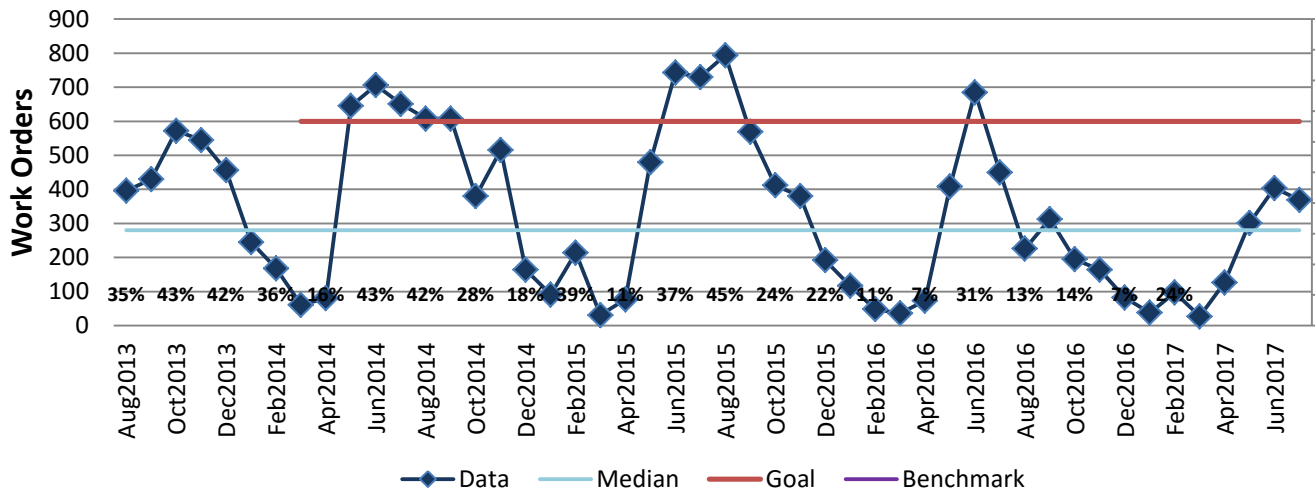
Process: Property Maintenance

8/14/2017		Source Summary	Continuous Improvement Summary		
Baseline: FY13 Monthly average: 1,066 open		Data Source: Hansen	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions		
Goal: Maintain a backlog of no greater than 600 open boarding, cleaning and cutting work orders in a month.		Goal Source: Dept Strategic Plan	Measurement Method: The number of work orders open at the end of each month.		
Benchmark: TBD		Benchmark Source: N/A	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?					
FY2018 Year-to-Date Goal	FY2018 Year-to-Date Actual		Jul2017 Goal	Jul2017 Actual	
600	369		600	369	
Work Orders per Month	Work Orders per Month		Work Orders per Month	Work Orders per Month	

Boarding & Cleaning Monthly Backlog



Good



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

8/14/2017

Source Summary

Continuous Improvement Summary

Baseline: FY16, 94 Foreclosures Initiated

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

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?

FY2018 Year-to-Date
Goal

FY2018 Year-to-Date
Actual



Jul2017 Goal

Jul2017 Actual



8

5

8

5

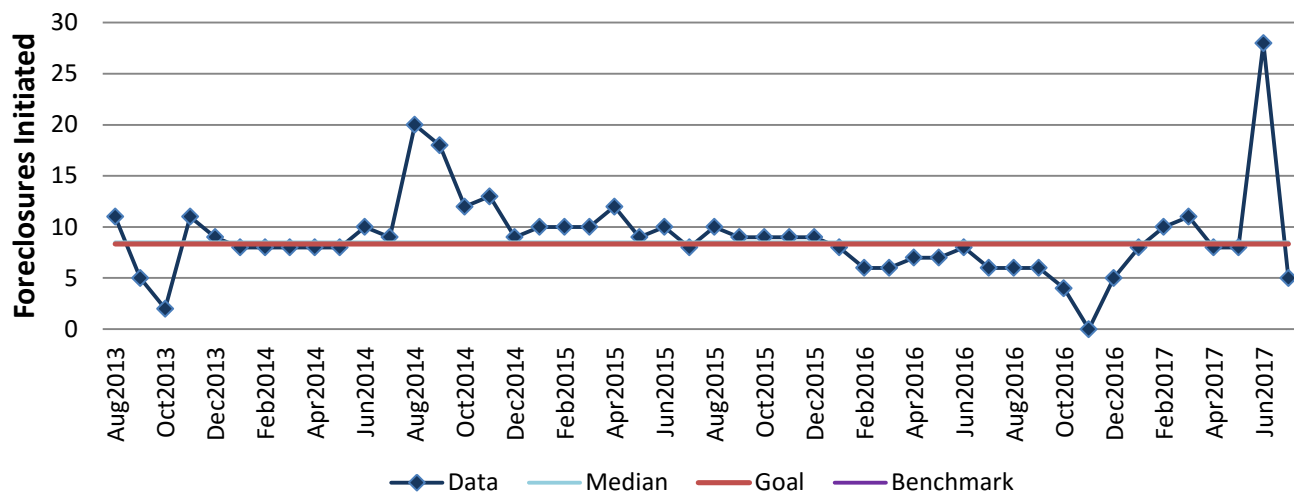
Foreclosures Initiated

Foreclosures Initiated

Foreclosures Initiated

Foreclosures Initiated

Foreclosures Initiated



Goal of 100 foreclosures was met for FY17. During the end of FY17, a new staff member was brought onto the team. Training and incorporating the new staff member into the VPPA team caused a bit of a delay at the beginning of FY18, but this should be easily remedied in the next 1-2 months. In addition, additional funding was allocated for foreclosures in FY18, so the team expects to initiate closer to 150-175 cases this year.

Metro Demolitions Develop Louisville



KPI Owner: Sally Jessel and Carrie Fry

Process: Demolition

8/14/2017

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

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

Benchmark: TBD

How Are We Doing?

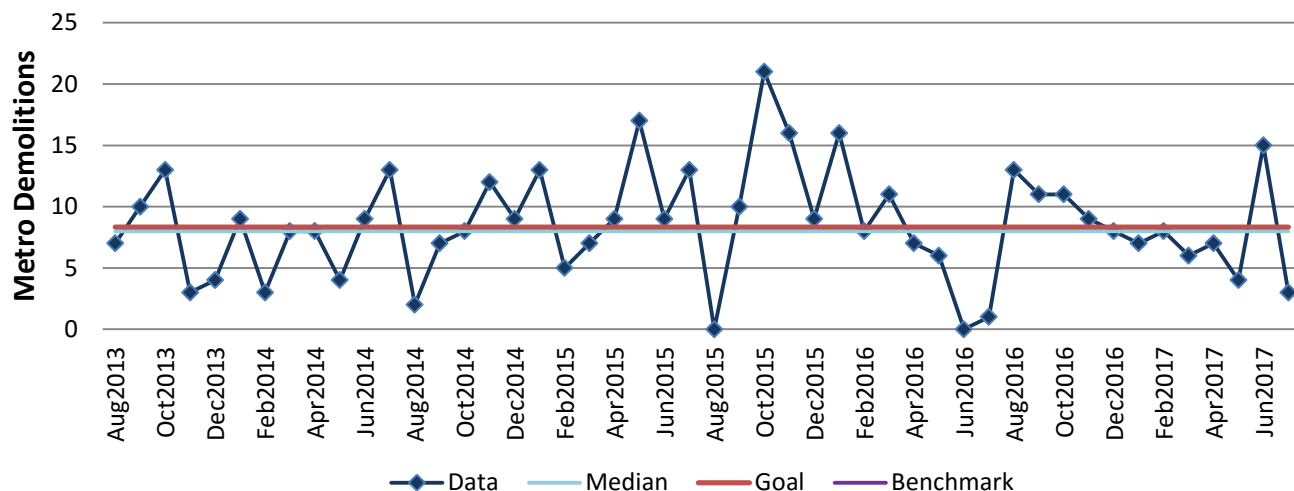
FY2018 Year-to-Date Goal	FY2018 Year-to-Date Actual
8	3
Metro Demolitions	Metro Demolitions



Jul2017 Goal	Jul2017 Actual
8	3
Metro Demolitions	Metro Demolitions



Metro Demolitions



The new demolition contract was awarded at the end of FY17. There was a bit of a delay in the transition between fiscal years, but the VPPA team is on target to catch up to its goals in the next 1-2- months. In addition, the demolition budget for FY18 was increased and the team expects to see demolition numbers closer to 150 this year.

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



KPI Owner: John Flood

Process: Collections

8/14/2017

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?

FY2018 Year-to-Date
Goal

FY2018 Year-to-Date
Actual

Jul2017 Goal

Jul2017 Actual

225,000

276,494

225,000

276,494

Dollars

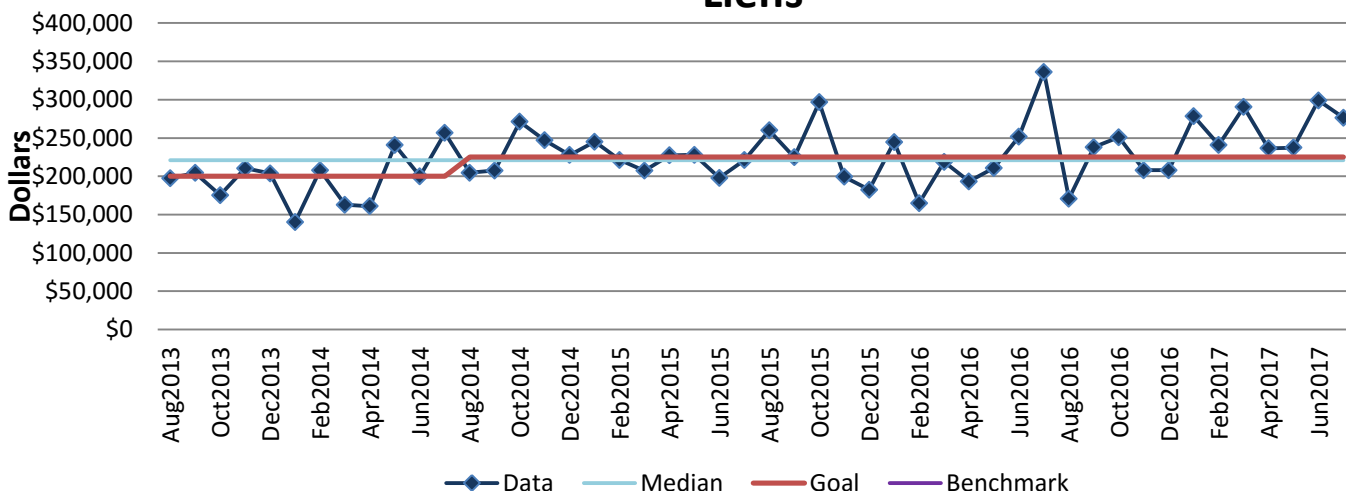
Dollars

Dollars

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

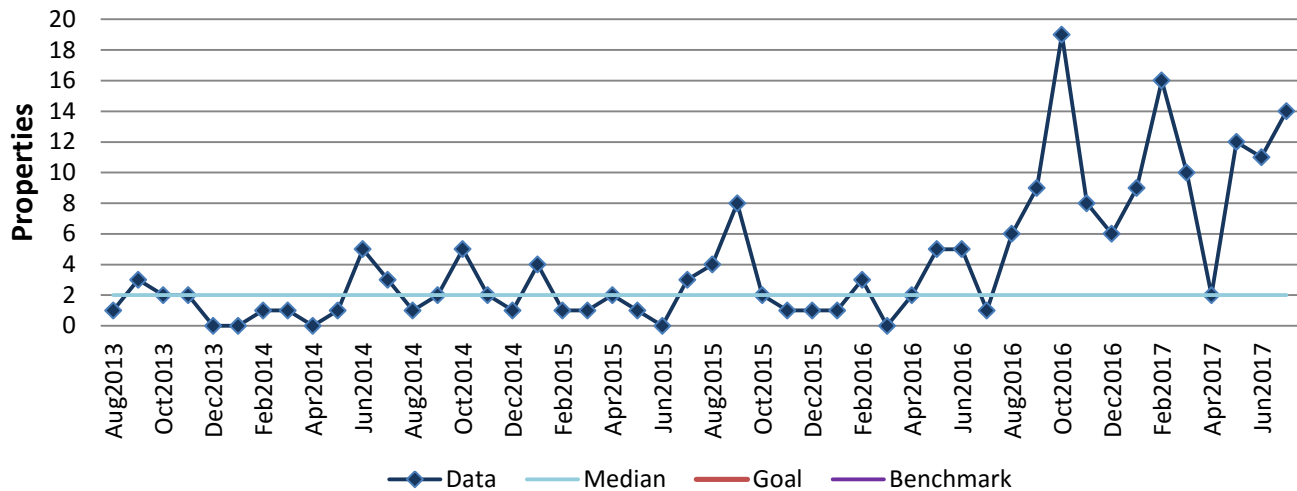


KPI Owner: Latondra Yates

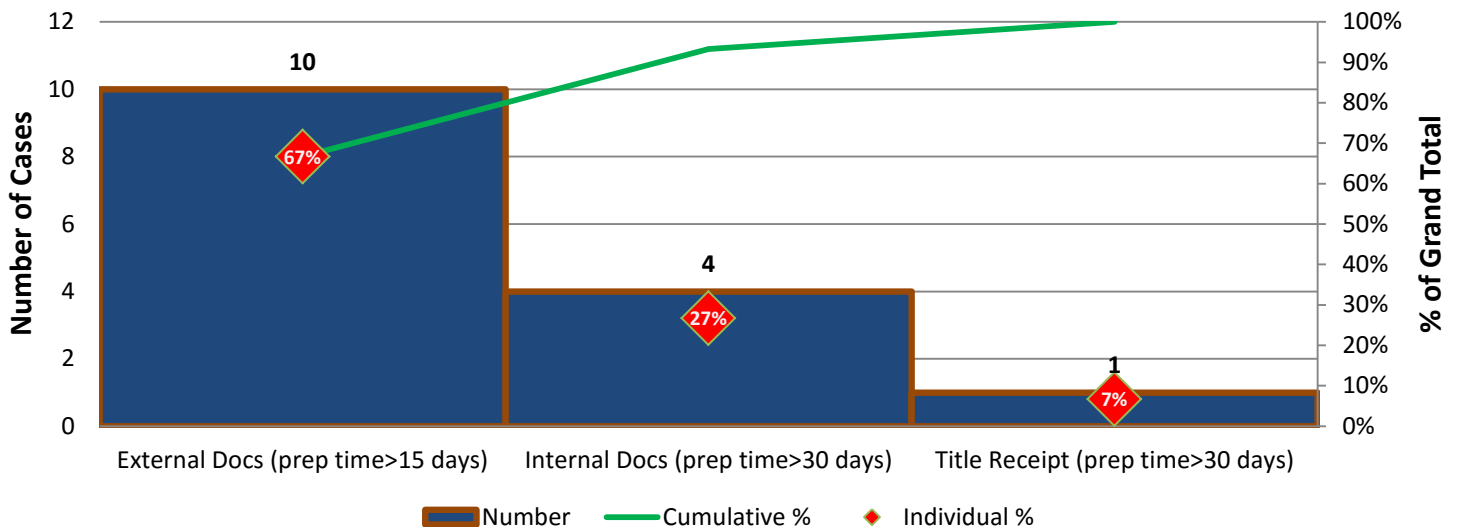
Process: Acquisitions

8/14/2017		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: Root cause analysis of slow acquisitions		
How Are We Doing?					
FY2018 Year-to-Date Goal	FY2018 Year-to-Date Actual		Jul2017 Goal	Jul2017 Actual	
TBD	14		TBD	14	
Properties	Properties		Properties	Properties	

Properties Acquired by the Landbank



Aug2016-Jul2017 Pareto Analysis



Properties Disposed by the Landbank Develop Louisville

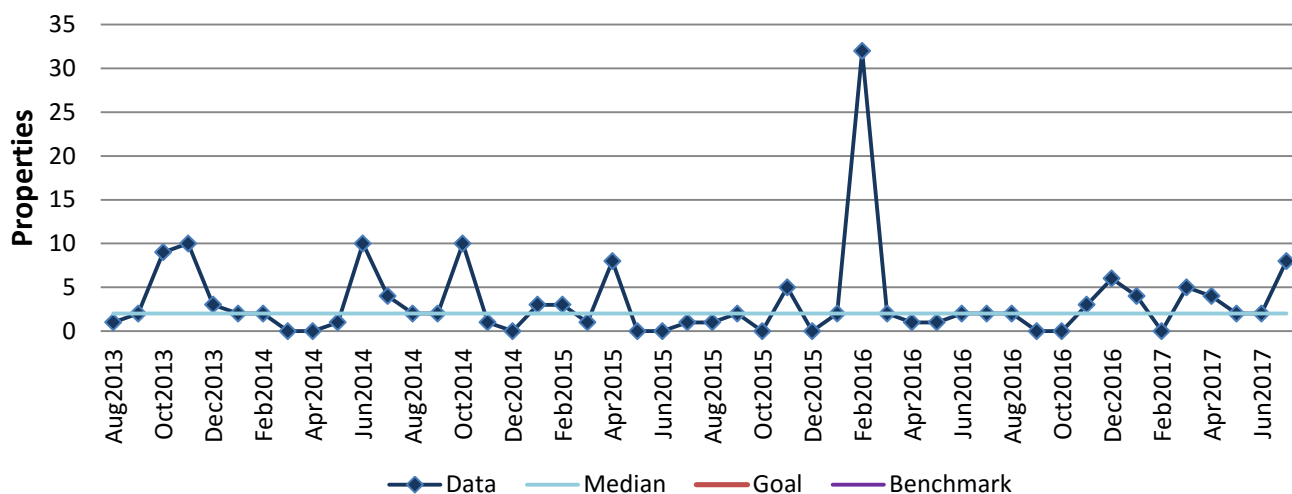


KPI Owner: Latondra Yates & Connie Sutton

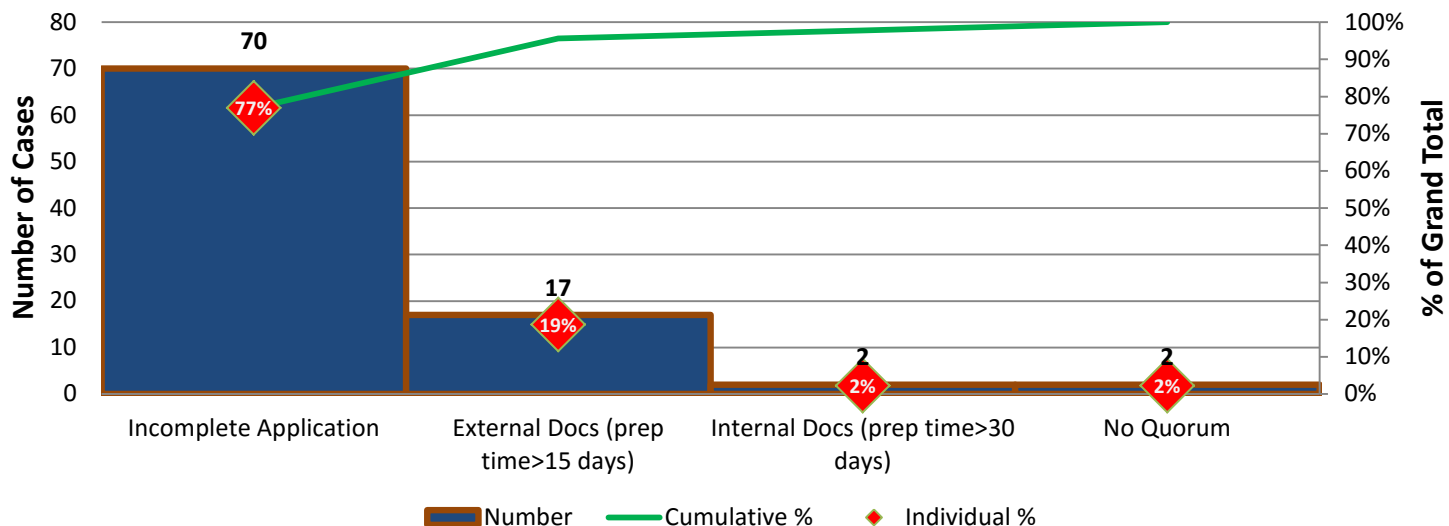
Process: Dispositions

8/14/2017		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: Determine goals		
How Are We Doing?					
FY2018 Year-to-Date Goal	FY2018 Year-to-Date Actual		Jul2017 Goal	Jul2017 Actual	
TBD	8		TBD	8	
Properties	Properties		Properties	Properties	

Properties Disposed by the Landbank



Aug2016-Jul2017 Pareto Analysis



Vacant & Abandoned Property Statistics

9/11/2017

HOPPER ITEMS

	Topic	Date
1	AUP Project Update - Presentation	October
2	URC Inventory Reconciliation Update	October
3	Foreclosure Priority Ranking System	December

**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

