

Develop Louisville  
Forty Second LouieStat Forum  
2/11/2019





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## Louisville Metro Key Performance Indicators

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The Joint Meeting begins at 3pm 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 2018**

Total VAP Structures:	71%	3,612
Total VAP Lots:	29%	1,511
Total VAP Parcels:		5,123

**COUNCIL DISTRICT VAP RATIOS**

DISTRICT	COUNCIL PERSON	RATIO	VAP STRUCTURES	PARCEL COUNT
1	JESSICA GREEN	3.68%	462	12,548
2	BARBARA SHANKLIN	0.79%	61	7730
3	MARY WOOLRIDGE	2.35%	249	10577
4	BARBARA SEXTON SMITH	3.85%	396	10287
5	CHERI BRYANT HAMILTON	7.15%	929	12995
6	DAVID JAMES	6.15%	635	10330
7	ANGELA LEET	0.12%	13	10790
8	BRANDON COAN	0.18%	21	11372
9	BILL HOLLANDER	0.24%	28	11545
10	PAT MULVIHILL	0.48%	57	11993
11	KEVIN KRAMER	0.04%	4	10300
12	RICK BLACKWELL	0.72%	74	10228
13	VICKI WELCH	0.65%	63	9628
14	CINDI FOWLER	0.96%	108	11285
15	MARIANNE BUTLER	2.05%	244	11899
16	SCOTT REED	0.07%	9	12534
17	GLEN STUCKEL	0.06%	6	9570
18	MARILYN PARKER	0.02%	2	8815
19	JULIE DENTON	0.14%	17	12172
20	STUART BENSON	0.10%	11	11241
21	VITALIS LANSHIMA	0.75%	85	11317
22	ROBIN ENGEL	0.18%	21	11422
23	JAMES PEDEN	0.23%	26	11072
24	MADONNA FLOOD	0.37%	38	10382
25	DAVID YATES	0.48%	45	9449
26	BRENT ACKERSON	0.09%	8	8707
			<b>3,612</b>	<b>280,188</b>



# Boarding and Cleaning Monthly Backlog Develop Louisville



KPI Owner: Darrell Coomer

Process: Property Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
<p>Baseline: FY13 monthly average: 1,066 open</p> <p>Goal: Maintain a backlog of no greater than 600 open boarding, cleaning and cutting work orders in a month.</p> <p>Benchmark: TBD</p>	<p>Data Source: Hansen</p> <p>Goal Source: Dept Strategic Plan</p> <p>Benchmark Source: TBD</p>	<p>Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions</p> <p>Measurement Method: The number of work orders open at the end of each month.</p> <p>Why Measure: To help quantify the challenge of neighborhood blight.</p> <p>Next Improvement Step: Using Public Works Crews in addition to C&amp;R Vacant Lots Crews working overtime as needed.</p>

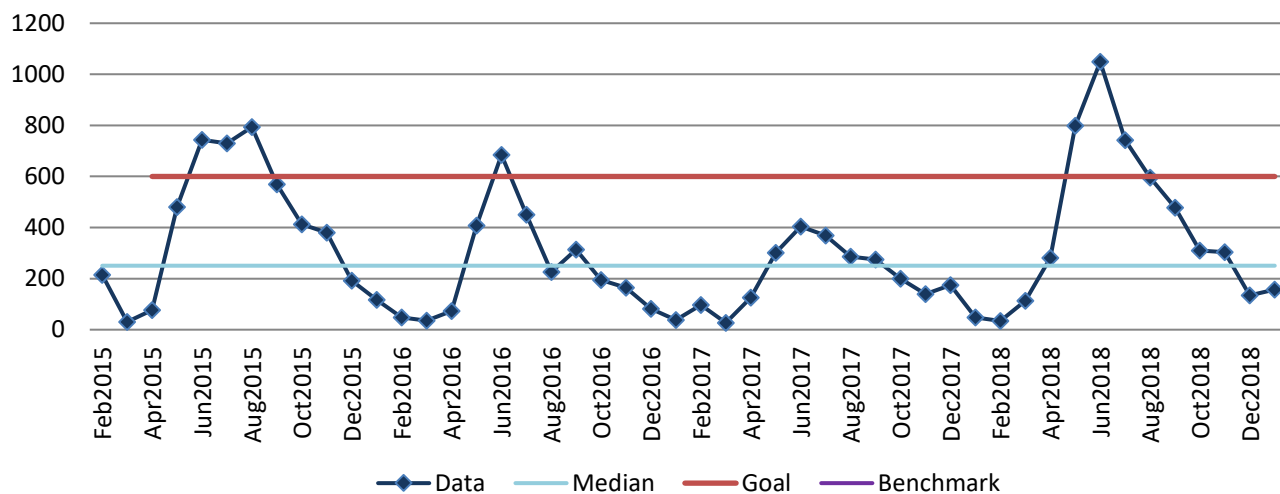
## How Are We Doing?

FY2019 Year-to-Date Goal	FY2019 Year-to-Date Actual		Jan2019 Goal	Jan2019 Actual	
<b>4,200</b>	<b>2,722</b>		<b>600</b>	<b>157</b>	
Work Orders	Work Orders		Work Orders	Work Orders	

## Boarding and 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

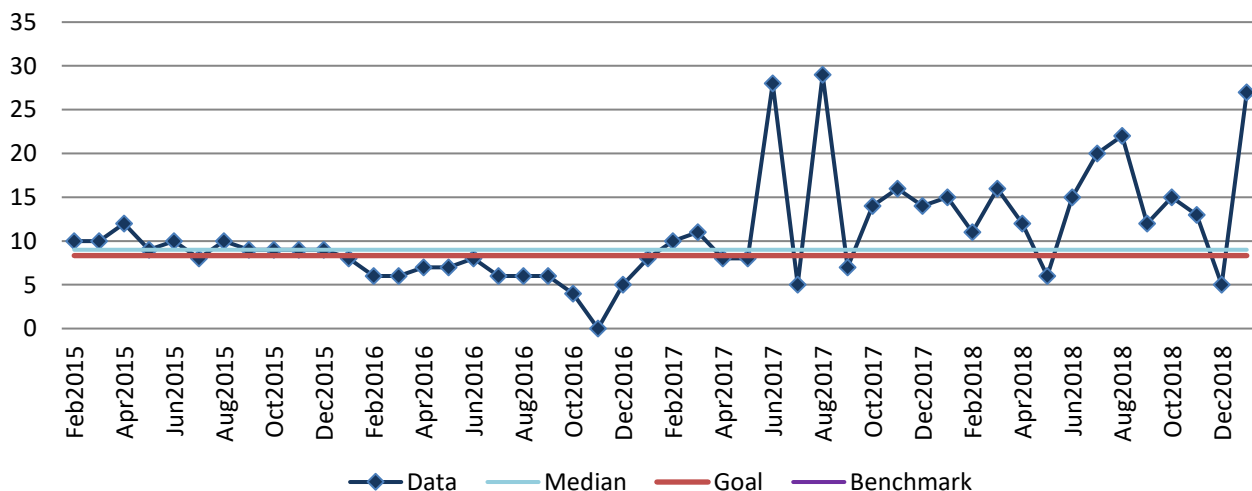


KPI Owner: Mary McGuire

Process: VAP Foreclosure

Baseline, Goal, & Benchmark		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?					
FY2019 Year-to-Date Goal	FY2019 Year-to-Date Actual		Jan2019 Goal	Jan2019 Actual	
58	114		8	27	
Foreclosures Initiated	Foreclosures Initiated		Foreclosures Initiated	Foreclosures Initiated	

## Foreclosures Initiated



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

# Metro Demolitions Develop Louisville

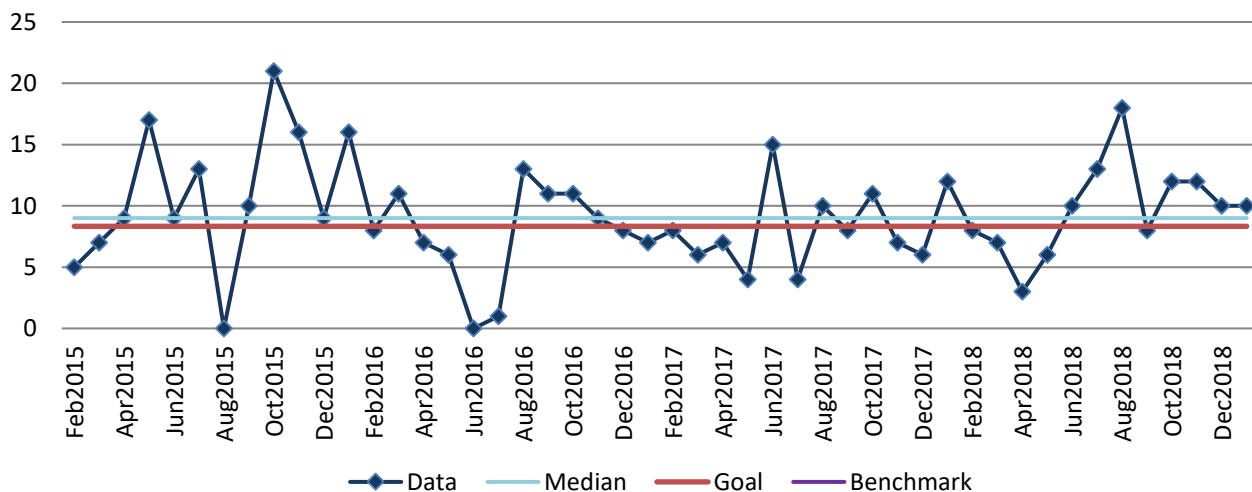


KPI Owner: Sally Jessel and Carrie Fry

Process: Demolition

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary			
Baseline: FY16, 107 structures demolished		Data Source: Hansen	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions			
Goal: Demolish 100 structures in FY17; this relates to Mayor's Goal 16: Resolve Abandoned Properties; it is an initiative to demolish blighted properties		Goal Source: IDT and Department Team Goal	Measurement Method: Count of vacant/abandoned structures demolished monthly by Louisville Metro			
Benchmark: TBD		Benchmark Source: TBD	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?						
FY 2019 Year-to-Date Goal	FY 2019 Year-to-Date Actual		Jan2019 Goal	Jan2019 Actual		
58	83		8	10		
Demolitions	Demolitions		Demolitions	Demolitions		

## Metro Demolitions



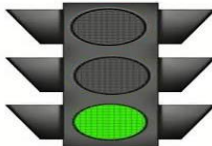
Root cause analysis is not necessary because there is no gap between the goal and current performance.

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

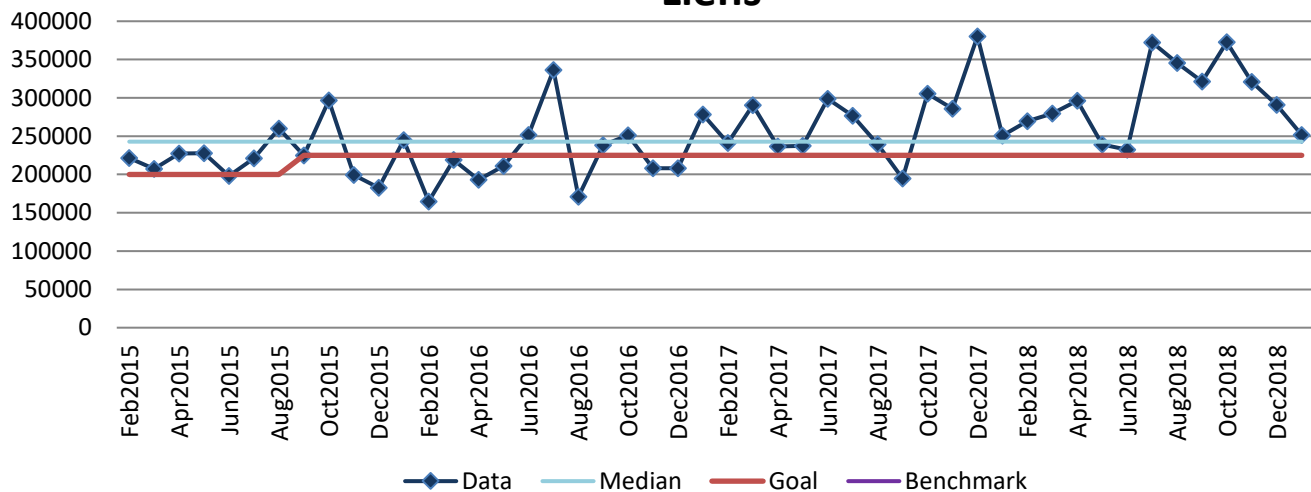


KPI Owner: John Flood

Process: Collections

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: FY2012- \$536,629 Goal: \$2.7 million per year    Benchmark: TBD		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		
How Are We Doing?					
FY 2019 Year-to-Date Goal	FY 2019 Year-to-Date Actual		Jan2019 Goal	Jan2019 Actual	
1,575,000	2,275,657		225,000	251,741	
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

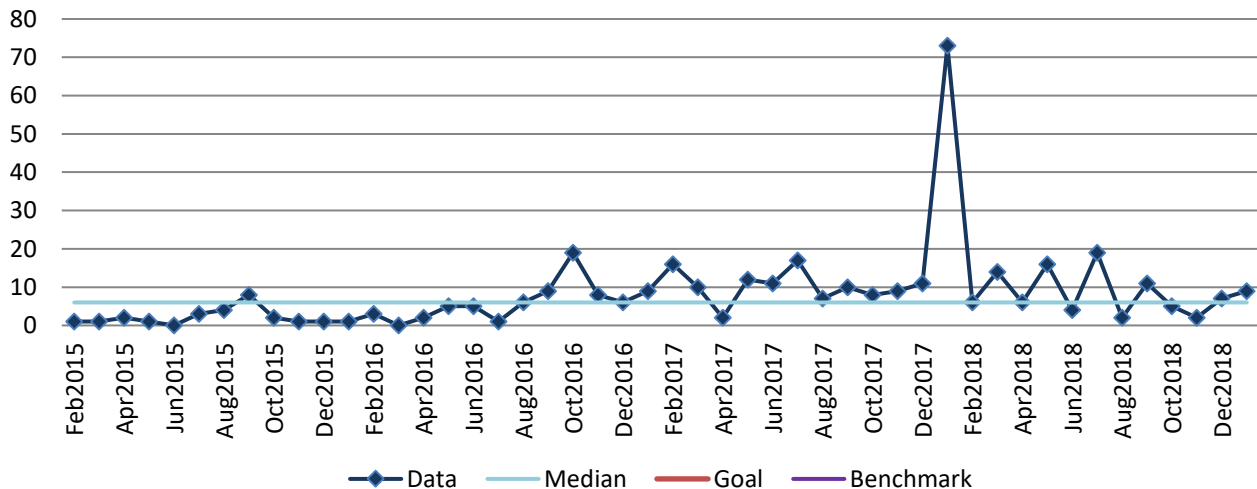


KPI Owner: Latondra Yates

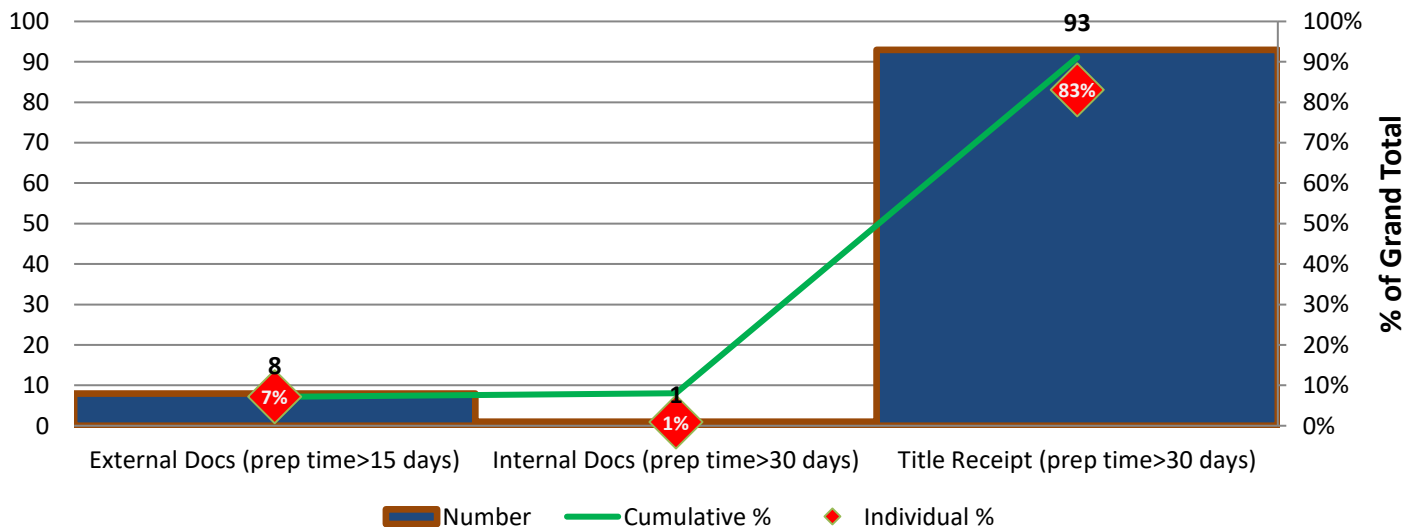
Process: Acquisitions

Baseline, Goal, & Benchmark		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?					
FY2019 Year-to-Date Goal	FY2019 Year-to-Date Actual		Jan2019 Goal	Jan2019 Actual	
TBD	55		TBD	9	
Properties	Properties		Properties	Properties	

## Properties Acquired by the Landbank



## Jan2018-Feb2019 Pareto Analysis



# Properties Disposed by the Landbank Develop Louisville



KPI Owner: Latondra Yates & Connie Sutton

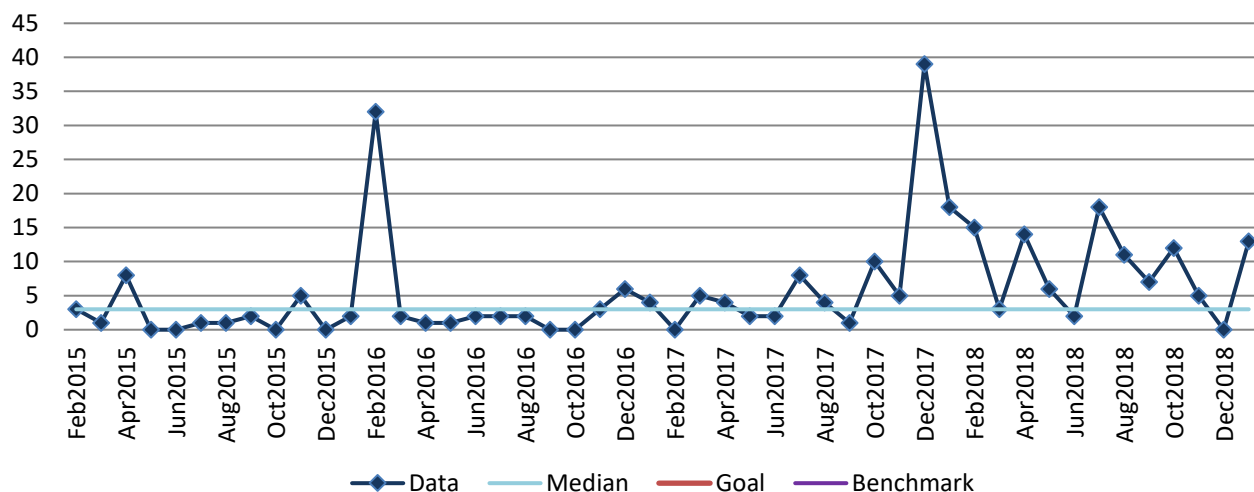
Process: Dispositions

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD 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?

FY2019 Year-to-Date Goal	FY2019 Year-to-Date Actual		Jan2019 Goal	Jan2019 Actual	
<b>TBD</b>	<b>66</b>		<b>TBD</b>	<b>13</b>	
Properties	Properties		Properties	Properties	

## Properties Disposed by the Landbank



## Feb2018-Jan2019 Pareto Analysis

