

Develop Louisville  
Forty Third LouieStat Forum  
3/11/2019





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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	KEISHA DORSEY	2.35%	249	10577
4	BARBARA SEXTON SMITH	3.85%	396	10287
5	DONNA PURVIS	7.15%	929	12995
6	DAVID JAMES	6.15%	635	10330
7	PAULA MCCRANEY	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	MARK FOX	0.65%	63	9628
14	CINDI FOWLER	0.96%	108	11285
15	KEVIN TRIPLET	2.05%	244	11899
16	SCOTT REED	0.07%	9	12534
17	MARKUS WINKLER	0.06%	6	9570
18	MARILYN PARKER	0.02%	2	8815
19	ANTHONY PIAGENTINI	0.14%	17	12172
20	STUART BENSON	0.10%	11	11241
21	NICOLE GEORGE	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>

**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. The VAP Ratio is the number of code enforcement cases relative to the total number of parcels.

**VAP Statistics as of March 2018**

**Top 10 Neighborhoods with Highest VAP Ratios**

Neighborhood		RATIO	VAP STRUCTURES	PARCEL COUNT	
	PARKLAND	11.23%	228	2,031	
	PARK HILL	11.08%	271	2446	
	RUSSELL	10.14%	336	3315	
	CALIFORNIA	8.00%	213	2662	
	PORTLAND	7.53%	441	5856	
	LIMERICK	7.43%	31	417	
	SHAWNEE	6.33%	323	5099	
	CHICKASAW	5.68%	174	3064	
	SMOKETOWN JACKSON	5.00%	59	1181	
	SHELBY PARK	4.83%	62	1283	
			<b>2,138</b>	<b>27,354</b>	

# Boarding and Cleaning Monthly Backlog Develop Louisville

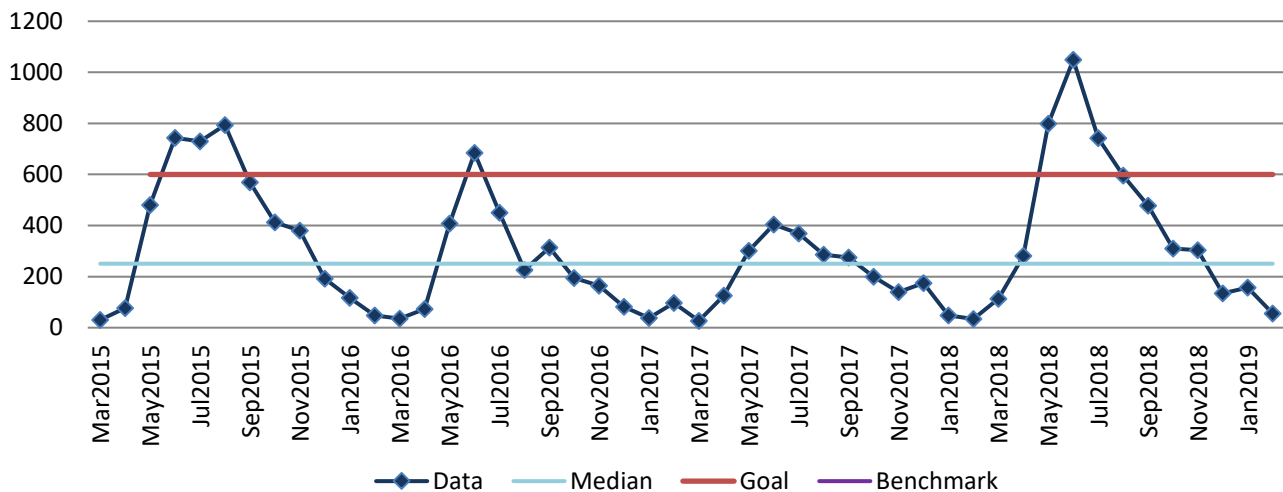
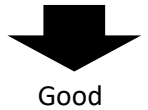


KPI Owner: Darrell Coomer

Process: Property Management

Baseline, Goal, & Benchmark		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: TBD	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?					
FY2019 Year-to-Date Goal	FY2019 Year-to-Date Actual		Feb2019 Goal	Feb2019 Actual	
4,800	2,777		600	55	
Work Orders	Work Orders		Work Orders	Work Orders	

## Boarding and Cleaning Monthly Backlog



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

# Foreclosures Initiated Develop Louisville

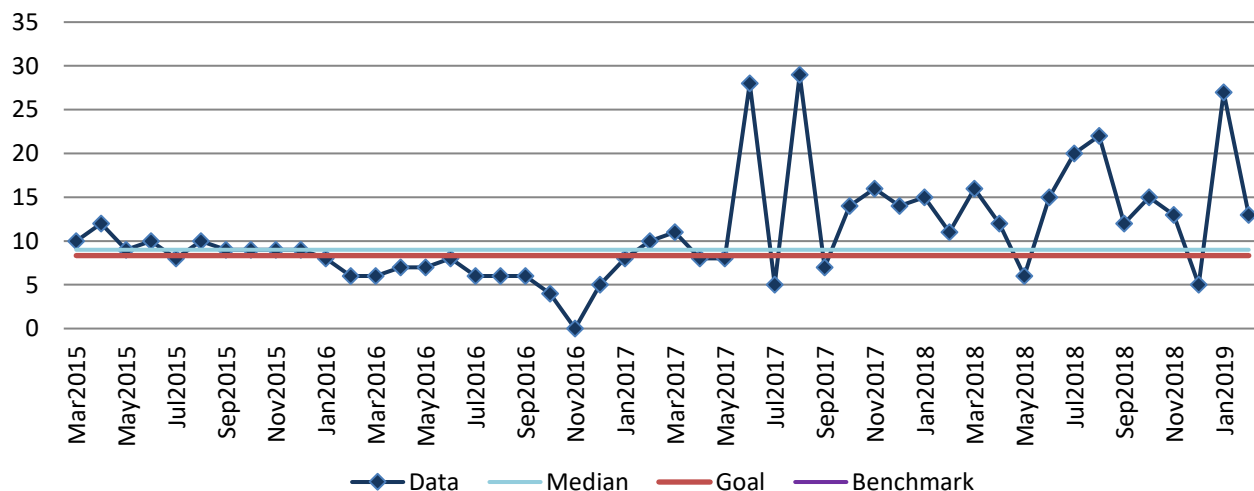


KPI Owner: Mary McGuire

Process: VAP Foreclosure

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		Feb2019 Goal	Feb2019 Actual	
67	127		8	13	
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

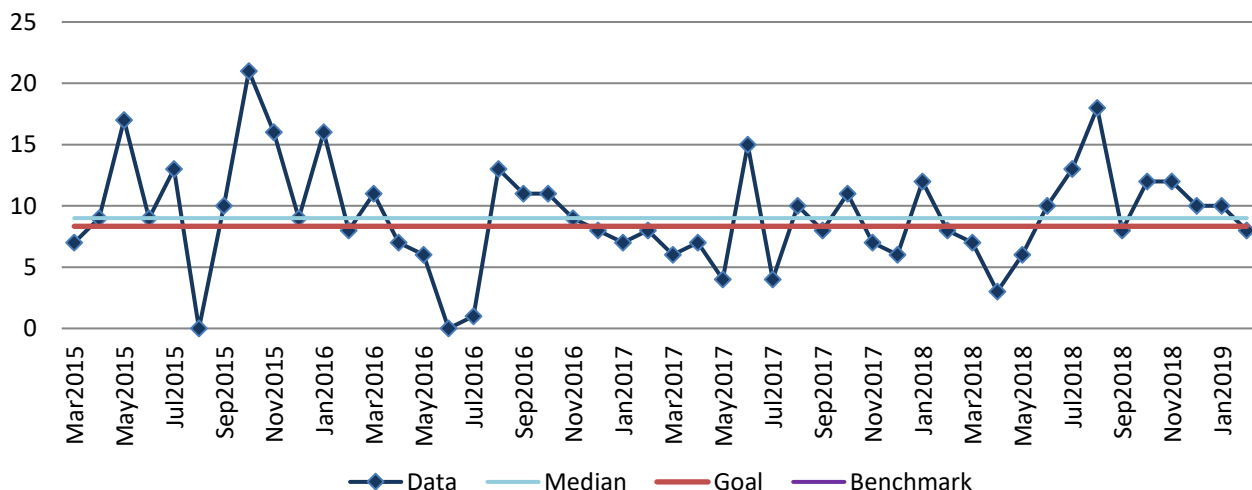


KPI Owner: Sally Jessel and Carrie Fry

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		Feb2019 Goal	Feb2019 Actual		
67	91		8	8		
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

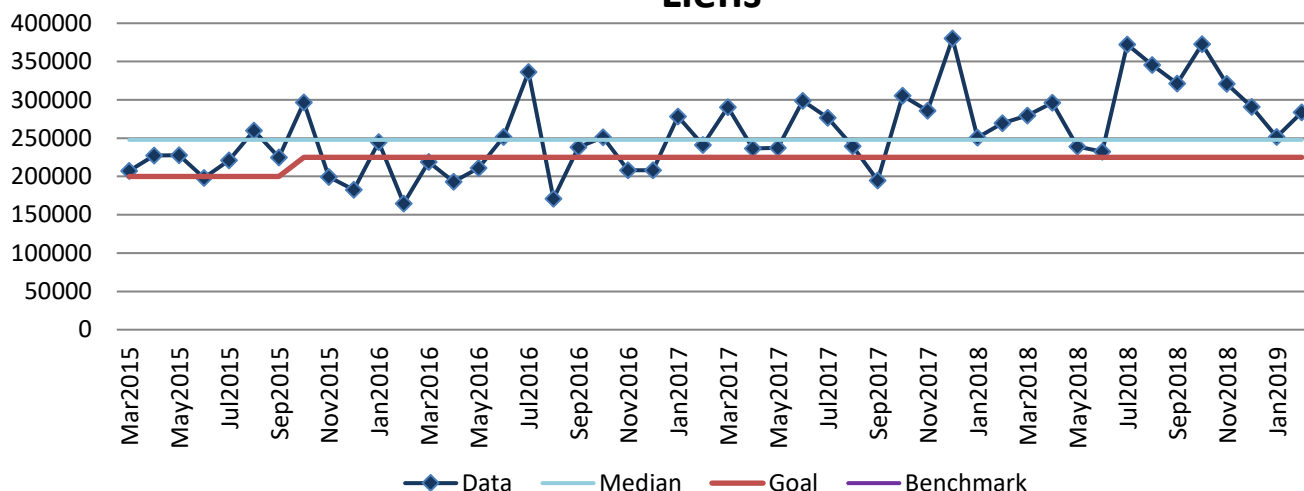
Process: Collections

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		Feb2019 Goal	Feb2019 Actual	
<b>1,800,000</b>	<b>2,559,439</b>		<b>225,000</b>	<b>283,782</b>	
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

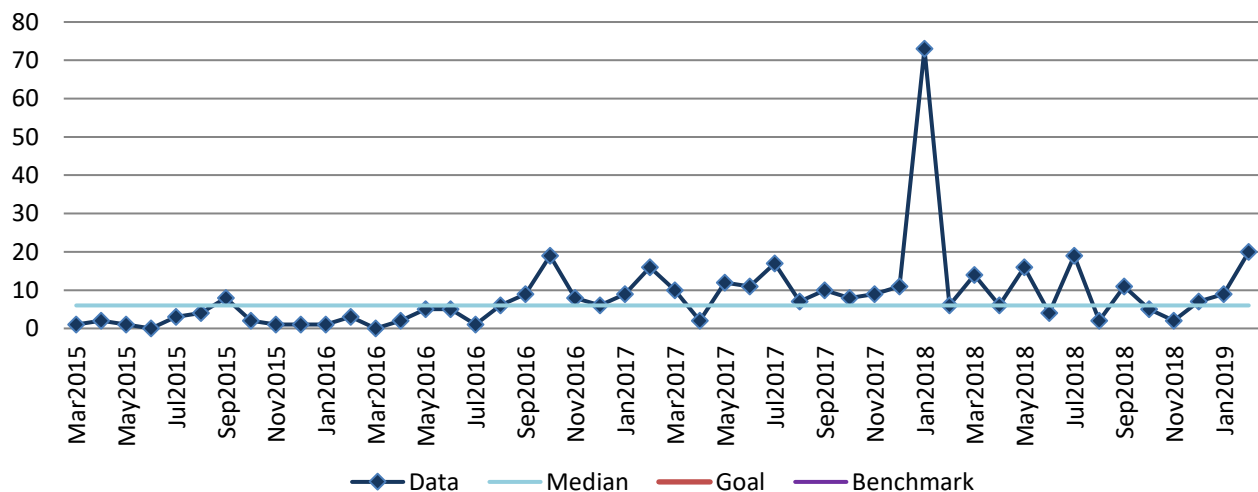


KPI Owner: Latondra Yates

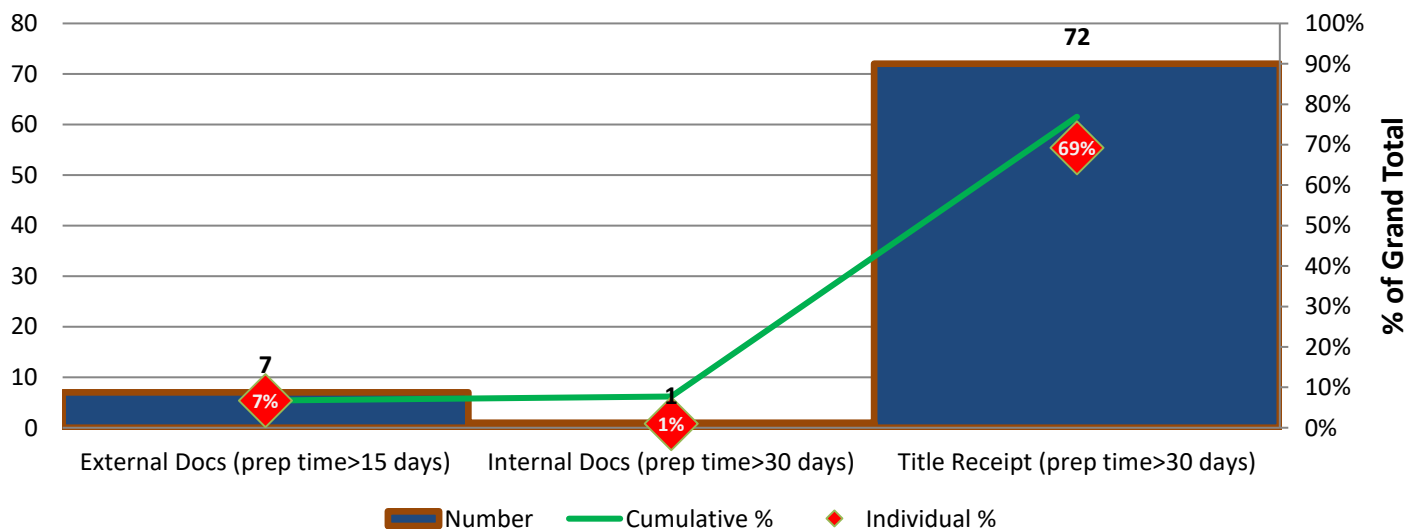
Process: Acquisitions

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		Feb2019 Goal	Feb2019 Actual	
TBD	75		TBD	20	
Properties	Properties		Properties	Properties	

## Properties Acquired by the Landbank



## March 2018- Feb 2019 Pareto Analysis



# Properties Disposed by the Landbank Develop Louisville

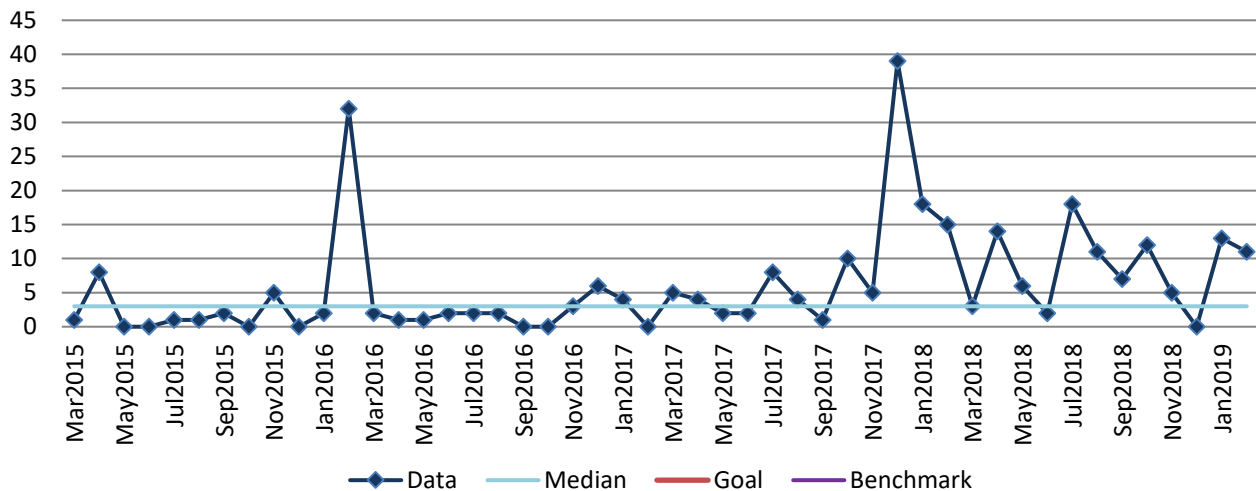


KPI Owner: Latondra Yates & Connie Sutton

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		Feb2019 Goal	Feb2019 Actual	
TBD	77		TBD	11	
Properties	Properties		Properties	Properties	

## Properties Disposed by the Landbank



## March 2018-Feb 2019 Pareto Analysis

