

# ***Special Finance Committee Meeting***

## **Agenda**

**Tuesday September 13, 2016**

**Spruce Conference Room  
749 Main Street  
7:30 AM**

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|----------------|---|
| 7:30 AM        | <b>I. CALL TO ORDER AND APPROVAL OF AGENDA</b>  |
| 7:30 – 8:55 AM | <b>II. REVIEW OF KEY INDICATORS</b> <ul style="list-style-type: none"><li>• Community Design (Development Review, Historic Preservation)</li><li>• Utilities (Solid Waste, Recycling and Composting)</li><li>• Administrative and Support Services (Sustainability, Facilities Maintenance and Fleet Maintenance)</li></ul> |
| 8:55 AM        | <b>III. SCHEDULE FOR FUTURE AGENDA ITEMS</b> <ul style="list-style-type: none"><li>• Economic Prosperity</li><li>• Cultural Services (Special Events)</li><li>• Administration &amp; Support Services (remaining)</li></ul>   |
| 9:00 AM        | <b>IV. ADJOURN</b>  |

## Community Design Program Key Indicators Development Review Sub-Program

### Goals

*Sustain an inclusive, family-friendly community with a small-town atmosphere, effective and efficient building services and effective preservation of the City's historic structures through a voluntary system*

### Objectives

*A well-connected and safe community that is easy for all people to walk, bike, and drive in. Neighborhoods that are rated highly by residents and thriving commercial areas. An open and inclusive long-range planning process with significant citizen participation.*

INDICATOR	UNIT	2015 ACTUAL	2016 ESTIMATED	2017 PROJECTED
<b>Context Data and General Information</b>				
Population	Residents	20,047	20,100	20,100
\$ Per Resident	Exp./ Resident			
<b>Workload</b>				
Pre-Application Conferences	# Held	New Metric		
Development Review Applications (PUD, SRU, Plats, etc.)	# Processed			
Administrative Reviews/Amendments	# Processed			
Building Permits Processed	# Processed			
Building Inspections Completed	# Completed			
<b>Efficiency</b>				
Development Applications Processed per Employee	# Processed/ FTE	New Metric		
Building Permit Processed Per Employee	# Processed/ FTE			
Inspections Completed Per Employee	# Completed /FTE			
Building Permit Review Time	Ave. Review Time	New Metric		
Development Review Time	Ave. Review Time	New Metric		
<b>Effectiveness</b>				
"Planning review process for new development" Rating <sup>1</sup>	% Excellent or Good	71% (2012)	63%	
"Building permit process" Rating <sup>1</sup>	% Excellent or Good	New Metric	60%	
"Building/construction inspection process" Rating <sup>1</sup>	%Excellent or Good	77% (2012)	65%	
Building Inspection Rollovers	Ave./Week	New Metric		
Customer service and program rating <sup>2</sup>	Rating	New Metric		
Alignment of staff recommendation with Council/Board/Commission decision	Rec/ Decision			

<sup>1</sup> Based on the 2016 Citizen Survey results.

<sup>2</sup> Based on evaluation cards submitted with each permit and development plan application, rating scale of 1=Excellent, 2=Good, 3=Fair, 4=Poor

## Community Design Program Key Indicators Historic Preservation Sub-Program

### Goals

*Sustain an inclusive, family-friendly community with a small-town atmosphere through the effective preservation of the City's historic structures through a voluntary system.*

### Objectives

*Preserve Louisville's historic resources vital to maintaining its small town character. Retain a connection to the City's Heritage which recognizes, values, and encourages the promotion and preservation of Louisville's history and cultural heritage, particularly its mining and agricultural past.*

INDICATOR	UNIT	2015 ACTUAL	2016 ESTIMATED	2017 PROJECTED
<b>Context Data and General Information</b>				
Population	Residents	20,047	20,100	20,100
\$ Per Resident	Exp./ Resident	\$???	\$???	\$???
<b>Workload</b>				
Historic Preservation Commission & Subcommittee Application Reviews	# Processed	New Metric		
Administrative Reviews/Determinations	# Processed			
Social Histories Reports	# Reports			
Outreach Events	# of Events			
Special Projects (Preservation Master Plan, Historic Context Studies, etc.)	# of Projects Completed			
<b>Efficiency</b>				
Historic Preservation Commission Public Hearing or Subcommittee Applications Processed per Employee	# Processed/ FTE			
Historic Preservation Administrative Reviews Processed per Employee	# Processed/ FTE	New Metric		
Public Hearing Application Review Time	Average Review Time	New Metric		
Subcommittee Review Time	Average Review Time	New Metric		
Administrative Application Review Time	Average Review Time	New Metric		
<b>Effectiveness</b>				
Historic Structure Assessment Follow Through	% Completed to Approved	New Metric		
Alterations Certificates	# per year			
Landmarked Structures	# per year			
Alignment of staff rec with Final Decision of Historic Preservation Commission	Rec./Decision			
Participants at outreach events	Participants	New Metric		

<sup>1</sup>Based on the 2016 Citizen Survey results.

## Utilities Program Key Indicators Solid Waste, Recycling, and Composting Sub-Program

### Goals

*Ensure safe, reliable, great tasting water; properly treated wastewater; effective stormwater control; successfully managed solid waste; and competitive prices for all services.*

### Objectives

*Provide a cost effective curbside weekly trash pickup and bi-weekly recycling and compost pickup that delivers customer satisfaction and a reasonable diversion rate.*

INDICATOR	UNIT	2015 ACTUAL	2016 ESTIMATED	2017 PROJECTED
<b>Context Data and General Information</b>				
Population	Residents	20,047	20,100	20,100
\$ Per Resident	Exp./ Resident	\$???	\$???	\$???
<b>Workload</b>				
Total Households Served	Units			
Weekly Trash Service Customers	Units			
Bi- weekly Recycling Service Customers	Units			
Bi- weekly Composting Service Customers	Units			
Service Billing Recipients	Units			
<b>Efficiency</b>				
Total expenditures per ton of material	\$/ton			
Average monthly billing cost/account	\$			
<b>Effectiveness</b>				
% of Waste Diverted from Landfill	%			
Solid Waste Tonnage/Resident	Tons/Capita			
Recyclables Tonnage/Resident	Tons/Capita			
Compostable Materials Tonnage/Resident	Tons/Capita			
Overall Performance Rating on Citizen Survey <sup>1</sup> (Quality of Louisville Water)	% Excellent or Good			
Monthly bill for small container choice <sup>2</sup>	\$/Mo			
Monthly bill for midsize container choice <sup>2</sup>	\$/Mo			
Monthly bill for large container choice <sup>2</sup>	\$/Mo			
<sup>1</sup> Based on survey of customers. The 2016 Citizen Survey did not cover this service. <sup>2</sup> Small=32/32/32 for Trash, Recycling and Compost, Midsize=32/64/64, Large=96/96/32				

## Administration & Support Services Program Key Indicators Sustainability Sub-Program

### Goals

*Ensure inclusive, responsive, transparent, friendly, fiscally responsible, effective and efficient governance, administration, and support.*

### Objectives

*Use environmental, economic, and human resources to meet present and future needs without compromising the ecosystems on which we depend. Actively pursue energy efficient upgrades to realize cost savings and reduce environmental impacts.*

INDICATOR	UNIT	2015 ACTUAL	2016 ESTIMATED	2017 PROJECTED
<b>Context Data and General Information</b>				
Population	Residents	20,047	20,100	20,100
\$ Per Resident	Exp./ Resident	\$???	\$???	\$???
<b>Workload</b>				
Sustainability Programs	Units	New Metric		
Waste Generation and Diversion	Items			
Sourcing Practices	Items	New Metric		
<b>Efficiency</b>				
BTUs/Gross Square Foot	BTU/GSF			
<b>Effectiveness</b>				
GHG Emissions/per Capita	CHG/Capita	New Metric		
Water Use/per Capita	Gallons/Capita	New Metric		
Energy Use/per Capita	KwH/Capita	New Metric		
% of City Fleet using Alternative Fuels	%	New Metric		
Cost Savings from Energy Upgrades	\$ Saved	New Metric		
“Encouraging sustainability for both residential and commercial properties” Rating <sup>1</sup>	% Essential or Important	New Metric	67%	
<sup>1</sup> Based on the 2016 Citizen Survey results.				

## Administration & Support Services Program Key Indicators Facilities Maintenance Sub-Program

### Goals

*Ensure inclusive, responsive, transparent, friendly, fiscally responsible, effective and efficient governance, administration, and support.*

### Objectives

*Provide safe, clean, and well maintained buildings in a cost effective manner. Prioritize preventative maintenance to ensure facilities are operating efficiently reducing unnecessary energy usage.*

INDICATOR	UNIT	2015 ACTUAL	2016 ESTIMATED	2017 PROJECTED
<b>Context Data and General Information</b>				
Population	Residents	20,047	20,100	20,100
\$ Per Resident	Exp./ Resident	\$???	\$???	\$???
<b>Workload</b>				
Gross SF of Buildings	GSF			
Emergency Maintenance	Items			
<b>Efficiency</b>				
Expenditures per/Gross SF	\$/GSF	New Metric		
Custodial Expenditures per/GSF	\$/GSF	New Metric		
Work Orders per FTE	WO/FTE	New Metric		
GSF/FTE Maintenance Staffing	GSF/FTE			
\$/Custodial GSF	\$/GSF			
Building Energy Efficiency Ratings	Ratings	New Metric		
FTE Hours by Building/Program	Hours	New Metric		
FTE Hours by Category	Hours	New Metric		
Planned Maintenance Completed per FTE	Items	New Metric		
<b>Effectiveness</b>				
Work Order Satisfaction Rating <sup>1</sup>	Rating	New Metric		
Overall Facilities Condition Index	Index	New Metric		
Average Building Lifespan	Years	New Metric		

<sup>1</sup> Based on an annual electronic survey of City employees.

## Administration & Support Services Program Key Indicators Fleet Maintenance Sub-Program

### Goals

*Ensure inclusive, responsive, transparent, friendly, fiscally responsible, effective and efficient governance, administration, and support.*

### Objectives

*Provide routine, high-quality, preventative maintenance to City owned vehicles, extending their length of service. Maintain standards to replace or re-purpose City vehicles when needed.*

INDICATOR	UNIT	2015 ACTUAL	2016 ESTIMATED	2017 PROJECTED
<b>Context Data and General Information</b>				
Population	Residents	20,047	20,100	20,100
\$ Per Resident	Exp./ Resident	\$???	\$???	\$???
<b>Workload</b>				
Vehicle Preventative Maintenance	\$	New Metric		
Vehicle Replacement Evaluations	Items	New Metric		
Vehicles Replaced	Units	New Metric		
Fleet Inventory	Units	New Metric		
Fuel - Gasoline	Gallons	New Metric		
Fuel - Diesel	Gallons	New Metric		
<b>Efficiency</b>				
Maintenance \$/ per Fleet Vehicle	\$/Vehicle	New Metric		
Vehicles per FTE	Vehicle/FTE	New Metric		
<b>Effectiveness</b>				
Internal Performance Rating	Rating	New Metric		
\$ per Gallon Diesel	\$/Gallon	New Metric		
\$ per Gallon Gasoline	\$/Gallon	New Metric		
Annual Fleet Miles	Miles	New Metric		