

# Louisville, KY

## WHAT WORKS CITIES CERTIFICATION REPORT

May 2019



WHAT WORKS CITIES | FOR MORE INFORMATION PLEASE VISIT [WHATWORKSCITIES.BLOOMBERG.ORG](http://WHATWORKSCITIES.BLOOMBERG.ORG)

## ABOUT WHAT WORKS CITIES

What Works Cities helps local governments improve residents' lives by using data and evidence effectively to tackle pressing challenges.

Launched by Bloomberg Philanthropies in April 2015, What Works Cities helps local governments across the country improve residents' lives by using data and evidence effectively to tackle pressing challenges.

In its first three years, What Works Cities helped 100 cities use facts to better define problems and make progress in crucial areas, such as health and safety, homelessness, and blight. Those cities are home to more than 31 million residents and have combined budgets exceeding \$104 billion.

What Works Cities has set the national standard of excellence for data-driven, well-managed local government: What Works Cities Certification. By aspiring toward Certification and implementing the program's best practices, cities across the country are more effectively delivering results for residents.

## ABOUT CERTIFICATION

What Works Cities Certification is the national standard of excellence for data-driven, well-managed local government.

### What Works Cities Certification Tiers

**WHAT  
WORKS  
CITIES**

#### Silver Certification

51-66% of criteria met

Cities are **GOOD** at understanding data, tracking progress, and using data and evidence to inform decisions

**WHAT  
WORKS  
CITIES**

#### Gold Certification

67-84% of criteria met

Cities are **GREAT** at understanding data, tracking progress, and using data and evidence to inform decisions

**WHAT  
WORKS  
CITIES**

#### Platinum Certification

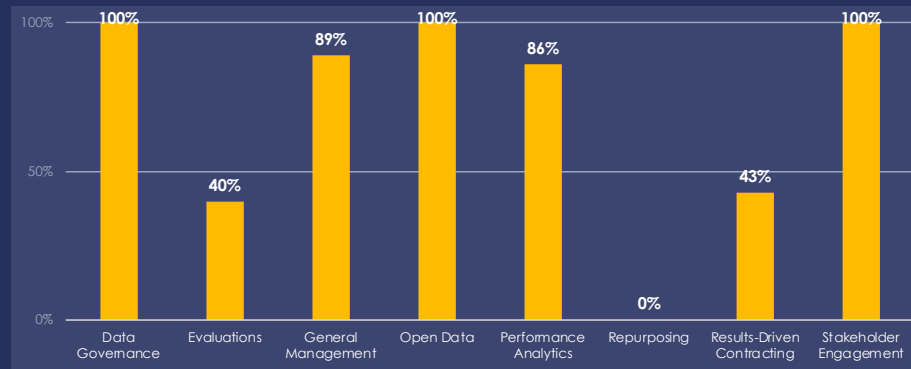
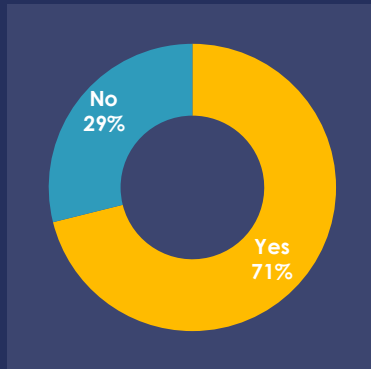
85-100% of criteria met

Cities are **EXEMPLARY** and set the precedent in understanding data, tracking progress, and using data and evidence to inform decisions

What Works Cities Certification helps cities benchmark their progress and develop a roadmap for using data and evidence to drive effective change and deliver results for residents.

By recognizing local governments excelling in this work, the program provides models others can learn from.

# YOUR STATUS REPORT



Congratulations! You have achieved Gold Certification for 2019 by meeting 71% of criteria.

Thank You!

## How Your City Was Assessed



### Online Application & Documentation

Cities submit an online assessment and supporting documentation to evaluate and validate their overall performance across 45 criteria.



### Certification Report

Cities that submit an assessment will receive a report benchmarking their current state of practice and outlining a customized path for improvement.

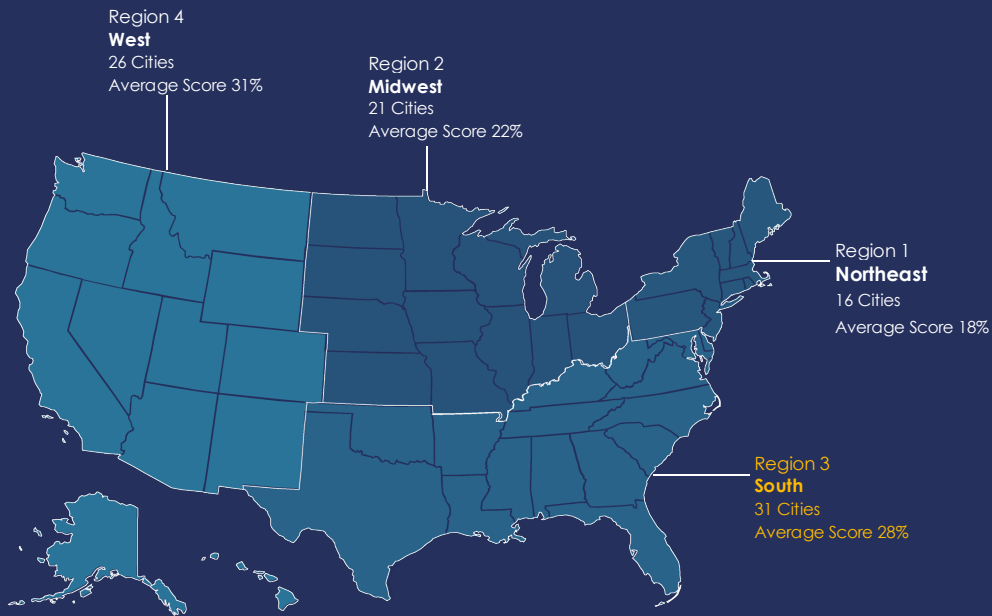


### Debrief Call

Cities will have the option to participate in a debrief call. The call will focus on the city's customized path for improvement and further explanation of audited responses.

## HERE'S YOUR PLAYING FIELD

13 Certified Cities — Average Score 62%



Participating cities with a  
population of  
**30K-100K**

15

Participating cities with a  
population of  
**100K-250K**

40

Participating cities with a  
population of  
**250K-500K**

21

Participating cities with a  
population of  
**500K+**

18

# HOW DOES YOUR CITY MEASURE UP?

## FOUNDATIONAL PRACTICES

A brief explanation of the 8 Foundational Practices.

### Data Governance

The active presence of an authoritative body to lead and oversee data inventory in alignment with citywide technical, privacy, and strategic objectives.

### Evaluations

Systematic assessments using standard research methods to help local governments gain insights into the design, implementation, or effects of a policy, program, or practice, and make continual improvements.

### General Management

A strong foundation for the effective use of data and evidence to drive decision-making in local governments starts with the chief executive and local government leadership explicitly communicating and demonstrating to staff that governing with data and evidence is an organizational expectation.

### Open Data

The practice of proactively making electronic data records publicly available - in whole or in part - and legally open without restriction on use or re-use. Included in this practice is the creation of sustainable open data systems that promote informed decision-making, transparency, and robust citizen engagement.

### Performance & Analytics

The practice of studying how to perform better and inserting those insights into the operational decision-making process, solving local government problems through performance management systems, and creating a culture of accountability.

### Repurposing

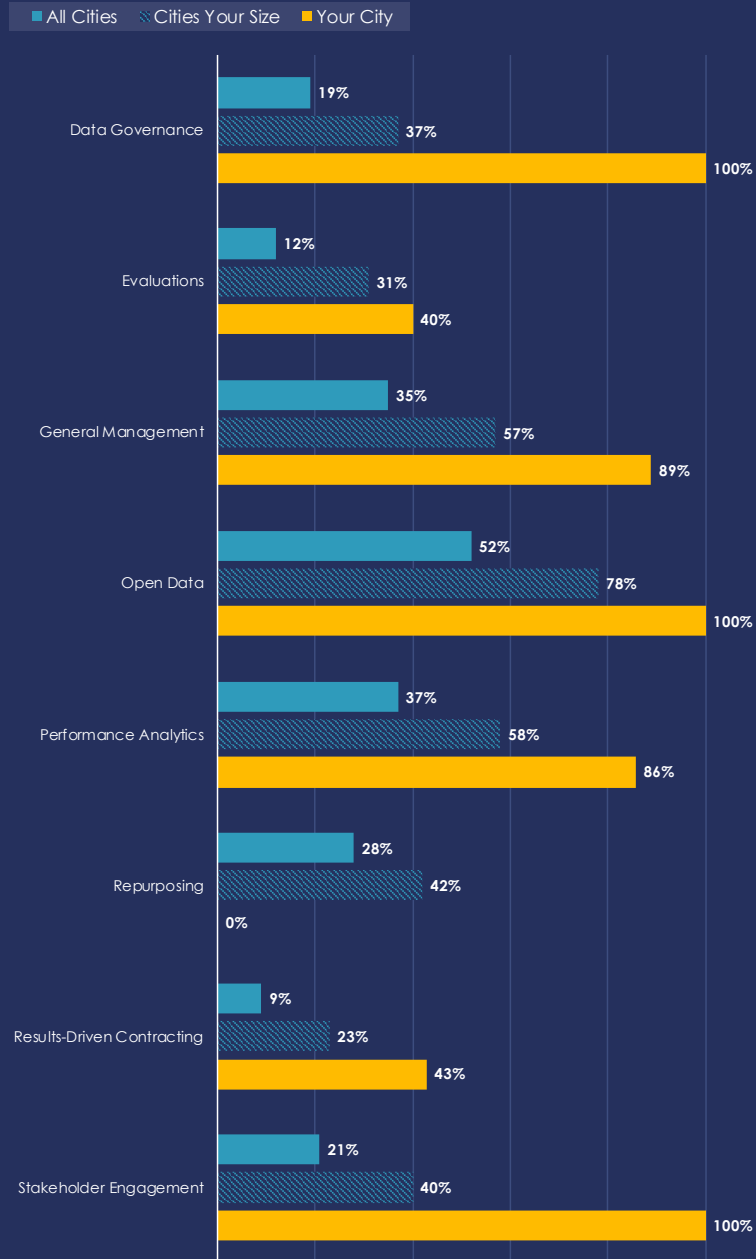
A strategic process that local governments use to shift funding and resources from ineffective programs and services, to those that are evidence-based and resident-focused.

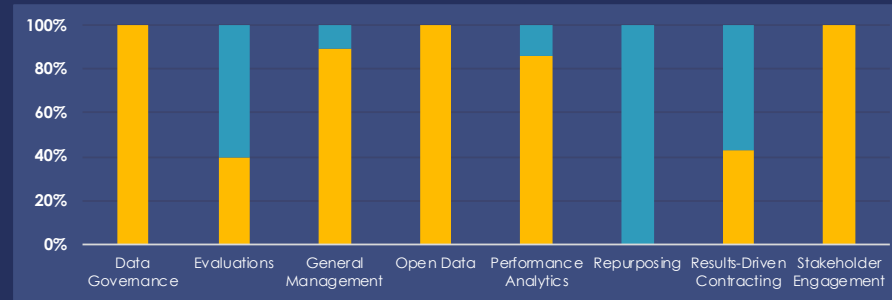
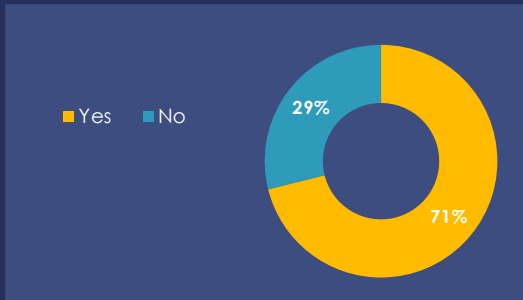
### Results-Driven Contracting

A set of strategies to structure, evaluate, and actively manage contracts strategically, using data to help local governments leverage procurement as a tool to make progress on their highest priority goals.

### Stakeholder Engagement

The practice of facilitating opportunities for the community use of open data to solve pressing challenges, going beyond open data policies and portal.





## DATA GOVERNANCE

Your city has achieved 100% of Data Governance Criteria.

### Benchmarks

All cities have achieved on average 19% of the Data Governance criteria.  
 Cities of your size on average have achieved 37% of the Data Governance criteria.

CERTIFICATION CRITERIA	FINAL RESPONSE	% OF ALL CITIES THAT DO THIS	% OF CERTIFIED CITIES THAT DO THIS	AUDITED RESPONSES
Your local government maintains a detailed and comprehensive data inventory that makes its data more discoverable and accessible.	Yes	20%	53%	
Your local government maintains a documented list of data governance responsibilities and meets at least quarterly to carry out those responsibilities.	Yes	21%	53%	
Your local government has and carries out documented policies or practices to improve data quality.	Yes*	12%	53%	The answer was changed from IN PROGRESS to YES because the city's Open Data policy has checks for data quality during the extraction and creation of public data sets, there are some documented standards for internal data and feedback channels exist both internally and externally for data users to raise data quality issues.
Your local government has documented policies or practices to protect privacy and confidentiality.	Yes	33%	73%	
Your local government has a documented and user-friendly process to expedite the sharing of data -- including protected data -- both cross-departmentally within the local government and with trusted outside partners.	Yes	11%	47%	

\*Questions indicate they were audited and corrected by the What Works Cities team.

# EVALUATIONS

Your city has achieved 40% of Evaluations Criteria.

## Benchmarks

All cities have achieved on average 12% of the Evaluations criteria.

Cities of your size on average have achieved 31% of the Evaluations criteria.

CERTIFICATION CRITERIA	FINAL RESPONSE	% OF ALL CITIES THAT DO THIS	% OF CERTIFIED CITIES THAT DO THIS	AUDITED RESPONSES
Your local government has a policy or ordinance that encourages the use of rigorous evaluation methods for practices, programs, and/or policies.	Yes*	3%	7%	The answer was changed from IN PROGRESS to YES because the city has a draft executive order and an evaluation plan overview that both encourage the use of rigorous evaluation methods for practices, programs and/policies.
Your local government has defined standards, methodologies, or tools to help staff rigorously evaluate practices, programs, and/or policies.	Yes*	10%	33%	The answer was changed from IN PROGRESS to YES because the city has written draft evaluation standards and has tools to help staff rigorously evaluate practices, programs and/policies.
Your local government requires that, as a condition of funding, new or renewed programs will be rigorously evaluated.	No	3%	7%	
In the past 12 months, your local government has launched two or more experimental or quasi-experimental evaluations.	No	26%	60%	
In the past 12 months, your local government has used the results from experimental or quasi-experimental evaluations to make different, or to newly justify, decisions.	No	24%	67%	

\*Questions indicate they were audited and corrected by the What Works Cities team.

## GENERAL MANAGEMENT

Your city has achieved 89% of General Management Criteria.

### Benchmarks

All cities have achieved on average 35% of the General Management criteria.

Cities of your size on average have achieved 57% of the General Management criteria.

CERTIFICATION CRITERIA	FINAL RESPONSE	% OF ALL CITIES THAT DO THIS	% OF CERTIFIED CITIES THAT DO THIS	AUDITED RESPONSES
Your mayor and/or chief executive communicates and demonstrates to staff that governing with data and evidence is an organizational expectation.	Yes	30%	53%	
Your mayor and/or chief executive uses data and evidence to publicly communicate the work and impact of government.	Yes	33%	67%	
Your local government regularly uses public communications to share examples of how it is governing using data and evidence and/or stories of progress made as a result.	Yes	35%	80%	
Your local government has a designated leader and/or team responsible for developing and implementing citywide performance management practices.	Yes	53%	87%	
Your local government has a designated leader and/or team responsible for developing and implementing citywide data governance practices and policies.	Yes	55%	87%	
Your local government has a designated leader and/or team responsible for helping departments conduct experimental or quasi-experimental evaluations.	Yes	27%	73%	
Your local government has a designated leader and/or team responsible for applying results-driven contracting strategies to its portfolio of upcoming key procurements, contracts, and/or grants citywide or within departments.	Yes	19%	33%	
Your local government provides access to trainings for all local government staff on how to use data and evidence to make decisions.	Yes	32%	60%	
Your local government has documented and carried out strategies to embed, deepen, and/or spread the strategic use of data within and across your government.	In Progress	22%	67%	

\*Questions indicate they were audited and corrected by the What Works Cities team.



## OPEN DATA

Your city has achieved 100% of Open Data Criteria.

### Benchmarks

All cities have achieved on average 52% of the Open Data criteria.

Cities of your size on average have achieved 78% of the Open Data criteria.

CERTIFICATION CRITERIA	FINAL RESPONSE	% OF ALL CITIES THAT DO THIS	% OF CERTIFIED CITIES THAT DO THIS	AUDITED RESPONSES
Your local government has a publicly-available codified open data policy that commits to data transparency and proactive public disclosure of local government data and data practices.	Yes	63%	87%	
Your local government has a documented process for publishing open data.	Yes	33%	80%	
Your local government publishes open data to a central, public online location.	Yes	68%	87%	
Your local government adopts Civic Data Standards.	Yes	38%	73%	

\*Questions indicate they were audited and corrected by the What Works Cities team.

## PERFORMANCE ANALYTICS

Your city has achieved 86% of Performance & Analytics Criteria.

### Benchmarks

All cities have achieved on average 37% of the Performance Analytics criteria.

Cities of your size on average have achieved 58% of the Performance Analytics criteria.

CERTIFICATION CRITERIA	FINAL RESPONSE	% OF ALL CITIES THAT DO THIS	% OF CERTIFIED CITIES THAT DO THIS	AUDITED RESPONSES
Your local government identifies strategic goals, aligns a diverse set of measures with those goals, and uses data to evaluate progress toward them.	Yes	46%	73%	
Your local government holds performance management meetings during which it reviews data, discusses insights, and makes decisions about its strategic goals at least quarterly.	Yes	25%	67%	
Your local government regularly shares its strategic goals, performance measures, and progress toward achieving those goals with the public.	Yes	30%	60%	
Your local government has documented policies or practices to manage risk of data breach, loss, or unauthorized manipulation.	Yes	48%	80%	
Your local government has documented policies or practices aimed at harnessing the benefits of artificial intelligence (AI) while reducing associated risks.	In Progress	1%	7%	
Your local government leaders have the ability to access and incorporate data analysis when necessary for strategic decision-making.	Yes	63%	80%	
Your local government uses analysis produced as part of your local government's performance and/or analytics program to inform decisions about resource allocation, hiring, and/or service delivery.	Yes	34%	80%	

\*Questions indicate they were audited and corrected by the What Works Cities team.

## REPURPOSING

Your city has achieved 0% of Repurposing Criteria.

### Benchmarks

All cities have achieved on average 28% of the Repurposing criteria.

Cities of your size on average have achieved 42% of the Repurposing criteria.

CERTIFICATION CRITERIA	FINAL RESPONSE	% OF ALL CITIES THAT DO THIS	% OF CERTIFIED CITIES THAT DO THIS	AUDITED RESPONSES
Your local government uses data to align its budget process with its strategic priorities.	In Progress	40%	67%	
Your local government has a documented process, informed by data analysis and resident feedback, for determining when a program should be discontinued.	In Progress	1%	0%	
Your local government has made a different or newly justified budget decision about a practice, program, or policy based on analyzed data.	In Progress	58%	73%	
In the past 24 months, your local government has shifted (or begun the process of shifting) funding away from a program that has failed to achieve its desired outcomes toward a new program.	In Progress	14%	33%	

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## RESULTS-DRIVEN CONTRACTING

Your city has achieved 43% of Results-Driven Contracting Criteria.

### Benchmarks

All cities have achieved on average 9% of the Results-Driven Contracting criteria.

Cities of your size on average have achieved 23% of the Results-Driven Contracting criteria.

CERTIFICATION CRITERIA	FINAL RESPONSE	% OF ALL CITIES THAT DO THIS	% OF CERTIFIED CITIES THAT DO THIS	AUDITED RESPONSES
Your local government defines strategic goals and desired outcomes for key procurements, contracts, and/or grants.	Yes	13%	47%	
Your local government measures outcomes, impacts, and/or cost-effectiveness for key procurements, contracts, and/or grants.	In Progress	8%	27%	
Your local government has mechanisms in place to compare the performance of similar contractors and determine which are most effective.	Yes	14%	33%	
Your local government structures procurements, contracts, and/or grants to align the vendor's incentives with the local government's strategic goals.	No	6%	27%	
Your local government actively manages contracts, using performance data to troubleshoot challenges and achieve desired outcomes, by engaging with contractors at least monthly during the course of the contract.	In Progress	3%	13%	
Your local government reviews vendor performance data to inform future contracting decisions, including the selection of vendors, renewal of contracts, and/or expansion of existing scopes.	In Progress	11%	20%	
Your local government proactively shares data, documents, and information about contracts, procurement, and/or vendor performance, in order to increase bid competitiveness and strengthen procurement transparency and accountability.	Yes	14%	40%	

\*Questions indicate they were audited and corrected by the What Works Cities team.

# STAKEHOLDER ENGAGEMENT

Your city has achieved 100% of Stakeholder Engagement Criteria.

## Benchmarks

All cities have achieved on average 21% of the Stakeholder Engagement criteria.

Cities of your size on average have achieved 40% of the Stakeholder Engagement criteria.

CERTIFICATION CRITERIA	FINAL RESPONSE	% OF ALL CITIES THAT DO THIS	% OF CERTIFIED CITIES THAT DO THIS	AUDITED RESPONSES
Your local government tracks and documents insights about open data users and open data applications, and incorporates user needs into the design and implementation of its open data and transparency practices.	Yes	17%	53%	
Your local government provides clear how-to guidance to help residents access and use city data.	Yes	25%	67%	
Your local government provides a clear process for partnership and collaboration with data users for the purpose of inviting community members to use public city data to solve pressing community issues.	Yes	9%	27%	
Your local government supports efforts to educate, activate, or upskill partners (e.g., civic groups, vendors, service providers) to better understand and utilize administrative and performance data to deepen community impact.	Yes	34%	73%	

\*Questions indicate they were audited and corrected by the What Works Cities team.

## NEXT STEPS

What Works Cities is committed to helping your local government's evidence-based decision-making progress from good to great.

The following recommended next steps should help pave the path to get there and ensure that your local government can continue to advance its practices and create better opportunities for its residents.

### What Work Cities recommends the following next steps for your city:

1

**Provide access to trainings for all local government staff on how to use data and evidence to make decisions.**

#### What Works Cities Academy

All city staff have unlocked free access to the WWC Academy, hosted by the Center for Government Excellence at Johns Hopkins University. The Academy includes a suite of staff learning opportunities and resources that will accelerate your city's practices towards achieving, or advancing on, Certification.

See what courses are offered and register at:  
<https://govex.academy/catalog>

Access Code: WWC18LouisvilleKY

2

**Draft and implement a policy to harness the benefits of artificial intelligence while reducing associated risks.**

#### What Works Cities Academy

We recommend that you join the Foundations of Advanced Analytics in Government course facilitated by the Center for Government Excellence at Johns Hopkins University starting on July 10, 2019.

To learn more about the WWC Academy, see what courses are offered, and register for a course visit:

<https://govex.academy/catalog>

3

**Require that new or renewed program are rigorously evaluated as a condition of funding.**

#### What Works Cities Sprints

We recommend that you join the Evaluation Foundations Sprint facilitated by the Behavioral Insights Team starting on September 16, 2019.

To learn more about Sprints, view a full calendar, and register for an upcoming Sprint visit:

<https://whatworkscities.bloomberg.org/sprints/>