PERFORMANCE METRICS & TRACKING

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PERFORMANCE METRICS & TRACKING

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My Administration – Measuring Success from Day 1

Candidate: Dave Biggers
Website: rundaverun.org
Purpose: Define metrics, establish baselines, track progress, ensure accountability

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EXECUTIVE SUMMARY

“What gets measured gets managed.” This framework establishes how my administration will measure success, track progress, and maintain accountability throughout the 4-year transformation.

Core Principles:

- Transparency: All data public
- Consistency: Same metrics over time
- Honesty: Report good and bad
- Action: Data drives decisions
- Accountability: Regular public reporting

Three Types of Metrics:
1. **Output Metrics** – What we built/did
2. **Outcome Metrics** – What changed/improved
3. **Impact Metrics** – How Louisville benefits

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BASELINE MEASUREMENTS (2025)

Before We Can Measure Progress, We Need Starting Points:

Public Safety Baselines (2025):

- Total crime rate
- Violent crime rate
- Property crime rate
- Average police response time: 15-20 minutes citywide
- 911 call volume
- Mental health crisis calls
- Arrests for mental health crisis

Community Health Baselines (2025):

- ER visits for mental health crisis
- ER visits for substance abuse
- Overdose deaths
- Homeless population
- Uninsured rate

Community Satisfaction Baselines (2025):

- Trust in police
- Feel safe in neighborhood
- Satisfaction with city services
- Community cohesion index

Economic Baselines (2025):

- Property values
- Business climate index
- Employment rate
- Violent crime cost to economy

First Week of Administration:

- Commission comprehensive baseline study
- Partner with University of Louisville for data collection

- Establish methodology for ongoing measurement
- Publish baseline report within 60 days

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CATEGORY 1: INFRASTRUCTURE METRICS (Output)

What We’re Building and Deploying

Mini Police Substations:

Track:

- Number of substations completed
- Number operational (24/7 coverage)
- Total square footage built
- Construction timeline adherence
- Budget adherence per station

Targets:

- Year 1: 12 operational
- Year 2: 24 operational
- Year 3: 36 operational
- Year 4: 63 operational (100%)

Monthly Report Includes:

- Current count (operational vs. under construction)
- Photos of progress
- Community input received
- Timeline status (on/ahead/behind schedule)
- Budget status (on/over/under budget)

Public Dashboard:

- Interactive map showing all 63 planned locations
- Status of each (planned/design/construction/operational)
- Community input opportunities
- Photos and updates

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Wellness Centers:

Track:

- Number of centers operational
- Services offered at each
- Hours of operation
- Staffing levels
- Partnership agreements

Targets:

- Year 1: 1 operational, 2 under construction
- Year 2: 6 operational
- Year 3: 18 operational (100%)
- Year 4: Optimization and expansion

Monthly Report Includes:

- Current operational count
- Construction progress
- Partnership development
- Service expansion
- Budget status

Public Dashboard:

- Map of 18 planned locations
- Status of each center
- Services available
- Hours and contact info

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Co-Responder Teams:

Track:

- Number of teams deployed
- Coverage areas
- Team composition (officers + professionals)

- Training completed
- Equipment/vehicle status

Targets:

- Year 1: 6 teams citywide
- Year 2: 10 teams
- Year 3-4: Full citywide coverage

Monthly Report Includes:

- Number of active teams
- Coverage map
- Training completion rates
- Response capability

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Participatory Budgeting:

Track:

- Dollar amount allocated
- Number of participants
- Projects proposed
- Projects voted on
- Projects completed

Targets:

- $15 million annually ($2.5M per geographic district)
- 15,000+ participants Year 1
- 25,000+ participants Year 2
- 100+ community projects funded over 4 years

Annual Report Includes:

- Participation rates by district
- Projects selected
- Projects completed
- Impact stories
- Year-over-year growth

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CATEGORY 2: OPERATIONAL METRICS (Output)

How the System is Functioning

Response Times:

Track:

- Average response time (citywide)
- Average response time (by district)
- Average response time (by call type)
- Response time trends over time
- Benchmark against national standards

Targets:

- Year 1: Reduce average from 15-20 min to 12 min
- Year 2: Reduce to 8 minutes
- Year 3: Reduce to 5 minutes
- Year 4: Sustain <5 minutes

Monthly Report:

- Citywide average
- District breakdowns
- Call type analysis
- Month-over-month trends
- Areas needing improvement

Dashboard:

- Real-time response time tracker
- Heat map of response times by area
- Historical trends
- Comparison to baseline

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Call Volume and Distribution:

Track:

- Total 911 calls
- Calls by type (crime/mental health/medical/other)
- Repeat calls (same address within 30 days)
- Call resolution rate
- Calls diverted to co-responders

Targets:

- Reduce repeat calls by 30% by Year 2
- Divert 40% of mental health calls to co-responders by Year 2
- Improve resolution rate to 85%+ by Year 3

Monthly Report:

- Call volume trends
- Type distribution
- Repeat call analysis
- Diversion success rates

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Staffing and Deployment:

Track:

- Officer count (by assignment)
- Mental health professional count
- Social worker count
- Vacancy rates
- Training completion rates
- Overtime hours
- Sick days/burnout indicators

Targets:

- Maintain full staffing (95%+ filled positions)
- Reduce officer overtime by 20% (better deployment)
- Increase retention by 25%
- Zero layoffs

Quarterly Report:

- Staffing levels

- Recruitment success
- Retention rates
- Training completion
- Morale indicators

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Wellness Center Operations:

Track:

- Clients served (unduplicated count)
- Visits/interactions
- Services provided (by type)
- Wait times for appointments
- Follow-up adherence rates
- Client satisfaction
- Referral sources
- Outcomes (housing secured, jobs obtained, etc.)

Targets:

- Year 1: 500+ clients/month at first center
- Year 2: 3,000+ clients/month at 6 centers
- Year 3: 7,000+ clients/month at 18 centers
- Year 4: 10,000+ clients/month (optimization)

Monthly Report:

- Client count (total and by center)
- Service breakdowns
- Wait times
- Success stories
- Challenges

Dashboard:

- Live client count
- Services provided
- Wait time tracker
- Satisfaction scores

- Impact stories

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CATEGORY 3: OUTCOME METRICS (Results)

What's Actually Changing

Crime Reduction:

Track:

- Total crime rate (per 100,000)
- Violent crime rate
- Property crime rate
- Crime by district
- Crime by type
- Clearance rates (cases solved)
- Trends over time

Targets:

- Year 1: 5-10% reduction in areas with substations
- Year 2: 15-20% reduction citywide
- Year 3: 25-35% reduction citywide
- Year 4: 35% reduction (sustained)

Monthly Report:

- Crime statistics (total and by category)
- Year-over-year comparisons
- District analyses
- Hot spot tracking
- Clearance rates

Dashboard:

- Real-time crime map
- Historical trends
- Comparison to baseline
- National comparison
- Substation impact zones

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Mental Health Crisis Outcomes:

Track:

- Mental health 911 calls
- Arrests for mental health crisis
- Use of force in mental health calls
- ER visits for mental health crisis
- Hospitalization rates
- Successful diversion to treatment
- Repeat crisis calls (same individual)

Targets:

- Year 1: 20% reduction in mental health arrests
- Year 2: 40% reduction
- Year 3: 60% reduction
- Year 4: 70% reduction
- 50% reduction in repeat crisis calls by Year 3

Quarterly Report:

- Mental health call volumes
- Arrest rates
- Diversion success
- ER visit trends
- Repeat call analysis
- Success stories

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Community Health Improvements:

Track:

- Overdose deaths
- ER visits for substance abuse
- Homelessness rates
- Uninsured rates
- Access to mental health care

- Primary care utilization
- Chronic disease management

Targets:

- Reduce overdose deaths 20% by Year 2
- Reduce ER visits for substance abuse 25% by Year 3
- Increase primary care access in underserved areas 40%
- Reduce homelessness 15% by Year 3

Annual Report:

- Health outcome trends
- Wellness center impact
- Community health indicators
- Disparities analysis
- Success stories

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Community-Police Relations:

Track:

- Trust in police (survey)
- Satisfaction with police response
- Complaints against officers
- Use of force incidents
- Community policing interactions
- Officer-community events
- Perception of safety

Targets:

- Increase trust in police to 65% by Year 2
- Reduce complaints by 25% by Year 2
- Reduce use of force by 30% by Year 3
- Increase “feel safe” perception to 75% by Year 3

Semi-Annual Survey:

- Trust and satisfaction levels
- Feeling of safety

- Police interaction quality
- Suggestions for improvement
- Demographic breakdowns

Monthly Report:

- Complaint trends
- Use of force incidents
- Community engagement activities
- Officer feedback

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Officer Wellbeing:

Track:

- Officer satisfaction (survey)
- Retention rates
- Recruitment success
- Training completion
- Burnout indicators
- Sick days
- Workers comp claims
- PTSD support utilization

Targets:

- Increase officer satisfaction 30% by Year 2
- Improve retention by 25% by Year 2
- Reduce burnout indicators 40% by Year 3

Quarterly Report:

- Satisfaction survey results
- Retention and recruitment data
- Health and wellness indicators
- Support program utilization
- Officer testimonials

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CATEGORY 4: IMPACT METRICS (Broader Effects)

How Louisville Benefits Overall

Economic Impact:

Track:

- Property values (by district)
- Business openings/closings
- Employment rates
- Tourism indicators
- Economic development investment
- Cost savings from crime reduction
- Tax revenue impact

Targets:

- Property values increase 10-15% in substation areas by Year 3
- Business climate index improves 20% by Year 3
- Economic benefit of crime reduction: $50M+ annually by Year 4

Annual Report:

- Economic indicators
- Property value trends
- Business climate
- Cost-benefit analysis
- Return on investment

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Quality of Life:

Track:

- Resident satisfaction (overall)
- Neighborhood cohesion
- Civic engagement
- Park usage
- Community events participation

- Volunteerism rates
- Migration patterns (people moving in/out)

Targets:

- Overall satisfaction increase 25% by Year 3
- Community cohesion up 30% by Year 3
- Civic engagement doubled by Year 4

Annual Survey:

- Quality of life indicators
- Neighborhood satisfaction
- Community engagement
- Areas for improvement

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National Recognition:

Track:

- Media coverage (local/national)
- Research publications about Louisville
- Cities adopting Louisville model
- Conference presentations
- Academic partnerships
- Awards and recognition
- Visiting delegations

Targets:

- 20+ cities studying Louisville model by Year 3
- 10+ peer-reviewed publications by Year 4
- National model status achieved by Year 2

Annual Report:

- Media mentions
- Research output
- Replication efforts
- Recognition received
- Knowledge sharing

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REPORTING STRUCTURE

Daily (Internal Only):

- Response time tracking
- Call volume monitoring
- Staffing levels
- Incident reports
- System alerts

Weekly (Internal + Key Stakeholders):

- Weekly summary report
- Notable incidents
- Progress updates
- Challenges identified
- Action items

Monthly (Public):

- Comprehensive public report
- All key metrics
- Progress on construction
- Budget status
- Community feedback summary
- Success stories
- Challenges and solutions

Published:

- Website (rundaverun.org/progress)
- Email to subscribers
- Social media highlights
- Media release

Quarterly (Public):

- Deep dive analysis
- Trend identification
- Comparative analysis

- Lessons learned
- Strategic adjustments
- Community survey results

Format:

- Written report
- Public presentation/town hall
- Q&A session
- Data visualizations
- Video summary

Annual (Public):

- Comprehensive year in review
- All metrics analyzed
- Independent evaluation
- Financial audit
- Community satisfaction survey
- Research findings
- Next year projections

Format:

- Major report (50-100 pages)
- Executive summary
- Public event
- Media briefing
- Academic publication
- Website dashboard

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DATA COLLECTION METHODS

Quantitative Data:

Sources:

- LMPD data systems
- 911 call center data
- Wellness center electronic health records

- Financial systems
- Construction project management
- Survey instruments
- Hospital data (partnerships)
- Public records

Tools:

- Data analytics platform
- Automated dashboards
- GIS mapping systems
- Survey tools
- Database management

Quality Assurance:

- Regular audits
- Cross-validation
- Third-party verification
- Academic partnership review
- Transparent methodology

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Qualitative Data:

Sources:

- Community surveys
- Focus groups
- Officer interviews
- Client testimonials
- Community feedback
- Media analysis
- Social media sentiment
- Case studies

Methods:

- Annual community survey (1,000+ residents)
- Quarterly focus groups (diverse participants)

- Semi-annual officer surveys
- Monthly community meetings feedback
- Ongoing client satisfaction surveys
- Success story collection

Analysis:

- Thematic coding
- Sentiment analysis
- Narrative synthesis
- Pattern identification
- Contextual understanding

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PUBLIC TRANSPARENCY

Online Dashboard (rundaverun.org/metrics):

Features:

- Real-time data updates
- Interactive maps
- Trend graphs
- Comparative analysis
- Downloadable datasets
- Historical archives
- User-friendly interface
- Mobile optimized

Data Available:

- All public safety metrics
- Construction progress
- Budget expenditures
- Community engagement
- Survey results
- Research findings

Updates:

- Daily: Response times, call volumes

- Weekly: Summary statistics
- Monthly: Full report
- Quarterly: Deep analysis
- Annual: Comprehensive review

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Community Access:

Public Data Requests:

- Formal request process
- 7-day response time
- Reasonable costs only
- Maximum transparency
- Privacy protections maintained

Community Meetings:

- Monthly data review sessions
- District-specific reports
- Q&A opportunities
- Feedback mechanisms
- Action item tracking

Media Engagement:

- Monthly press briefings
- Data journalism support
- Expert interviews available
- Fact-checking resources
- Proactive transparency

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ACCOUNTABILITY MECHANISMS

Internal Accountability:

Weekly:

- Senior staff review
- Progress tracking

- Problem identification
- Resource allocation
- Action planning

Monthly:

- Cabinet review
- Metric analysis
- Adjustment decisions
- Budget monitoring
- Strategic planning

Quarterly:

- Comprehensive review
- Independent evaluation
- Community input integration
- Strategic pivots if needed
- Board/commission updates

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External Accountability:

Metro Council:

- Quarterly briefings
- Annual budget review
- Committee testimonies
- Question periods
- Collaborative oversight

Community:

- Monthly town halls
- Online feedback
- Survey input
- Focus groups
- Advisory councils

Independent Evaluation:

- Annual third-party assessment

- Academic research partnerships
- Financial audits
- Performance evaluation
- Recommendations for improvement

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CONTINUOUS IMPROVEMENT PROCESS

Data → Insight → Action:

Step 1: Monitor

- Collect data continuously
- Review dashboards regularly
- Identify trends and anomalies
- Flag concerns immediately

Step 2: Analyze

- Deep dive into concerning trends
- Root cause analysis
- Comparative analysis
- Stakeholder input

Step 3: Decide

- Determine if action needed
- Develop solution options
- Assess cost-benefit
- Select best approach

Step 4: Act

- Implement changes
- Communicate adjustments
- Monitor impact
- Refine as needed

Step 5: Evaluate

- Measure effectiveness
- Document lessons learned

- Share findings
- Institutionalize improvements

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EXAMPLE METRICS IN ACTION

Scenario 1: Response Times Not Improving in District 3

Data Shows:

- District 3 response times stuck at 18 minutes
- Other districts improving

Analysis:

- Substation not yet operational in District 3
- Traffic patterns causing delays
- Staffing gaps during peak hours

Action:

- Accelerate District 3 substation construction
- Adjust deployment schedules
- Temporary mobile unit deployed
- Traffic pattern study commissioned

Result:

- Response times drop to 12 minutes within 2 months
- Continue monitoring and optimization

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Scenario 2: Wellness Center Underutilized

Data Shows:

- Wellness Center #2 serving only 200 clients/month (target: 500)
- Long wait times for appointments despite low utilization

Analysis:

- Location not accessible by public transit
- Hours don’t match community work schedules

- Lack of awareness in community

Action:

- Extend evening hours
- Launch community awareness campaign
- Partner with churches for transportation
- Mobile services piloted

Result:

- Client count increases to 450/month within 3 months
- Satisfaction improves
- Appointments fill quickly

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Scenario 3: Crime Increasing in One Neighborhood

Data Shows:

- Crime up 15% in Phoenix Hill despite citywide decline
- Mostly property crimes

Analysis:

- New business district attracting external criminals
- Lighting inadequate
- Limited police presence at night
- No substation nearby yet

Action:

- Increase patrol frequency
- Improve lighting (participatory budgeting funds)
- Community watch program strengthened
- Prioritize substation in area

Result:

- Crime returns to baseline within 4 months
- Substation breaks ground
- Community engagement strengthens

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BENCHMARKING

Compare Louisville to:

Peer Cities:

- Similar size cities (500K-1M metro)
- Similar demographics
- Similar challenges
- Current performance vs. Louisville

Model Cities:

- Boston (CAHOOTS-style programs)
- Eugene, OR (co-responder pioneer)
- Oakland (comprehensive transformation)

National Averages:

- Crime rates
- Response times
- Community satisfaction
- Cost per capita

Ourselves Over Time:

- Year-over-year improvement
- Progress toward targets
- Sustainability of gains
- Emerging challenges

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SUCCESS CRITERIA

By End of Year 1:

□ 12 substations operational with <10 min response times
□ 6 wellness centers serving 3,000+ monthly
□ Co-responder program citywide
□ Crime down 5-10% in substation areas
□ Community satisfaction improving

 All data public and transparent

By End of Year 2:

 24 substations operational
 12 wellness centers serving 6,000+ monthly
 Crime down 15-20% citywide
 Response times <8 minutes average
 Trust in police improving significantly
 National recognition emerging

By End of Year 3:

 36 substations operational
 18 wellness centers serving 7,000+ monthly
 Crime down 25-35% citywide
 Response times <5 minutes average
 Louisville as national model
 Measurable economic benefits

By End of Year 4:

 All 63 substations operational
 All 18 wellness centers optimized
 Crime down 35% citywide
 Response times sustained <5 minutes
 Promises 100% kept
 Louisville leading the nation

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FINAL THOUGHTS

Metrics matter because accountability matters.

This framework ensures:
 Transparency – All data public
 Honesty – Report good and bad
 Action – Data drives decisions
 Improvement – Continuous learning
 Accountability – Regular reporting

We will measure what matters, track our progress, and show Louisville that evidence-based governance delivers results.

The data will speak for itself.

rundaverun.org/metrics

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Performance Metrics & Tracking | Created October 2025 | For Dave Biggers Mayoral Campaign

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What This Means for YOUR Neighborhood

Every Louisville neighborhood is unique. Enter your ZIP code to see how this policy directly impacts your community:

Find Your Mini Substation

Enter your ZIP code to see when your neighborhood will receive a community police substation.

Find My Substation

63 mini substations across Louisville, at least one in every ZIP code, phased in over 4 years.

Part of my comprehensive public safety plan.

See the Budget Impact

Explore how this policy fits into my comprehensive $1.13 billion budget plan:

How Does My Budget Affect You?

See your personalized impact - zero tax increase, real benefits

 Household Income $50,000 50000
 Children in JCPS 0 0
 Your ZIP Code

Your Personal Impact

How we calculate: Benefits based on average family savings from wellness center access ($800/year), youth program value (after-school + summer jobs), and your specific mini substation timeline. All benefits come from the same $1.13B budget - zero tax increase.

Share your results with friends and family:

 Share My Results

⚖ Compare This Policy

See how my approach differs from current administration policies:

⚖ My Plan, Category by Category

Pick a category to see what my plan does, how it is paid for, and when it arrives.

 Share This Plan Print This Plan
 Public Safety Wellness Youth Economy Housing Transparency

Public Safety & Policing

My Plan

Community-based mini substations

Approach

- 63 mini substations across Louisville (4-year deployment)
- Officers living and working in communities they serve

- Preventative community policing model
- Year 1: 12 substations in highest-need areas

Timeline Year 1-4 phased rollout
Budget Same $1.13 billion; no new taxes; priorities re-pointed inside the adopted budget
Impact Projected response times: 3-5 minutes (campaign estimate)
□

Mental Health & Wellness

My Plan

Wellness centers placed by health need

Approach

- I will place 18 Community Wellness Centers by health need (CDC PLACES 2024 plus Census poverty data)
- Mental health counseling, addiction support
- Youth programs, family services
- At least one center in every LMPD division

Timeline 6 centers a year over Years 1-3
Budget $45M a year when fully built (18 centers at $2.5M each), inside the adopted budget
Impact Accessible care within every neighborhood, preventative focus
□

Youth Development

My Plan

Comprehensive youth investment

Approach

- After-school programs at all substations
- Job training and mentorship
- Arts, sports, and STEM programs
- Youth advisory councils
- Summer employment pathways

Timeline Immediate implementation with substation rollout

Budget $32.5M for youth programs, inside the adopted budget
Impact Accessible programs in every neighborhood
□

Economic Development

My Plan

Community wealth building

Approach

- Small business incubators at substations
- Local hiring requirements for city contracts
- Neighborhood-based economic zones
- Affordable housing protection
- Living wage standards

Timeline Immediate policy changes, 4-year infrastructure build
Budget Same $1.13 billion; no new taxes; priorities re-pointed inside the adopted budget
Impact Jobs and wealth stay in neighborhoods
□

Housing & Affordability

My Plan

Housing as a human right

Approach

- Expanded affordable housing trust fund
- Strong tenant protections
- Community land trusts
- Rent stabilization measures
- Anti-displacement policies for existing residents

Timeline Immediate policy changes
Budget Same $1.13 billion; no new taxes; priorities re-pointed inside the adopted budget
Impact Protects residents, prevents displacement
□

Government Transparency

My Plan

Radical transparency

Approach

- Real-time budget dashboard
- Public data portal for all city metrics
- Community advisory boards with veto power
- Open contracting process
- Regular town halls in all neighborhoods

Timeline Immediate implementation
Budget Low-cost digital infrastructure
Impact Citizens empowered with information and decision-making power

The Choice is Clear

Louisville deserves transformative change, not more of the same. Join us in building a city that works for everyone.

Join the Campaign Read Full Policy Platform

Share This Policy

Help spread the word about my vision for Louisville:

Related Policies You Might Like

How to Vote for Me

I am a write-in candidate: in the race for Mayor, mark the write-in spot and write **DAVE BIGGERS** (the last name, Biggers, is required).

Early voting, no excuse needed: October 29–31 · Election Day: Tuesday, November 3, 6 AM to 6 PM. Registration for the November 3 election closed October 5.

✓ Check My Registration and Polling Place View All Election Dates →

Stay Updated on This Policy

Get notified when this policy is updated or when I speak about this issue in YOUR neighborhood.

* indicates a required field

Email Signup Information
Fax Number (Leave blank)
Name *
Email * We'll send you updates about the campaign
Zip Code 5-digit zip code (optional)
☐ I'm interested in volunteering! We'll send you information about volunteer opportunities
Sign Up

We use your details only to reach you about the campaign. Privacy Policy

Have Ideas to Improve This Policy?

This is YOUR city. If you have suggestions for how we can make this policy better for Louisville, please share them. Every idea is reviewed.

Suggest an Improvement for Louisville

Have an idea for improving Louisville? Share your policy suggestion below. Your voice matters in shaping our city's future.

Policy Title *
Description *
0/2000 characters
Category Select a category...
Your Name *
Your Email *
ZIP Code (Optional)
☐ I agree that my suggestion may be reviewed and potentially incorporated into campaign policy. My email will only be used to notify me about the status of my suggestion.
Submit Suggestion

NOT ME, WE.

Together, we make Louisville better for everyone.