



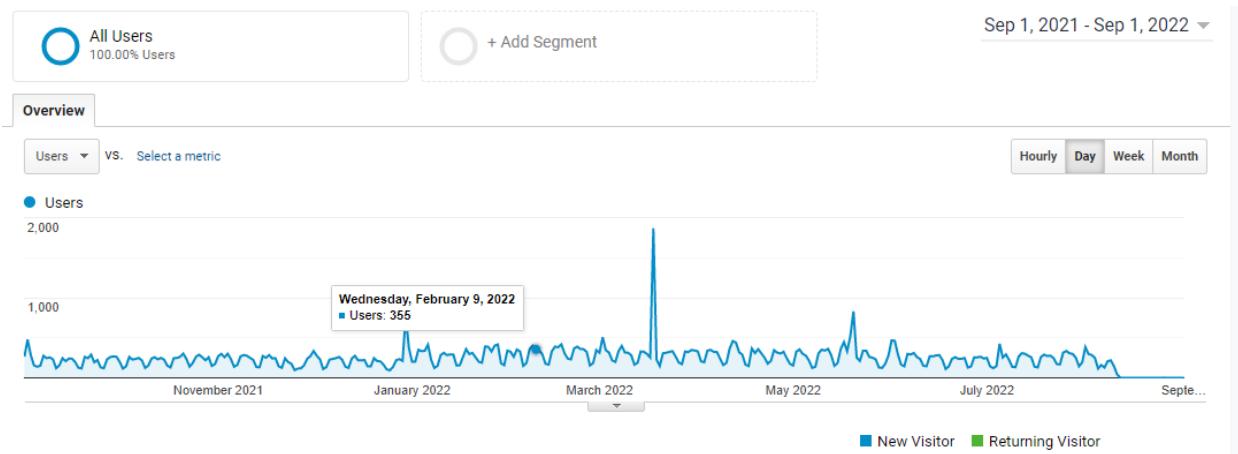
This serves as the ninth OPEN DATA REPORT to the Mayor and Metro Council in accordance with the requirements set forth in Louisville Metro Government [Ordinance O-243-22](#) passed on August 25, 2022. The purpose is to summarize the current state of data availability from [Louisville Metro Government](#) (LMG) to the public and to outline opportunities for continued improvement of access to public information through our [Open Data Platform](#) (ODP) at <https://data.louisvilleky.gov>. Previous Open Data Reports can be found on our ODP on the [Open Data Ordinance](#).

Louisville Metro employees collect and use data as part of their daily work to provide services and support to residents. Our open data program shares a portion of this data publicly, with a process for privacy concerns and legal requirements.

The Louisville open data program increases governmental transparency, accountability, and accessibility. It provides the public with data that residents, universities, researchers, community organizations, press, and media can access while reducing time and labor costs for fulfilling open records requests. Additionally, the empowerment of data-driven decision making aligns with city's government goals of providing transparency to improve services. Click the following for more information on [terms and licenses](#), [Open Data Policy](#), and [Open Data Ordinance](#).

**ODP SITE TRAFFIC.** Since the launch of the new ODP in Oct 2016, we have had 1,258,917 pageviews and 445,392 user sessions. This year, we have seen a total of 254,538 page views due to improving existing data and providing new compelling data sets such as: [Employee Salary Data](#), [Public Safety Data Sets](#), [311 Service Requests](#), [Animal Services Data Sets](#), [COVID-19 data sets](#), [Public Health and Wellness Data Sets](#), [Expenditure Data Sets](#), [Restaurant Data Sets](#), [Pools Data Sets](#), [Micro-Mobility page](#), [Library Inventory Collection](#), [Foreclosure Data Sets](#) and [Fire Data Sets](#). We have also added a page where data set visualizations are highlighted - [Visuals and Data Stories](#).

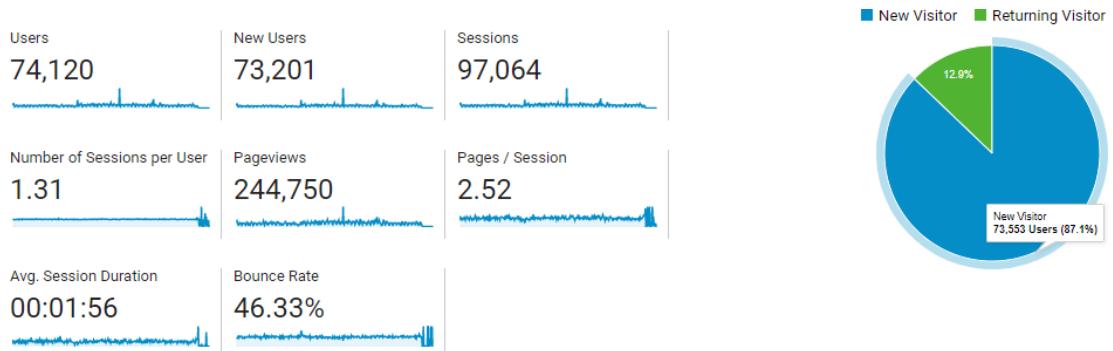
**\*\*The following images show the number of users, new users, pageviews, and site traffic for the period of September 1<sup>st</sup>, 2021-September 1<sup>st</sup>, 2022. Note: The images are captured from 2 different metric sites in Google Analytics. This is due to the ODP migration project that happened this year. Our previous ODP, built on the DKAN platform, had been decommissioned due to the vendor no longer providing support for DKAN. All data sets were migrated to a new platform using Esri's ArcGIS Online and is reflected with the new metrics. The new ODP was launched on July 1<sup>st</sup>, 2022, and Google Analytics was still collecting metrics from the old site until the second week of August 2022.**



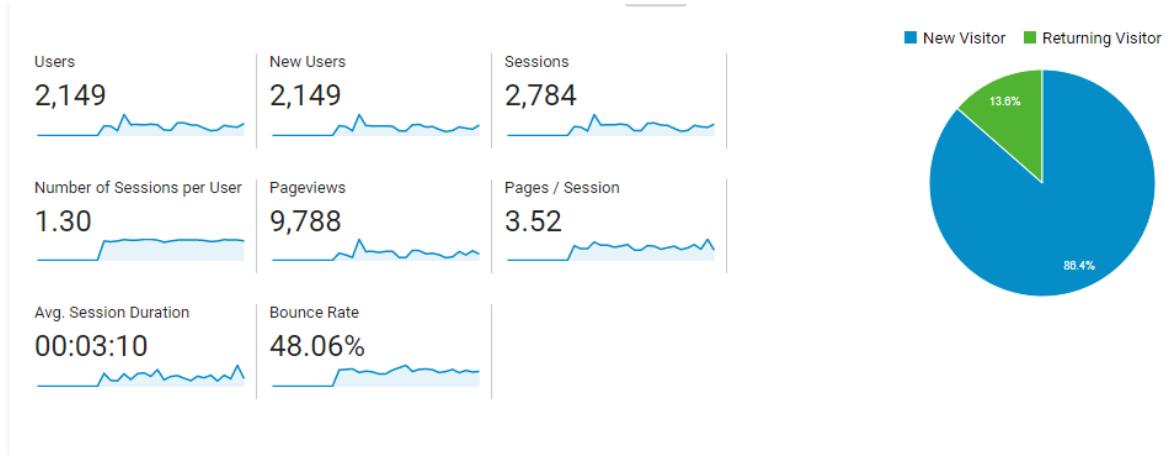
Open data website pageviews over the last year from old site metric page



Open data website pageviews over the last year from new site metric page



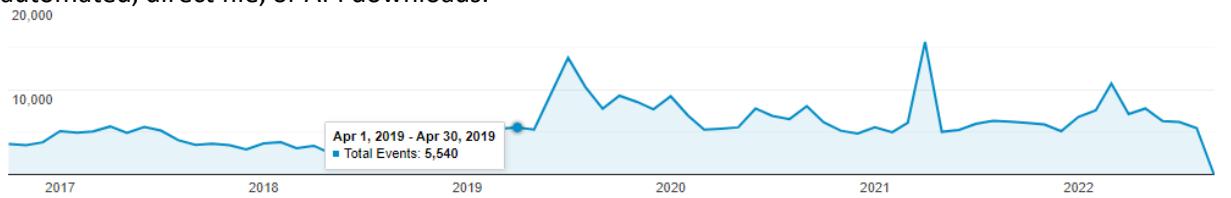
Statistics from September 1, 2021- September 1, 2022 from old site metric page



Statistics from September 1, 2021- September 1, 2022 from new site metric page

**QUALITY METRIC.** We have a [LouieStat](#) Key Performance Indicator (KPI) called Open Data Usage, which tracks data set downloads. The goal of Open Data Usage KPI is to focus on quality and engagement. This KPI encourages us to release information that our departments and the public will find valuable by showing us what data is being accessed. Our most popular data downloads this year, in order, are [Employee salaries](#), [public safety data](#), [COVID-19 Data Sets](#), [Fire Data](#), [warning sirens](#), [Micro-Mobility Data](#), [Restaurant Food Services Inspections](#), [Pool Inspections](#), [Codes and Regulations data sets](#), [ODP Inventory](#), [Five \(5\) Years of Disposition Data for the Louisville and Jefferson County Landbank Authority, Inc](#), and [Demolitions](#).

Since the new ODP launched we have had 101,741 files downloaded and 9,766 files downloaded from last year. Note these numbers are from people using a browser to download files, and do not include automated, direct file, or API downloads.



Data sets raw downloads monthly over the past 6 years

**OPEN DATA MIGRATION PROJECT.** On July 1<sup>st</sup>, 2022, we migrated and released our new Open Data Portal platform. Our previous portal which was built on the DKAN platform was no longer supported by the vendor. With the migration process, all data sets were recreated and arranged in a more user-friendly manner. It is now easier to navigate and locate items using Featured Categories based on similar information and by department; Here are our current featured categories: [311 Services](#), [Animal Services](#), [Building Codes](#), [Community Services](#), [Data Inventory](#), [Expenditures](#), [Fire](#), [Foreclosure](#), [Health](#), [Library](#), [LOJIC \(Louisville Jefferson County Information Consortium\)](#), [Micro-Mobility](#), [Parking](#), [Pools](#), [Public Safety](#), [Restaurant](#), [Staff and Employees](#), [Technology](#), [What Works Cities](#), [Visuals and Stories](#).

We are currently working with agencies and departments to add more data sets and visuals to new and existing data sets.

**NEW DATA SETS.** These data sets were added within the last year and created because of continuous improvement efforts between Civic Innovation and Technology and other internal departments.

- [911 Fire Service calls](#)
- [Library Collection Inventory](#)
- [Micro-Mobility](#)

**POTENTIAL FUTURE DATA SETS.** The Office of Civic Innovation and Technology is working with internal departments and external agencies to potentially release the following data sets:

- Police Use of Force
- Veteran Owned Businesses
- Minority Owned Businesses
- Certified Vendors
- Contractors with the City

If you have a request for a data set to be added to our open data portal, please let us know by using [This Form](#)

**WHAT WORKS CITIES CERTIFICATION.** Louisville continued with Platinum Certification for data-driven decision making through [Bloomberg Philanthropies What Works Cities \(WWC\) in 2020](#), only one of two cities to do so. Our certification included scoring 100% in the general management, open data, Data Governance, and public stakeholder engagement categories. Over the years, we have achieved Silver, Gold, and Platinum, all our reports are posted on the [open data portal](#). This year, with partnership from the Office of Performance Improvement, we are in the process of recertifying with WWC as they have updated their certification metrics which include new criteria and with an increased focus on equity.



**DATA INVENTORY.** Our Data Governance group has undertaken a project as part of our WWC certification and they are constantly maintaining their data sets and updating data set links and metadata. The Data Governance team attend training and monthly meetings to discuss future data sets and maintain current datasets, and update the data inventory. Visit our [Comprehensive and detailed inventory process and progress report](#). The [inventory is published](#) as open data and aids in data discovery both internally and externally.

Department	Designated Lead	Inventory Progress	Verified	Updated Open Metadata	Percent Published	Total Progress
Air Pollution Control	✓	Green	Red	Red	Green	Green
Animal Services	✓	Green	Red	Red	Green	Yellow
Codes & Regulations	✓	Green	Red	Red	Green	Green
Community Services	✓	Green	Red	Red	Green	Yellow
Corrections	✓	Green	Red	Red	Green	Yellow
Develop Louisville	✓	Green	Red	Red	Green	Green
Economic Development	✓	Green	Red	Red	Green	Green

*Sample of our data inventory progress report card for departments*

**PARTNERSHIPS.** We have continued our data sharing agreements with Waze, [Yelp](#), [Develop Louisville](#), [LOJIC](#), the Harvard Ash Center's [Civic Analytics Network](#), [the Louisville Downtown Partnership](#), the USDOT (United States Department of Transportation), and University of Louisville's [Speed School of Engineering](#), [School of Public Health and Information Sciences](#), and [Christina Lee Brown Envirome Institute](#). We are always working on new partnerships with local non-profits, corporations, state agencies, and federal agencies to improve data sharing, allow access, and do analysis projects.

**PUBLIC FACILITIES.** Prior to the lockdowns driven by COVID-19, we had great public usage of the [LouieLab](#), a co-working space co-located with our offices and managed by us. We have had some limited re-openings and hosted the meetings for the Civilian Review Board and Accelerator for America/Honeywell Smart City Accelerator kick off meeting. With the opening of the Entrepreneurship Center by SIDIS, we expanded our network of public spaces to host open data related events such as city sponsored hackathons, Data Governance meetings, data ethics training for government employees, public meetups, and collaborations with local and national organizations.

#### **OPEN DATA SERVICES.**

Our old open data platform used free and open-source software called [DKAN](#) in the past. The current open data platform is built on Esri's ArcGIS platform (the same platform that LOJIC uses) giving users an easier way to navigate and better user experience. We think of services that provide data to the public as part of building our open data platform. We are constantly creating open-source projects and sharing them online with residents and other governments as posted on [Github](#), [repositories](#).

**ODP VISUALIZATIONS.** We work to provide more than just raw data by adding visuals and tools to help non-technical residents understand the data. This was pointed out by a [local news station WFPL](#) and by the [Courier Journal](#), and the most recent changes when [Metro Council passed the Open Data Ordinance](#). We have also created a page where we highlight [Featured Visualizations](#). Utilizing Esri ArcGIS Dashboards and Microsoft Power BI, our agencies have built dashboards for [Employee Salary](#)

[Data](#), [Fire Incidents](#), [Fire Property Damage](#), [Facilities Mowing Cycle](#), [Facilities Idle Time](#). In the past, we worked with the [DKAN community](#) to add new features like public comments on each dataset, an integrated forum, API improvements, and better data visualizations on the site. With the new ArcGIS Online platform, the end user has more options on how to retrieve and view the data via direct download, using API's, JSON, and options to view the data directly in a map when applicable. Louisville Metro also built and maintains the [COVID-19 in Jefferson County, KY](#) Hub page. This hub site contains dashboards and data utilized to support the efforts of Louisville Metro to combat the COVID-19 pandemic.

**PUBLIC FEEDBACK.** We have [Open Data Contact](#) and [Open Data Gallery](#) Submission forms and [Data Collaboration and Partnership](#). Additionally, we have an integrated [feedback page](#) where people can suggest and discuss new datasets and features, and discussions on individual dataset pages. We welcome any feedback, if you want to reach us, please use any of the contacts forms and we would be happy to hear from you.

**OPEN MOBILITY FOUNDATION.** Louisville is a founding member of the global non-profit, the [Open Mobility Foundation \(OMF\)](#). Louisville is one of 15 founding cities that are working together with private companies to develop policy, open-source tools, and standards that benefit residents in the mobility space. The foundation includes private companies like Microsoft, Bird, Stae, Spin, Lacuna, and Blue Systems, and is partially funded by the Rockefeller Foundation.



Louisville Metro has attended OMF meetings for [MDS](#), for using Mobility data to solve Pandemic challenges, and Scooter patterns across different cities and MDS data privacy.

**RESEARCH AND JOURNALISM.** This year several universities and journalists used our open data for their projects, analysis, and stories using our open data sets like [Micro-Mobility page](#), [Expenditures Data](#), [Public Safety Data](#), [Employee Salary](#), [Lien Holder](#), and [Health Data](#).

**DATA STANDARDS.** Louisville continues to align our data to useful [data standards](#) like MDS, GBFS, GTFS, LIVES, Waze CCP, and Open311, and is working alongside cities and communities to expand existing standards and define new ones where needed. We have created a data standard policy for how we collect [Sex and Gender](#) information, and are working on Street Addresses, Date/Time, and Race/Nationality, among others. These standards help us align our data across departments, align to best practices, meet WWC recommendations, and automate our data warehousing efforts.

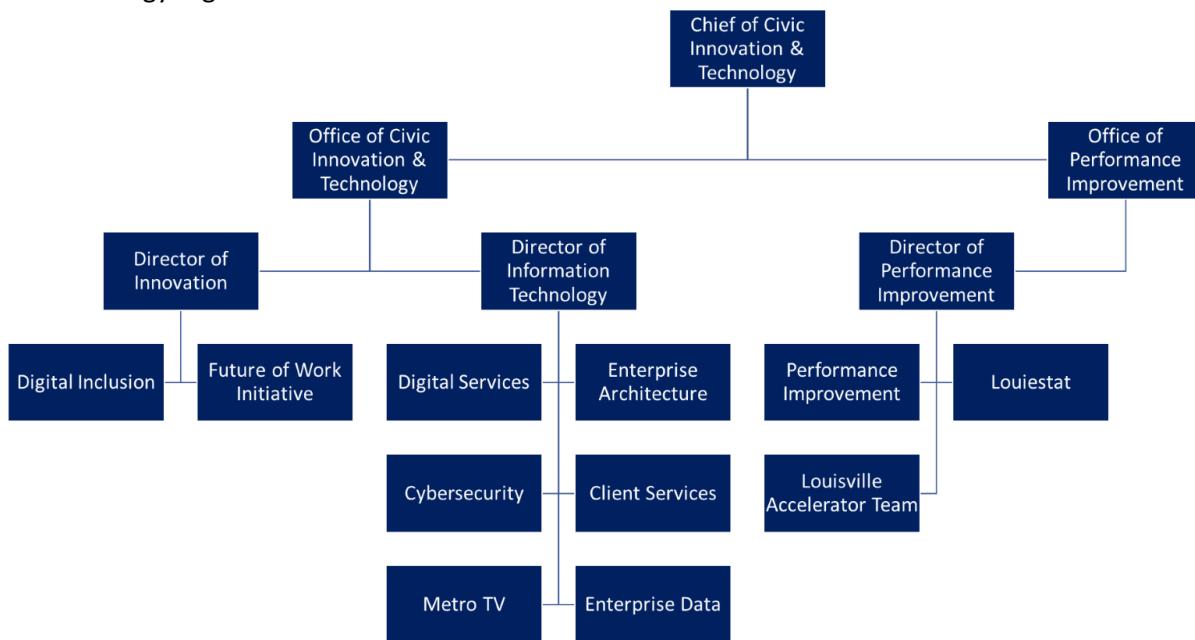
**DATA GOVERNANCE.** Since the COVID-19 pandemic started, meetings were held remotely via Cisco WebEx and will be resuming remotely for now until it is safe to convene publicly. Currently there are 81 employees cross-departmental [Data Governance](#) team members responsible for maintaining their department's data, integrating into LouieStat, participating in working groups, writing data policy, and doing data tool/ethics/best practice training.

Working Groups include efforts on automation, data inventory, data standards policy, data warehousing, data visualization, and [open data policy](#) .

**SITUATION UNIT.** It was clear in the early days of our COVID-19 response that we would need data to monitor and manage the pandemic in Jefferson County. As part of our Incident Management Team structure, the Situation Unit within the Planning Section was tasked with identifying data sources and building both internal and public facing COVID-19 dashboards. Resources from across Louisville Metro Government have continued the effort in 2022: Beth Allen from MetroSafe; Andrew McKinney, Mike Reynolds, Beth Barr, Zain Casey from CIT (Civic Innovation & Technology); Dondre Jefferson from Gun Violence Intervention; Yu-Ting Chen and Michael Schurfranz from Louisville Metro Public Health and Wellness. The team built an almost fully automated system from the ground up and assisted the Commonwealth on their data management and visualization efforts.

**BUSINESS INTELLIGENCE.** The Office of Civic Innovation and Technology and the Office of Performance Improvement have provided several training sessions for the employees of Louisville Metro. These training courses provide necessary skills for quality data and visualizations using the Power Bi platform and in creating dashboards and the use of different techniques for data analysis. Also, the Office of Civic Innovation and Technology continues to provide training on our new open data portal, data analytic techniques, and data analysis tools for Data Governance members.

**AGENCY STRUCTURE.** The Office of Performance Improvement (OPI) and the Office of Civic Innovation and Technology organizational chart is shown below



**GOALS FOR NEXT YEAR.** The ODP is continuously expanding with more datasets and resources and will be focusing on the following goals in the coming year:

- A return to an active presence in the open data and civic tech community by hosting at least 1 learning session or hackathon.

- Increasing engagement with the public by attending 2 other data-oriented events and meetups. This will allow us to communicate with the public on new and upcoming datasets, and drive traffic to the open data portal to receive feedback and suggestions for additional data sets.
- Conducting at least 2 training courses with internal partners on creating and managing dashboards and visuals. This will provide the public with easy visualizations to navigate and to spark their own ideas.
- Conducting at least 1 training on creating data storytelling to highlight the work being done in our community.

**RECOGNITION.** The above successes required the collaboration and hard work of many city employees. Thanks to the department chiefs and directors, Mayor Fischer and his staff, and the members of our Data Governance Team for their focus and dedication to doing great data-driven work in the city.

**CONCLUSION.** Open data, public transparency, and data-driven efficiency in Louisville remain a strong and continuing priority for Mayor Greg Fischer, Louisville Metro Council, the employees of LMG, and the Office of Civic Innovation and Technology. LMG will continue to release new data that the public values, improve existing data sets, and increase the frequency of data updates. We will drive usage and adoption by hosting public events, driving usage internally, communicating via press and social media, partnering with the civic tech community, and improving our data services. The goal is a transparent government, improved services for citizens, an informed and educated populace, and empowered data-driven decision making.

Respectfully submitted on September 1, 2022

Office of Civic Innovation and Technology



OFFICE OF  
CIVIC INNOVATION  
AND TECHNOLOGY

*Andrew McKinney*

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