

# Contract Management Parking Authority of River City (PARC)



KPI Owner: Gerald Howell & Tiffany Propes

Process: Contract Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Current Operation Contract Goal: 1.5 < LD's issued per month, other performance standard set in operation contract Benchmark: TBD	Data Source: PARC Accounting Dept. Goal Source: PARC Operations Contract Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Based performance to contract expirations Why Measure: To review and monitor contracted personnel for compliance Next Improvement Step: Standardizing operational action items for more constancy in results

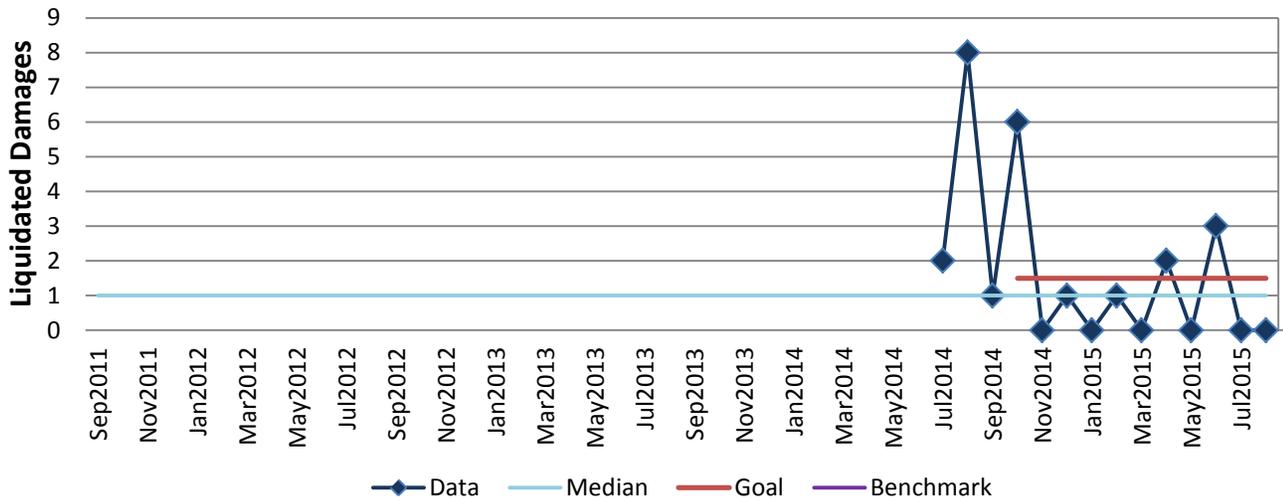
### How Are We Doing?

Sep2014-Aug2015 12 Month Goal	Sep2014-Aug2015 12 Month Actual		Aug2015 Goal	Aug2015 Actual	
<b>17</b>	<b>14</b>		<b>2</b>	<b>0</b>	
Liquidated Damages	Liquidated Damages		Liquidated Damages	Liquidated Damages	

## Liquidated Damages- Assigned



Good



## Column Chart Jul 2014 -May 2015

