

Citation Life Cycle Parking Authority of River City (PARC)



KPI Owner: Tiffany Propes

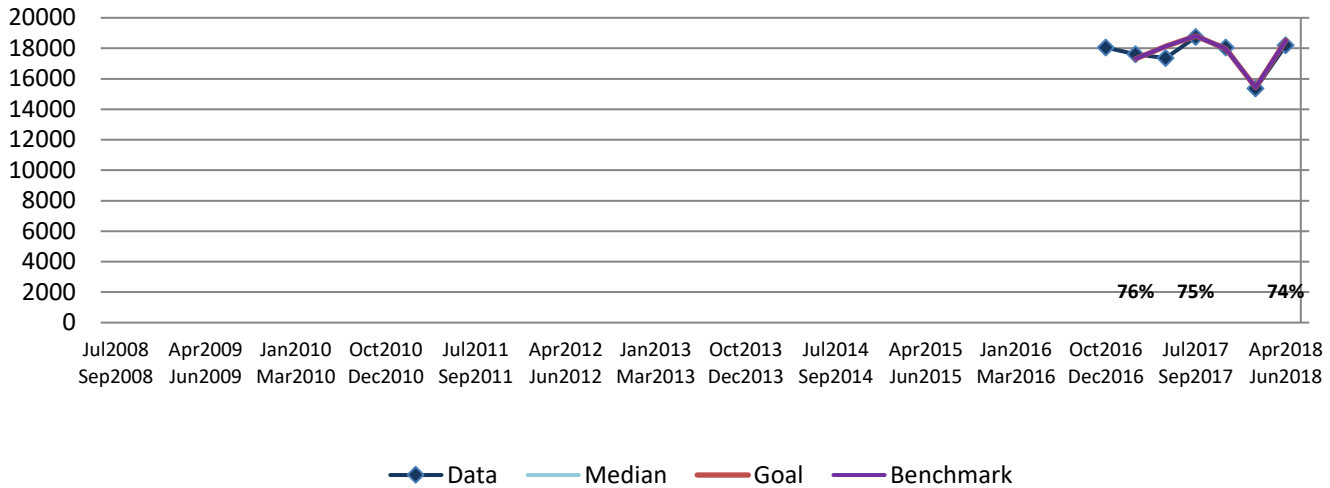
Process: Quarterly generated report

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: To meet or exceed industry standard rate of 75% collection on issued citation Benchmark: 75% Collection Rate	Data Source: Citation Collection Database Goal Source: Based on comparable municipality Benchmark Source: Industry Standard	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions Measurement Method: Pulling data from citation database system and measure the life cycle of issued citation Why Measure: To turn data into operational tools for program improvements Next Improvement Step: To process data and set goals/benchmarks

How Are We Doing?

Jul2013-Jun2018 5 Year Goal	Jul2013-Jun2018 5 Year Actual		Apr2018-Jun2018 Goal	Apr2018-Jun2018 Actual	
0	123,370		18,514	18,202	
Units	Units		Units	Units	

Citation Life Cycle



April 2018 - June 2018 Life Cycle of Paid Citation

