

Boarding & Cleaning Monthly Backlog Codes & Regulations



KPI Owner: Darrell Coomer

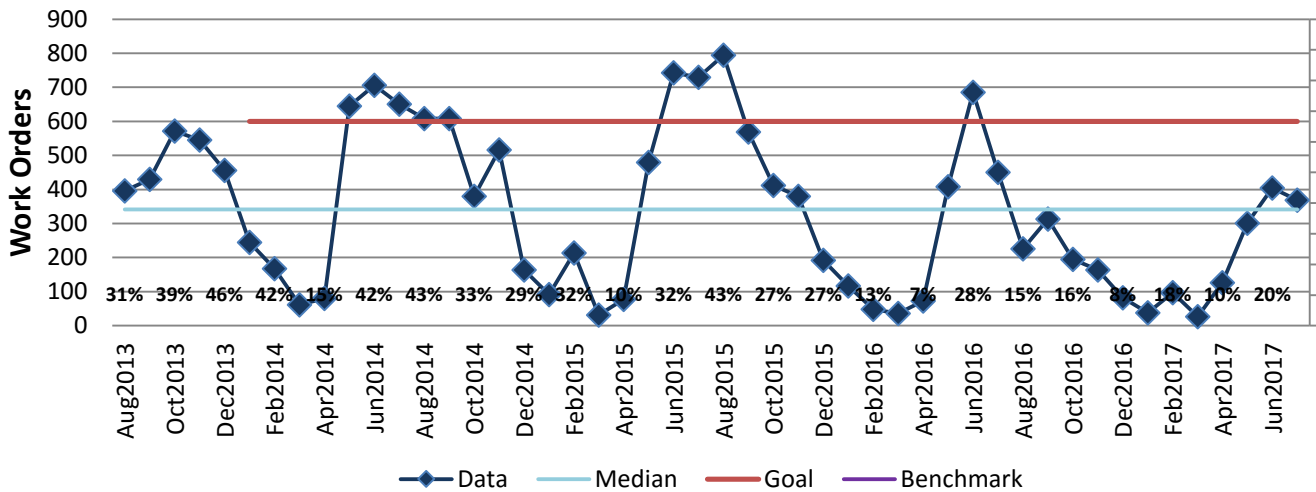
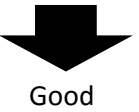
Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY13 Monthly average: 1,066 open Goal: Maintain a backlog of no greater than 600 open boarding, cleaning and cutting work orders in a month. Benchmark: TBD	Data Source: Hansen Goal Source: Dept Strategic Plan Benchmark Source: N/A	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions Measurement Method: The number of work orders open at the end of each month. Why Measure: To help quantify the challenge of neighborhood blight. Next Improvement Step: Using Public Works Crews in addition to C&R Vacant Lots Crews working overtime as needed.

How Are We Doing?

Aug2016-Jul2017 12 Month Goal	Aug2016-Jul2017 12 Month Average		Jul2017 Goal	Jul2017 Actual	
600	195	⬇	600	369	⬆
Work Orders	Work Orders		Work Orders	Work Orders	

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Root cause analysis is not necessary because there is no gap between the goal and current performance.