

Boarding & Cleaning Requests Received Codes & Regulations



KPI Owner: Darrell Coomer

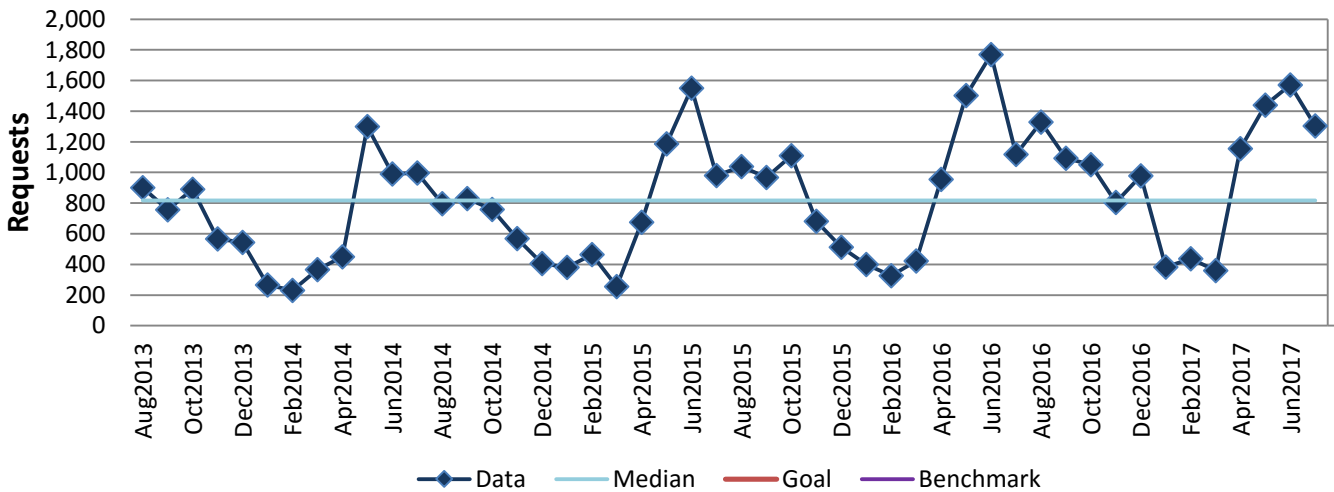
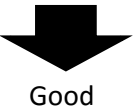
Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY12 Monthly Average: 685 requests Goal: N/A- Input Measure Benchmark: N/A	Data Source: Hansen Goal Source: N/A Benchmark Source: N/A	N/A - Input Measure Measurement Method: The total number of requests received for boarding, cleaning and cutting of vacant and abandoned properties. Why Measure: Quantify the workload driven by citizen requests. Next Improvement Step: N/A- Input Measure

How Are We Doing?

Aug2016-Jul2017 12 Month Goal	Aug2016-Jul2017 12 Month Actual		Jul2017 Goal	Jul2017 Actual	
N/A	11,901	⬇	N/A	1,303	⬆
Requests	Requests		Requests	Requests	

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Root cause analysis is not applicable for an input/demand for service measure.