

Property Maintenance Re-inspections Over 30 Days Past Due Codes & Regulations



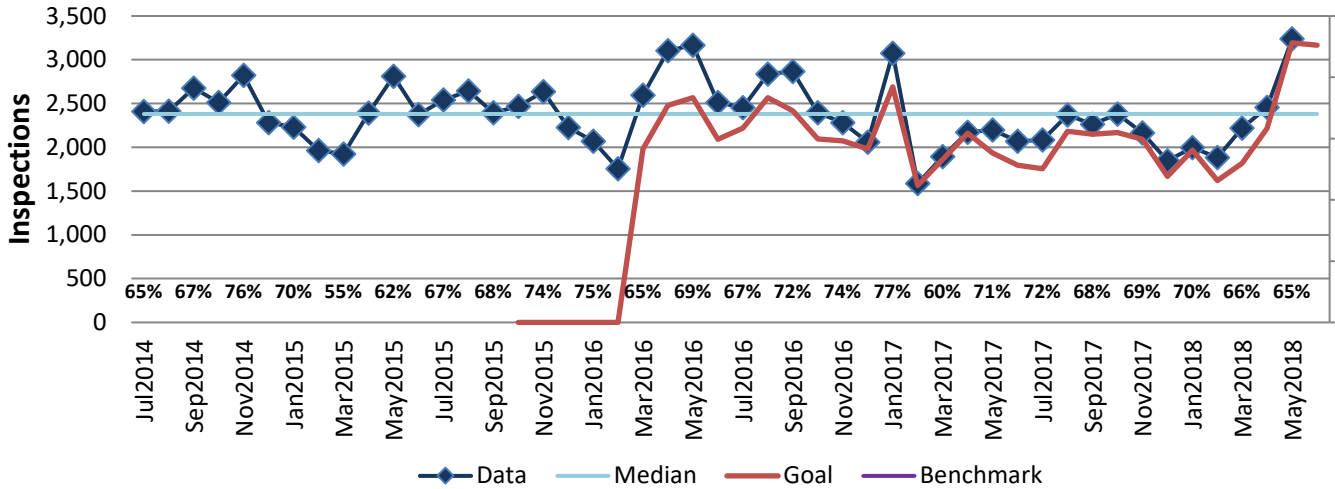
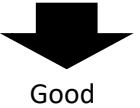
KPI Owner: Wesley Barbour, Jerimy Austin, Dennis Martin Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY12 2,459 cases over due each month Goal: 10% Reduction in % inspections over 30 days past due year over year. Benchmark: TBD	Data Source: Hansen Goal Source: Dept Management Team Benchmark Source: TBD	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: The number of inspections that are not completed within 30 days of the re-inspection date Why Measure: Measure our ability to followup on maintenance problems. Next Improvement Step: Fill openings, evaluate and target inspections by area.

How Are We Doing?

Jun2017-May2018 12 Month Goal	Jun2017-May2018 12 Month Actual		May2018 Goal	May2018 Actual	
24,628	26,974	⚡	3,193	3,239	⚡
Inspections	Inspections		Inspections	Inspections	

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Jul2017-Jun2018 Inspection Analysis

