

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



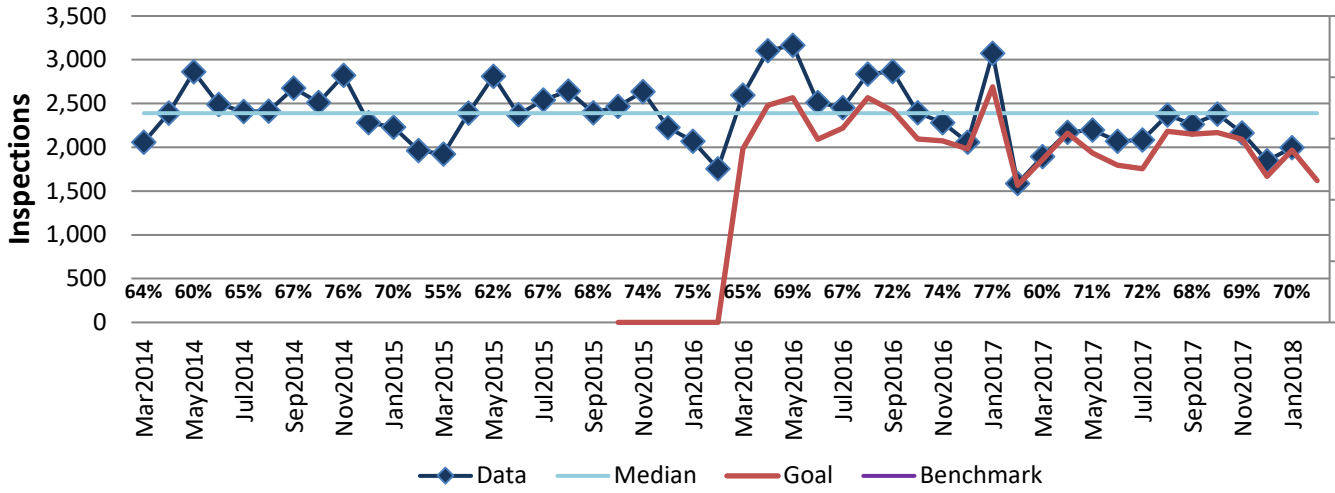
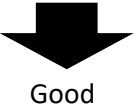
KPI Owner: Wesley Barbour, Jerimy Austin, Dennis Martin      Process: Property Maintenance

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?

Feb2017-Jan2018 12 Month Goal	Feb2017-Jan2018 12 Month Actual		Jan2018 Goal	Jan2018 Actual	
<b>23,299</b>	<b>25,025</b>	⚡	<b>1,967</b>	<b>1,997</b>	⚡
Inspections	Inspections		Inspections	Inspections	

## Property Maintenance Re-inspections Over 30 Days Past Due



## Mar2017-Feb2018 Inspection Analysis

