

Specialty Permit Citations Collections Codes & Regulations



KPI Owner: T. Watkins

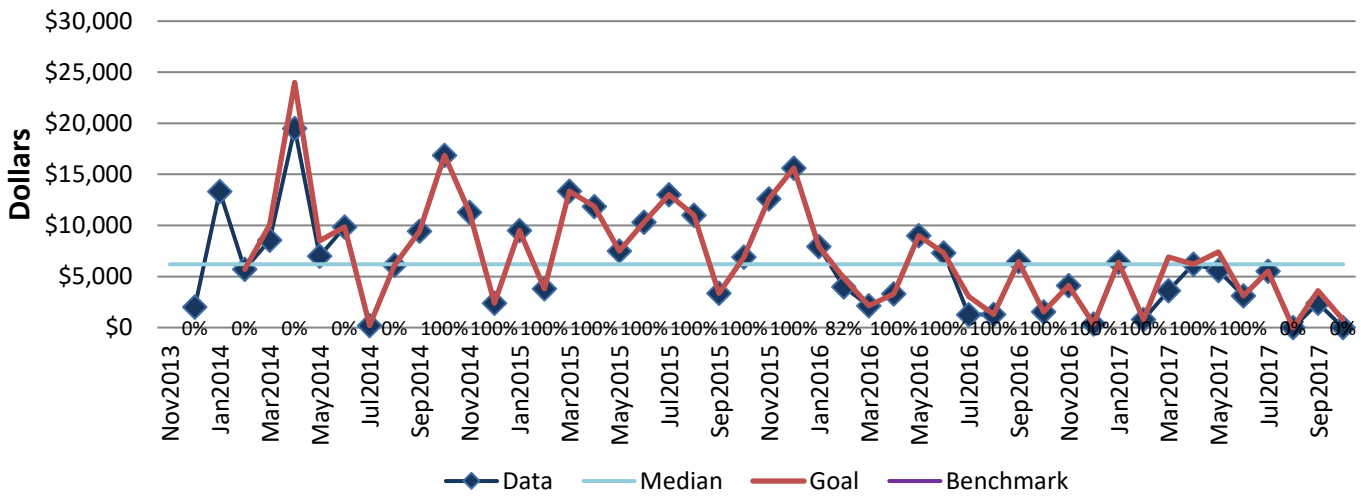
Process: ABC Inspections

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: 100% Collection Benchmark: TBD	Data Source: Hansen Goal Source: Dept Management Team Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: The amount of income collected divided by the amount assessed from specialty permit violations. Why Measure: Quantify the amount of fines and fees assessed and paid Next Improvement Step: Continue collections efforts

How Are We Doing?

Nov2016-Oct2017 12 Month Goal	Nov2016-Oct2017 12 Month Actual		Oct2017 Goal	Oct2017 Actual	
\$45,125	\$38,075	🚦	\$750	\$0	🚦
100%	84%		100%	0%	

Specialty Permit Citations Collections



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.

All Fees that are due have been paid.