

Boarding & Cleaning Cases Resolved and Received Codes & Regulations



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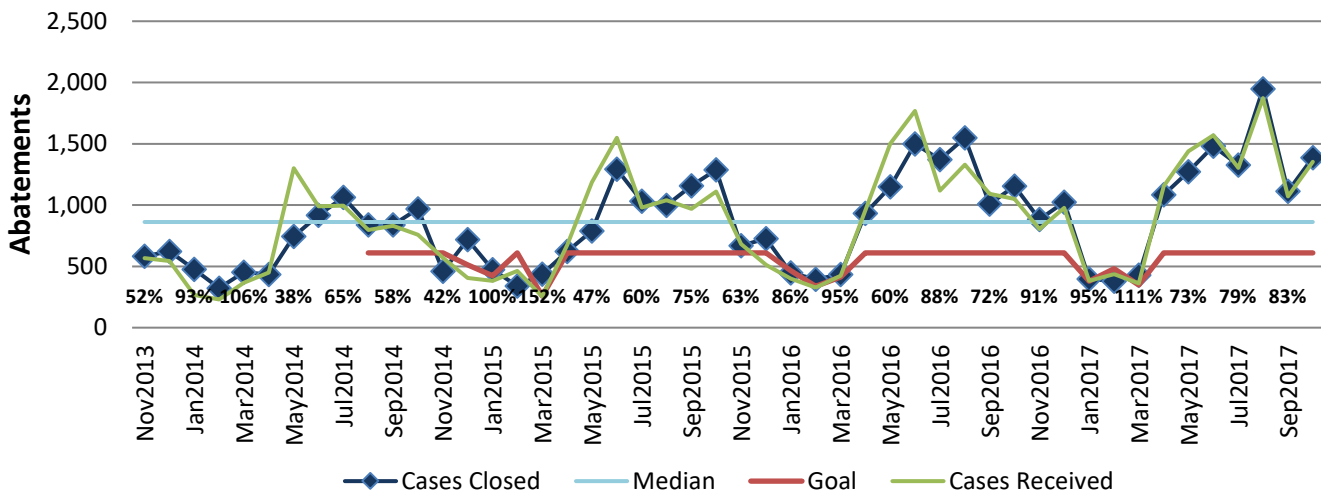
Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY12 Monthly average: 604 cases resolved Goal: Abate 610 properties a month. If the number of open cases falls below 610, abate 90% of open cases. 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 total number of cases resolved for the boarding, cleaning and cutting of vacant and abandoned properties. Why Measure: Quantify capacity for the Vacant Lots Crew. Next Improvement Step: Using Public Works Crews in addition to C&R Vacant Lots Crews working overtime as needed.

How Are We Doing?

Nov2016-Oct2017 12 Month Goal	Nov2016-Oct2017 12 Month Actual		Oct2017 Goal	Oct2017 Actual	
6,697	12,725	🟢	610	1,388	🟢
Abatements	Abatements		Abatements	Abatements	

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