

Boarding & Cleaning Monthly Backlog Codes & Regulations



KPI Owner: Darrell Coomer

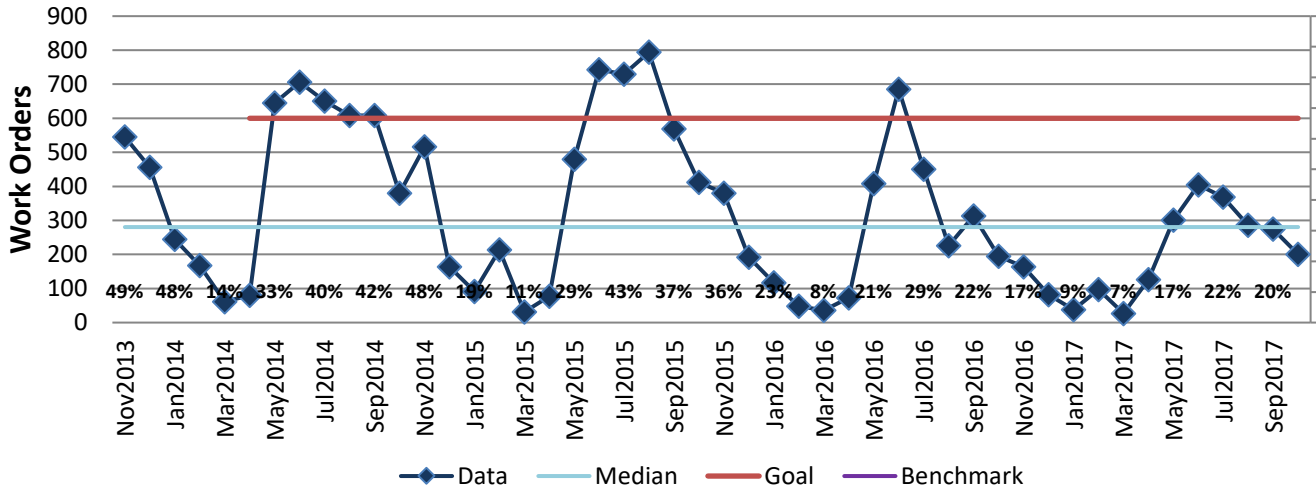
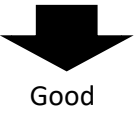
Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
<p>Baseline: FY13 Monthly average: 1,066 open</p> <p>Goal: Maintain a backlog of no greater than 600 open boarding, cleaning and cutting work orders in a month.</p> <p>Benchmark: TBD</p>	<p>Data Source: Hansen</p> <p>Goal Source: Dept Strategic Plan</p> <p>Benchmark Source: N/A</p>	<p>Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions</p> <p>Measurement Method: The number of work orders open at the end of each month.</p> <p>Why Measure: To help quantify the challenge of neighborhood blight.</p> <p>Next Improvement Step: Using Public Works Crews in addition to C&R Vacant Lots Crews working overtime as needed.</p>

How Are We Doing?

Nov2016-Oct2017 12 Month Goal	Nov2016-Oct2017 12 Month Average		Oct2017 Goal	Oct2017 Actual	
600	197		600	200	
Work Orders	Work Orders		Work Orders	Work Orders	

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