

# Specialty Permit Citations Collections Codes & Regulations



KPI Owner: T. Watkins

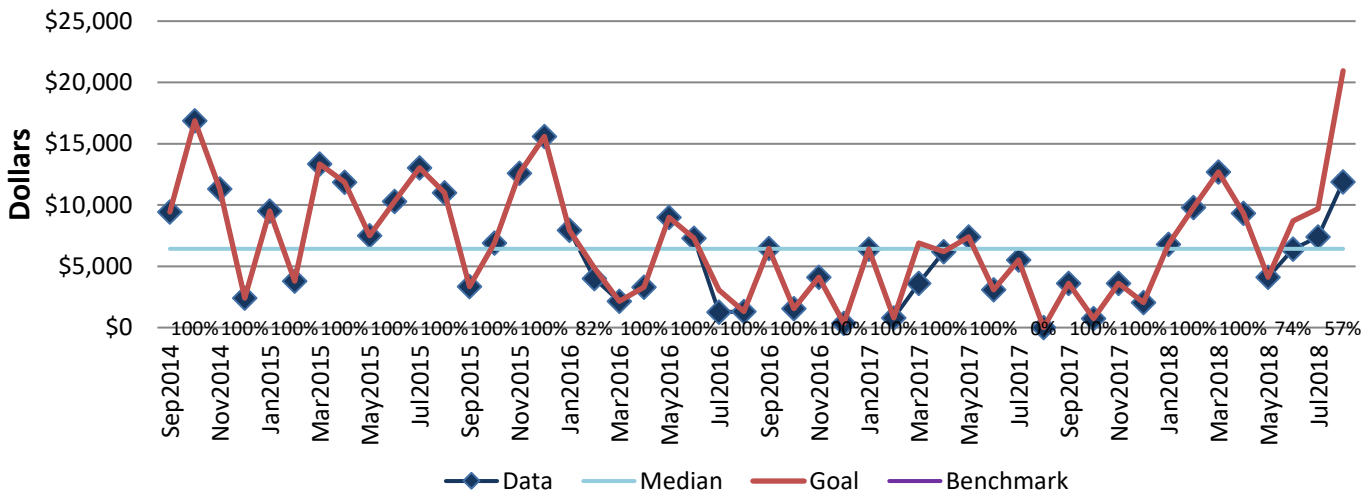
Process: ABC Inspections

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?

Sep2017-Aug2018 12 Month Goal	Sep2017-Aug2018 12 Month Actual		Aug2018 Goal	Aug2018 Actual	
<b>\$92,075</b>	<b>\$78,411</b>	🚦	<b>\$20,950</b>	<b>\$11,883</b>	🚦
<b>100%</b>	<b>85%</b>		<b>100%</b>	<b>57%</b>	

## 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 or license surrendered.**