Property Maintenance Initial Response Time
Codes & Regulations

LouieStat

KPI Owner: Philip Crowe, Wesley Barbour, Dennis Martin   Process: Property Maintenance

| Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Average 14 Days FY 2012 **Goal:** On average Respond within 5 days for initial complaints. **Benchmark:** TBD	**Data Source:** Hansen **Goal Source:** Department Management Team **Benchmark Source:** TBD	**Plan-Do-Check-Act Step 5:** Pilot short term and/or long term solutions **Measurement Method:** The average time from complaint to initial inspection in days. **Why Measure:** Measure our responsiveness to citizen complaints **Next Improvement Step:** Continue to emphasize new complaints with a priority on urgent cases.

How Are We Doing?

Jan2016-Dec2016 12 Month Goal	Jan2016-Dec2016 12 Month Average		Dec2016 Goal	Dec2016 Actual	
5.0	**5.3**	🟡	**5.0**	**3.9**	🟢
Days	Days		Days	Days	

Property Maintenance Initial Response Time

Good ↓

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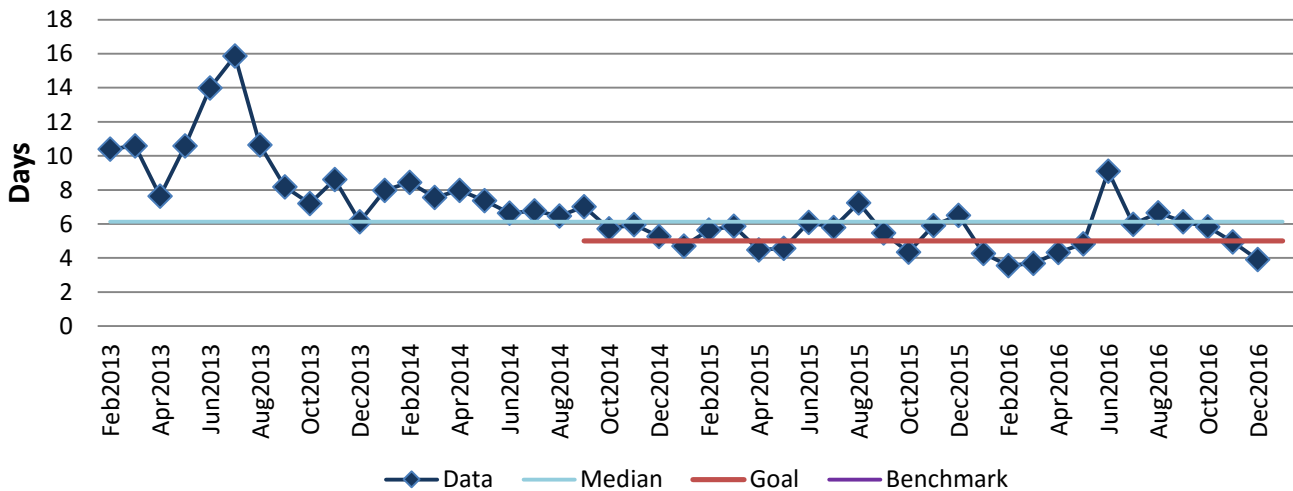
The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.