

# Specialty Permit Citations Collections Codes & Regulations



KPI Owner: T. Watkins

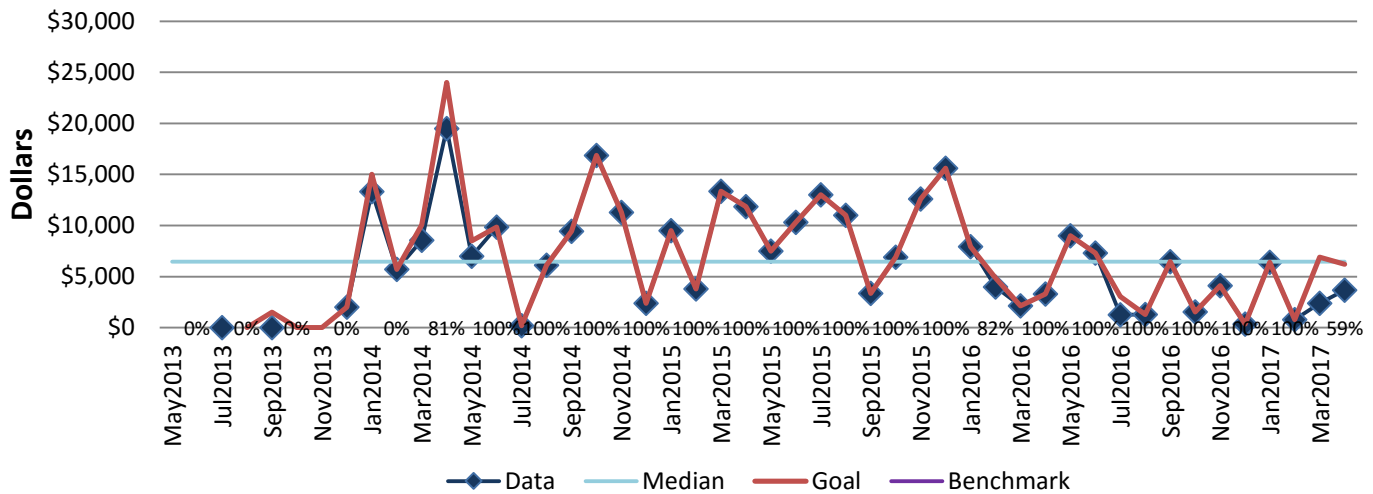
Process: ABC Inspections

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?

May2016-Apr2017 12 Month Goal	May2016-Apr2017 12 Month Actual		Apr2017 Goal	Apr2017 Actual	
<b>\$53,400</b>	<b>\$44,567</b>	🚦	<b>\$6,200</b>	<b>\$3,667</b>	🚦
<b>100%</b>	<b>83%</b>		<b>100%</b>	<b>59%</b>	

## Specialty Permit Citations Collections



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

**All Payments that are due or not under appeal have been paid or the license was suspended or surrendered.**