

# Boarding & Cleaning Monthly Backlog Codes & Regulations



KPI Owner: Darrell Coomer

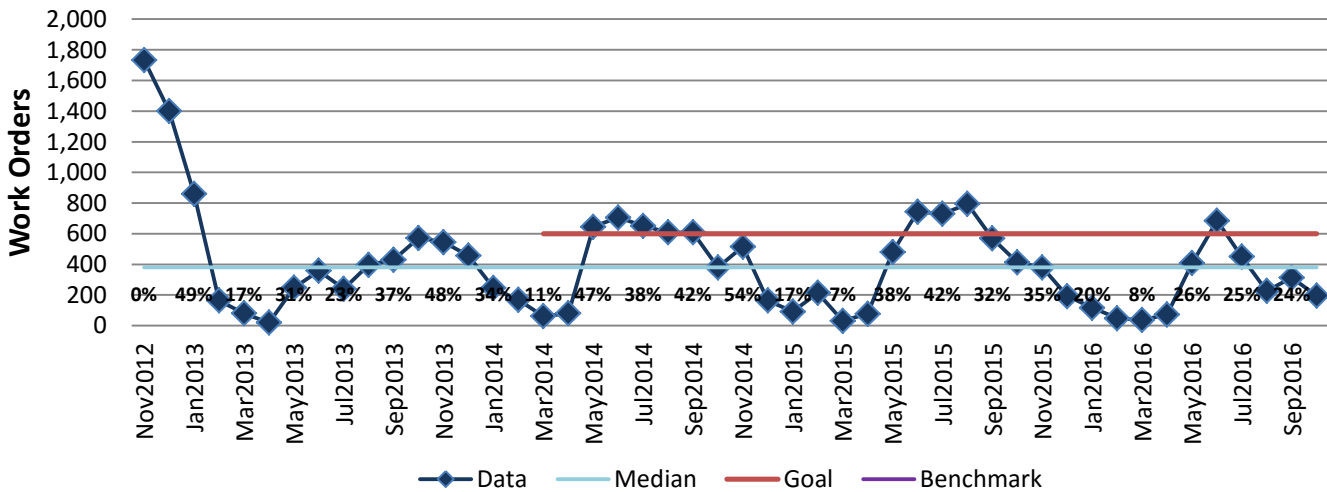
Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY13 Monthly average: 1,066 open Goal: Maintain a backlog of no greater than 600 open boarding, cleaning and cutting work orders in a month. 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 number of work orders open at the end of each month. Why Measure: To help quantify the challenge of neighborhood blight. Next Improvement Step: Using Public Works Crews in addition to C&R Vacant Lots Crews working overtime as needed.

### How Are We Doing?

Nov2015-Oct2016 12 Month Goal	Nov2015-Oct2016 12 Month Average		Oct2016 Goal	Oct2016 Actual	
<b>600</b>	<b>260</b>		<b>600</b>	<b>195</b>	
Work Orders	Work Orders		Work Orders	Work Orders	

## Boarding & Cleaning Monthly Backlog



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