

Property Maintenance Initial Response Time Codes & Regulations



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.

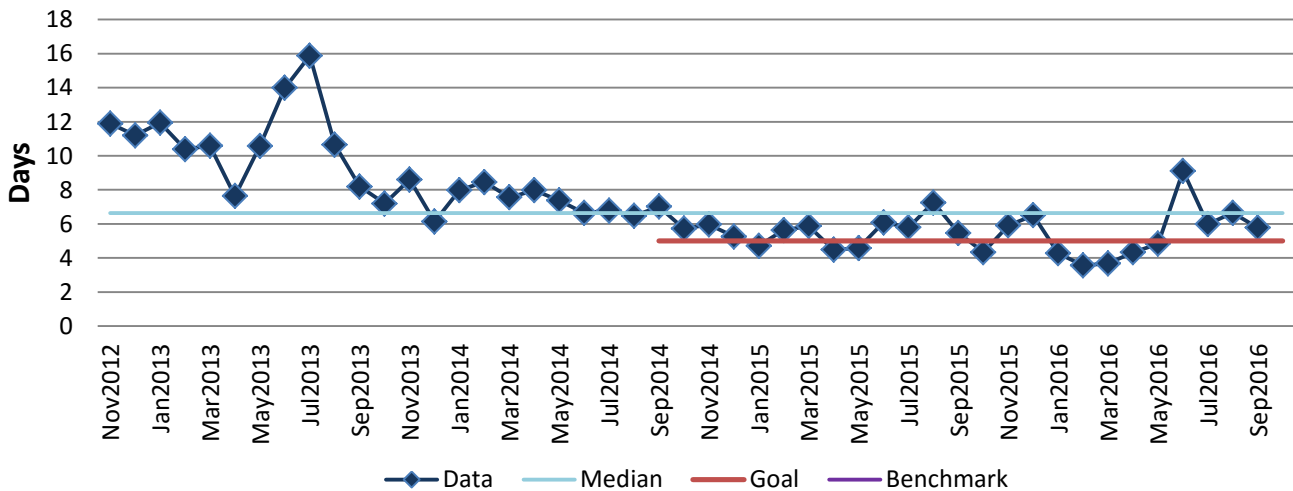
How Are We Doing?

Oct2015-Sep2016 12 Month Goal	Oct2015-Sep2016 12 Month Average		Sep2016 Goal	Sep2016 Actual	
5.0	5.4		5.0	5.8	
Days	Days		Days	Days	

Property Maintenance Initial Response Time



Good



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.