

Property Maintenance Re-inspections Over 30 Days Past Due Codes & Regulations



KPI Owner: Wesley Barbour, Philip Crowe, Dennis Martin

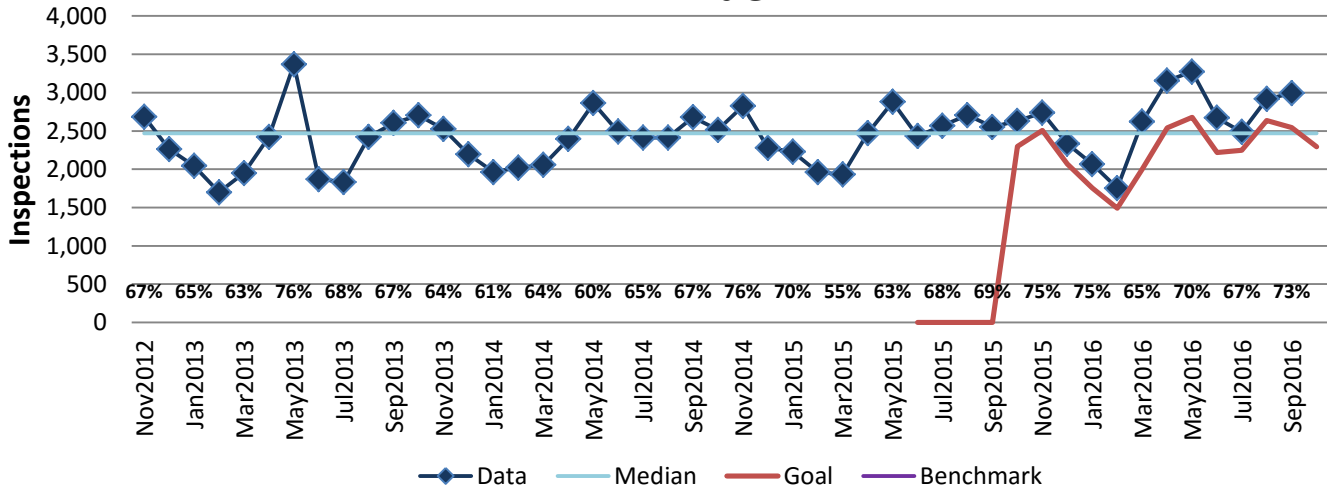
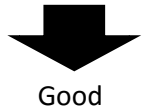
Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY12 2,459 cases over due each month Goal: 10% Reduction in % inspections over 30 days past due year over year. Benchmark: TBD	Data Source: Hansen Goal Source: Dept Management Team Benchmark Source: TBD	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: The number of inspections that are not completed within 30 days of the re-inspection date Why Measure: Measure our ability to followup on maintenance problems. Next Improvement Step: Fill openings, evaluate and target inspections by area.

How Are We Doing?

Nov2015-Oct2016 12 Month Goal	Nov2015-Oct2016 12 Month Actual		Sep2016 Goal	Sep2016 Actual	
26,981	29,006		2,544	2,992	
Inspections	Inspections		Inspections	Inspections	

Property Maintenance Re-inspections Over 30 Days Past Due



Nov2015-Oct2016 Inspection Analysis

