

Specialty Permit Citations Collections Codes & Regulations



KPI Owner: T. Watkins

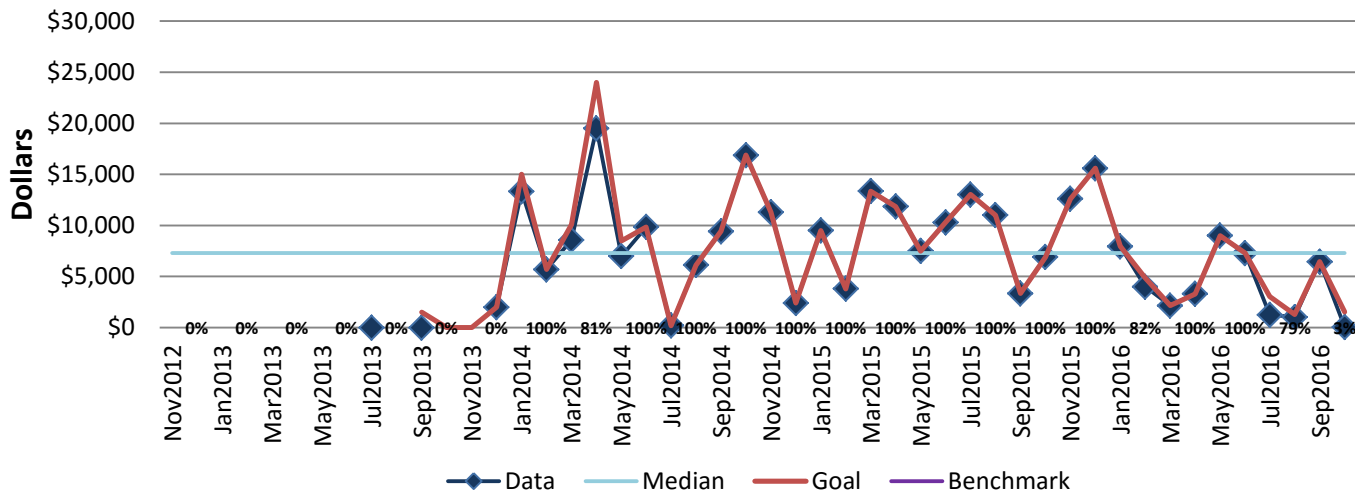
Process: ABC Inspections

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?

Nov2015-Oct2016 12 Month Goal	Nov2015-Oct2016 12 Month Actual		Oct2016 Goal	Oct2016 Actual	
\$75,100	\$70,683		\$1,550	\$50	
100%	94%		100%	3%	

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 surrendered.