

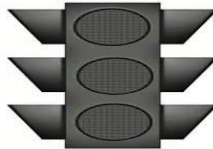
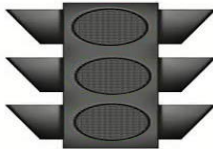
Number of Special Events Codes & Regulations

KPI Owner: T. Watkins

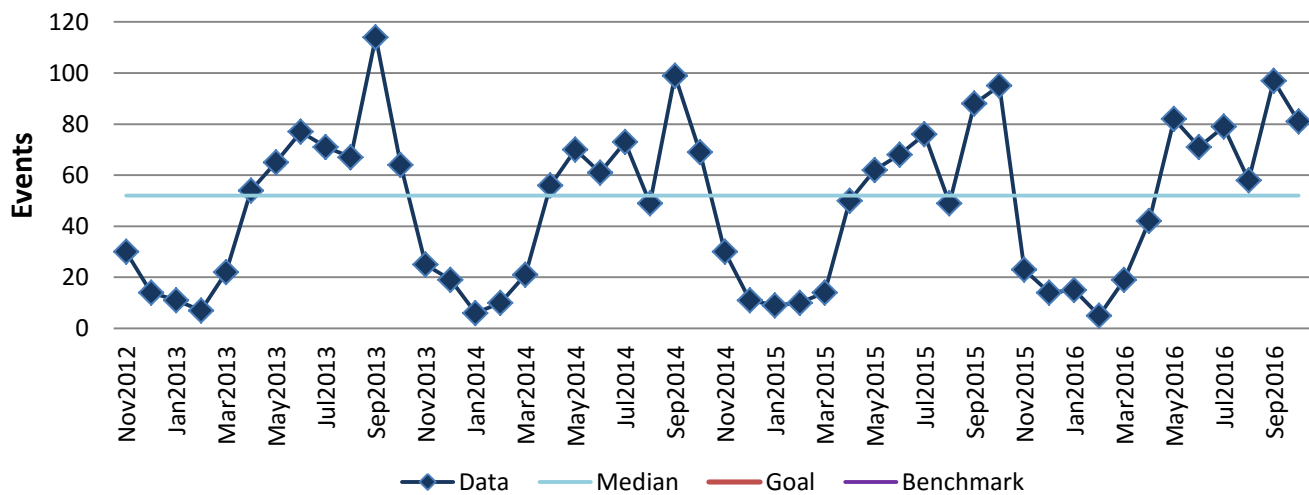
Process: Special Events

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY 2012 649 Goal: N/A- Input Measure Benchmark: N/A	Data Source: Hansen Goal Source: N/A Benchmark Source: N/A	N/A - Input Measure Measurement Method: The number of Special Events held each month. Why Measure: To understand the number of events supported by Metro each month Next Improvement Step: N/A- Input Measure

How Are We Doing?

Nov2015-Oct2016 12 Month Goal	Nov2015-Oct2016 12 Month Actual		Oct2016 Goal	Oct2016 Actual	
N/A	586		N/A	81	
Events	Events		Events	Events	

Number of Special Events



Root cause analysis is not applicable for an input/demand for service measure.