

Number of Metro Owned Street Lighting Repairs Public Works & Assets: Engineering Services



KPI Owner: Jeff Brown

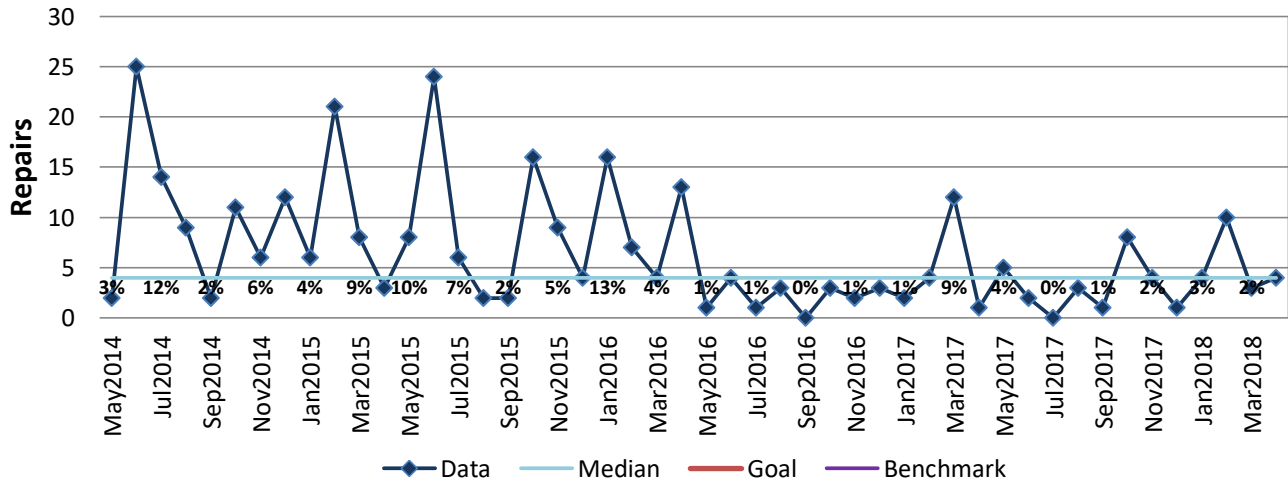
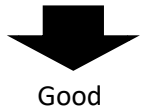
Process: Infrastructure Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 1 for Jan 2018 Goal: TBD Benchmark: TBD	Data Source: Hansen (SRs & WOs) Goal Source: Mayor's Strategic Goal 1 Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: The number of Metro owned street lighting repairs. Why Measure: To form a potential strategy with LG&E Next Improvement Step: Continue to monitor.

How Are We Doing?

May2017-Apr2018 12 Month Goal	May2017-Apr2018 12 Month Actual		Apr2018 Goal	Apr2018 Actual	
TBD	45	⬇️	TBD	4	⬆️
Repairs	Repairs		Repairs	Repairs	

Number of Metro Owned Street Lighting Repairs



Since May 2014, PWA has received 6,389 Service Requests regarding street lighting repairs. However, PWA has completed 311 street lighting repair Work Orders for that same time frame.

$$311/6,389 = 0.0486$$

$$0.0486 \times 100 = 4.86\% \text{ or about } 5\%$$

PWA has completed about 5% of the total street lighting repairs since May of 2014.

*Service Requests were used to calculate the total opportunities or total number of lighting needing repaired. However, Work Orders were used to establish PWA's ownership. Therefore the actual number of repairs are coming from the Work Order as opposed to the Service Request.