

Complaints Resolved Metro Parks



KPI Owner: Tim Jones

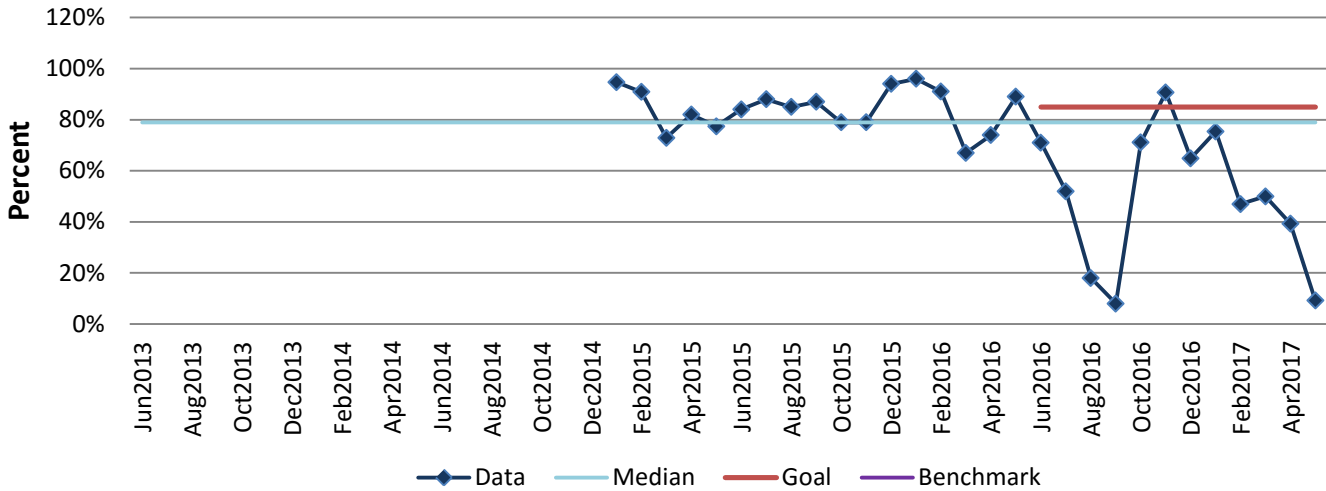
Process: Implement and Maintain Safe Amenities

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Avg. CY15 = 85% Goal: Remain at or above CY15 Average (85%) Benchmark: TBD	Data Source: Hansen, Public Inbox Goal Source: LouieStat KPI data Benchmark Source: n/a	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions Measurement Method: % Complaints resolved by the 15th of the following month Why Measure: To identify success related to customer service complaints and reported operations tasks Next Improvement Step: Validate data entry concerns.

How Are We Doing?

Jun2016-May2017 12 Month Goal	Jun2016-May2017 12 Month Actual		May2017 Goal	May2017 Actual	
85%	50%		85%	9%	
Percent	Percent		Percent	Percent	

Complaints Resolved



Aug2016-May2017 Pareto Analysis

