

# Amenity/Site Complaints Resolved Metro Parks



KPI Owner: Tim Jones

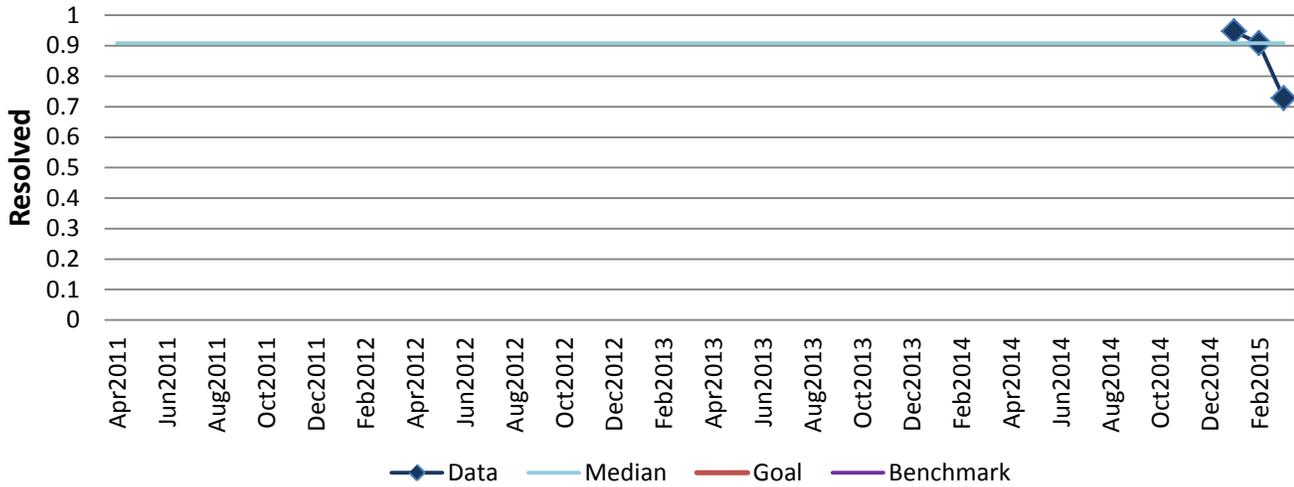
Process: Implement & Maintain Safe Amenities

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD - need 1 year of data Goal: TBD - need 1 year of data  Benchmark: TBD	Data Source: MetroCall, Public Inbox  Goal Source: TBD  Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem  Measurement Method: Combine MetroCalls and Public Inbox complaints, categorized by location and type of complaint, percent of issues resolved by end of month.  Why Measure: To better understand areas for improvement  Next Improvement Step: Track data for 1 year, then create baseline, benchmark, and goal.

### How Are We Doing?

Apr2014-Mar2015 12 Month Goal	Apr2014-Mar2015 12 Month Actual		Mar2015 Goal	Mar2015 Actual	
<b>TBD</b>	<b>86%</b>	⬇	<b>TBD</b>	<b>73%</b>	⬆
Resolved	Resolved		Resolved	Resolved	

## Amenity/Site Complaints Resolved



## Apr2014-Mar2015 Pareto Analysis

