

# Boarding & Cleaning Monthly Backlog Codes & Regulations 2/12/2014

Measurement method		Why measure?		What is our goal?	
The number of service requests open at the end of each month		Helps quantify the challenge of dealing with neighborhood blight		Maintain a backlog of no greater than 600 open boarding, cleaning & cutting cases in a month	
How are we doing?					
Dec2012-Dec2013 12 Month Avg Goal	Dec2012-Dec2013 12 Month Average		Dec2013 Goal	Dec2013 Actual	
600	364		600	456	
Open Service Requests	Open Service Requests		Open Service Requests	Open Service Requests	
Performance Stoplight Key					
Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data					

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