

On-Street Parking Citation Collection Rate Parking Authority of River City (PARC)



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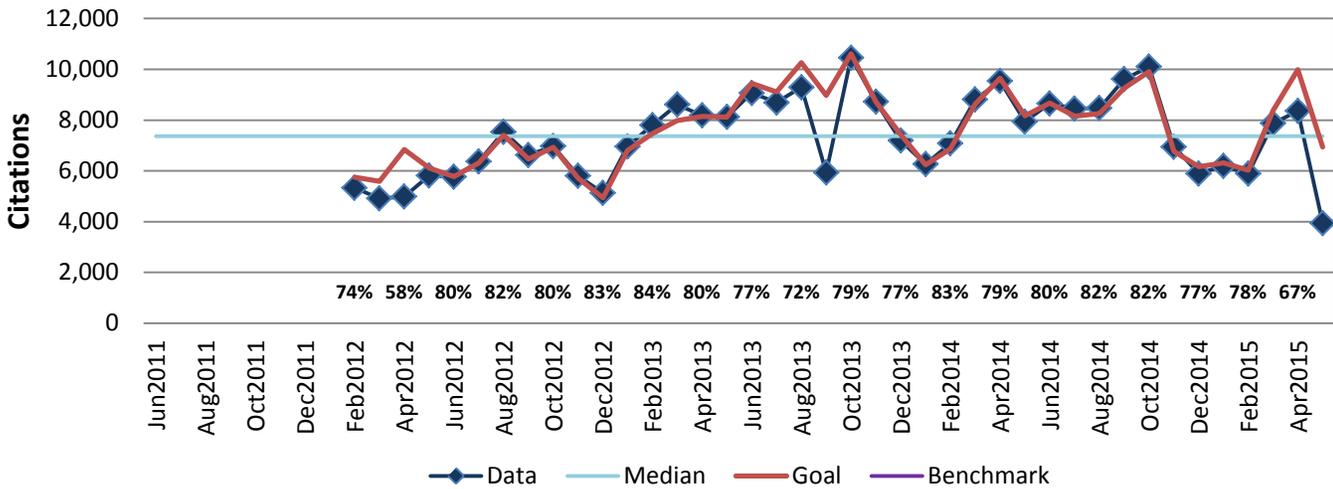
Process: Citation Collection Data

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY-15 Goal: To get the citation collection rate to 80% or better Benchmark: TBD	Data Source: Citation Database Goal Source: PARC Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Comparing monthly data: citations issued, citations collected vs total outstanding debt Why Measure: To turn data into operational tools for program improvements Next Improvement Step: Currently installing newer software and database system and improved collection processes; improve on current SOP's and OP P&P to reduce mistakes.

How Are We Doing?

Jun2014-May2015 12 Month Goal	Jun2014-May2015 12 Month Actual		May2015 Goal	May2015 Actual	
94,846	90,435		6,938	3,944	
Citations	Citations		Citations	Citations	

On-Street Parking Citation Collection Rate



Outstanding Debt - 5yrs

