

Net Payment/Collection from Fines, Abatement Costs & Liens Office of Management & Budget



KPI Owner: Daniel Frockt

Process: Accounts Receivable

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY14 - \$2,400,000 Goal: Increase collection effort to \$2,700,000 FY15 Benchmark: TBD	Data Source: Hansen Goal Source: OMB Benchmark Source: Internally Developed	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions Measurement Method: Net dollar of code enforcement fines and abatement costs recovered Why Measure: To establish benchmark and goals to increase collections Next Improvement Step: Train new replacement AR Specialist and request staffing enhancements in FY16 budget

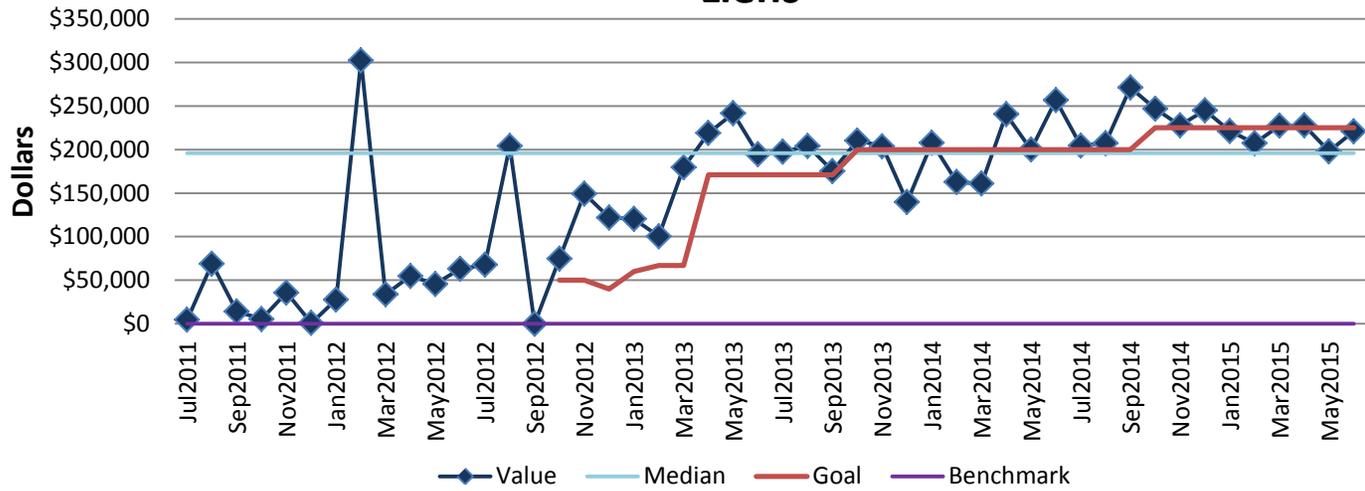
How Are We Doing?

Jul2014-Jun2015 12 Month Avg Goal	Jul2014-Jun2015 12 Month Average		Jun2015 Goal	Jun2015 Actual	
\$2,625,000	\$2,706,552		\$225,000	\$221,078	
Dollars	Dollars		Dollars	Dollars	

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Good



◆ Value — Median — Goal — Benchmark

Workload Collection Effort Detail

