

Property Maintenance Initial Response Time Codes & Regulations



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Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Average 14 Days FY 2012 Goal: Respond within 5 days for initial complaints. Benchmark: TBD	Data Source: Hansen Goal Source: Department Management Team Benchmark Source: TBD	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal Measurement Method: The average time from complaint to initial inspection in days. Why Measure: Measure our responsiveness to citizen complaints Next Improvement Step: TBD

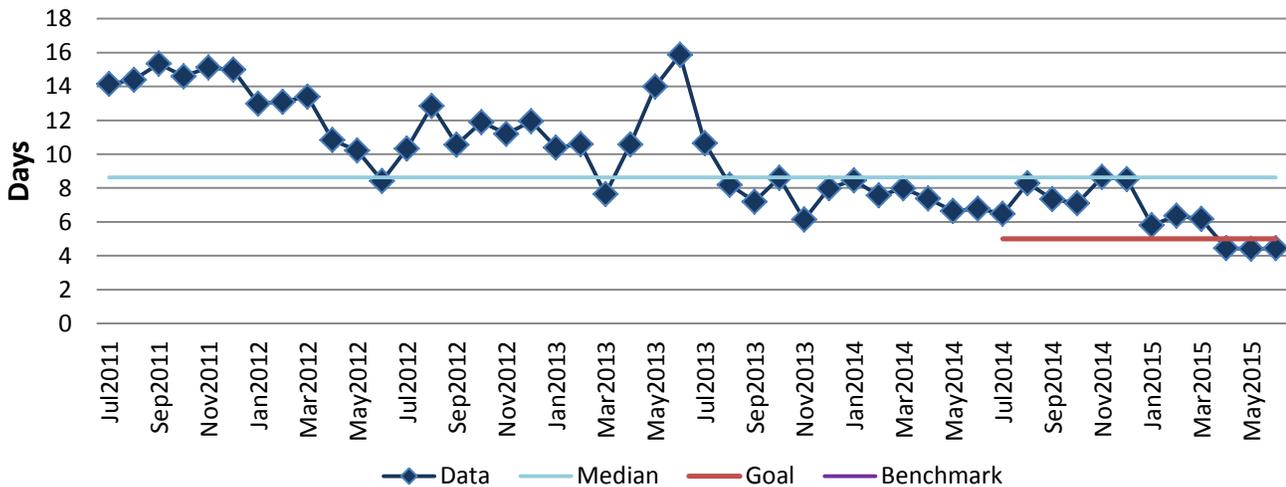
How Are We Doing?

Jul2014-Jun2015 12 Month Goal	Jul2014-Jun2015 12 Month Average		Jun2015 Goal	Jun2015 Actual	
5	7		5	4	
Days	Days		Days	Days	

Property Maintenance Initial Response Time



Good



Root cause analysis is not necessary because there is no gap between the goal and current performance.